



Maxima Advantage® Agent Web Access

Workforce Management Solutions

The Pipkins web access module for agents – WAVE™ (Web Agent Viewing & Empowerment) allows agents to view and modify their schedules over your corporate network, or the Internet, with a standard web browser. Secure individual agent access is provided by the use of a unique login ID and PIN number for each agent. The following features are available for agents:

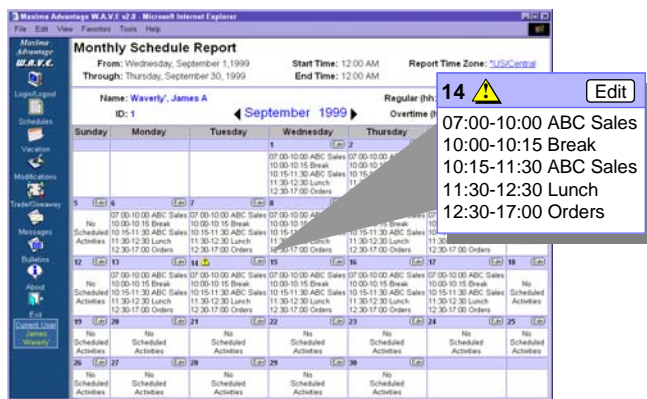
- Viewing of individual agent schedules in daily, weekly, and monthly formats
- Agent schedule modification and trade requests
- Messaging system for notification of schedule change status, or user messages
- Electronic bulletin board system for posting trade requests, give aways, or user messages
- Comprehensive vacation and time off planning

In addition to the agent features, the following functions are available for supervisors:

- Supervisor access to make schedule changes for their agents
- Ability to approve, reject or post agent requests
- Management of user privileges and administrative tasks
- Complete supervisory vacation planning functions for establishing and managing vacation limits, wait lists, black-out days, non-operational days, etc.

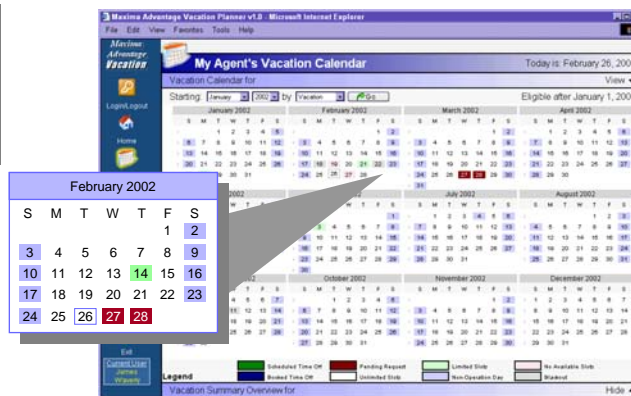
WAVE was developed to reduce the amount of administrative overhead, and empower the agent to perform many of the routine schedule related tasks, eliminating costly paperbound schedule distribution methods. Access to agent's schedules has never been easier, creating a paperless environment. There is no longer a need to print and distribute schedules for hundreds of agents!

MONTHLY SCHEDULE REPORT



The monthly schedule report lets agents preview schedules for an entire month. Daily and weekly reports are also available.

The yearly vacation planning view allows agents to plan or review their entire year's vacation at a glance. Detail views are also available.



YEARLY VACATION VIEW

The vacation planning module interfaces with your payroll system to insure the most accurate time off information is used and eliminates the need to re-enter your agent's vacation accrual information.

- Client Machine Requirements:
- Microsoft Internet Explorer 5.5 or greater
 - Super VGA Display
 - Minimum Resolution 1024 x 768