



Agent Notification

Workforce Management Solutions

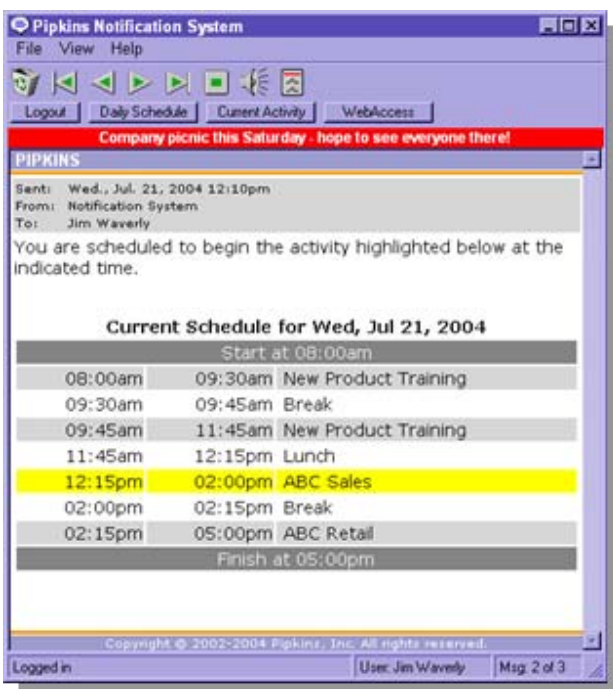
Pipkins Notification System is a comprehensive information dissemination system that allows easy transfer of data to your agents via immediate, scheduled, recurring, or automated notifications. Notifications can be delivered via several methods, including email and screen popup; and can be broadcast to all agents, or individual agents. Daily schedules, schedule changes, and adherence information can be delivered to agents automatically, or viewed on demand at any time by the agent with one simple click.

Secure individual agent access is provided by the use of a unique login ID and PIN number for each agent. The screen popup is fully configurable and can be set to meet individual or corporate preferences.

Features...

- Automated notifications for scheduled activities and non-adherence conditions.
- User messages, banner messages, URL messages (e.g. to send users to an online training session)
- Multiple notification modes (tray, popup, ticker) and methods (flash, beep, play sound, maximize)
- Numerous message delivery options – immediate, queued, scheduled, recurring, automated, expiring.

The Notification System was designed 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 or manually notify hundreds of agents of schedule changes!



In "Ticker" mode notifications are delivered to a multi-purpose docked window at the top or bottom of the user's desktop.

In "Popup" mode notifications are brought to the user's attention in a popup. Shown is a notification of the agent's current scheduled activity.

In "Tray" mode notifications will display as a flashing icon in the tray, or as an unobtrusive momentary sliding popup.

