

FROM REQUEST TO RESOLUTION

Keep agents connected. Keep operations moving.

simTree brings agent requests, planner decisions, and schedule updates into one place. Agents submit requests directly in the app, while planners can assess the impact on staffing and service levels before approving a change. With clear request status, direct notifications, and immediate schedule updates, everyone can stay informed of the schedule, with less manual coordination.

**BRING AGENT COMMUNICATION
TOGETHER**

Simplified Requesting

Giving more freedom to agents doesn't have to result in more admin work. The built-in requesting system in simTree lets your agents make requests from their app, which are immediately available in your scheduling platform.



Book a free Demo of simTree WFM to learn more about how we can improve scheduling for your business

www.simTree.se

www.linkedin.com/showcase/simtree-wfm/

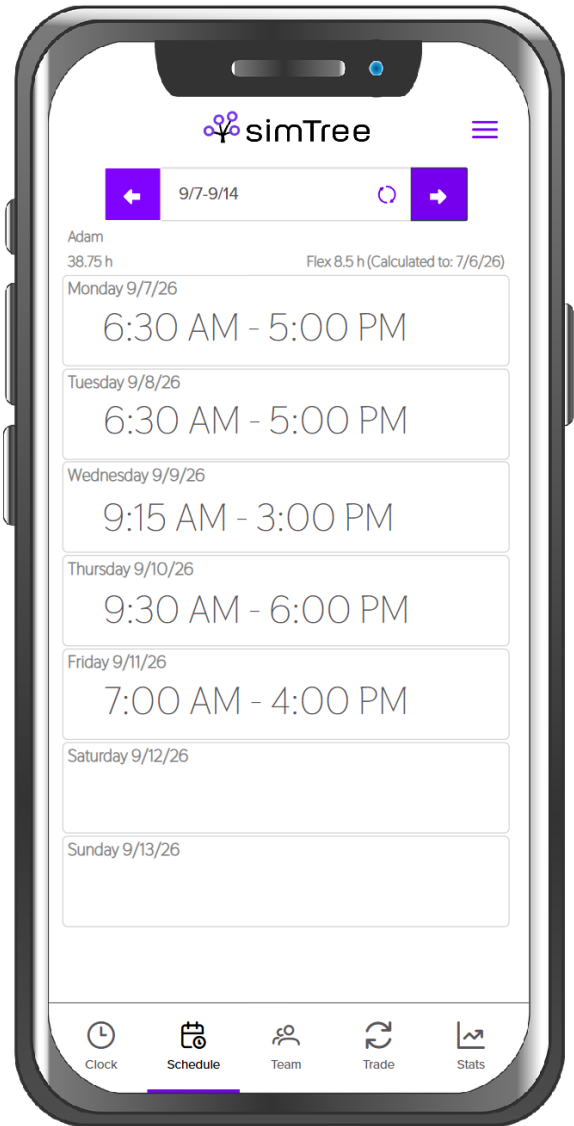
info@deepnumbers.se

PUT SIMTREE IN EVERY AGENT'S POCKET

Simple communication. Wherever agents are.

From schedule-related questions to time-off requests and operational updates, agents have one place to communicate with the people managing their workforce.

One place for agent communication	Gathering all your agent communication in one place makes planning easier, and works as a tool to keep agents engaged
Easy request submission	No more requests lost in emails or managed in never-ending chat threads. In simTree requests are always available to the right people
Clear status and responses	Eliminate uncertainty with a clear status on each request
Agents are notified directly	Processed requests both notify the agent, and updates the schedule immediately, so that agents always have the most up-to-date information at hand
Less administration	Reduce the need to coordinate between planners. Everyone can see the incoming requests from agents and the decisions made by others



KEEP EVERYONE IN THE LOOP

The right information. At the right time.

Important updates shouldn't depend on agents checking email or asking a colleague. simTree notifications help make sure agents know when something changes, when action is required, or when their request has been answered.



Agent Submits a Request in the simTree app



Planner Reviews, evaluates, and responds to the request



Agent Receives a response, and the change right in the app

A clear requesting workflow for everyone involved.

Every request has a place, a status and a history. simTree gives both agents and planners greater visibility. Processed requests are saved in the system, so decisions are easy to track.

ONE SYSTEM, ONE COMMUNICATION PLATFORM

Connect agents and planners through the same workflow.

Agent communication doesn't have to live separately from workforce planning. With simTree, requests become a part of the operational workflow, which gives the planners visibility and the agents clarity.

BUILT-IN REQUEST SYSTEM

From App to Schedule

The agent request system is built-in to simTree, so requests made in the app show up immediately in the schedule for supervisors to handle.

REVIEW IMPACT BEFORE DECIDING

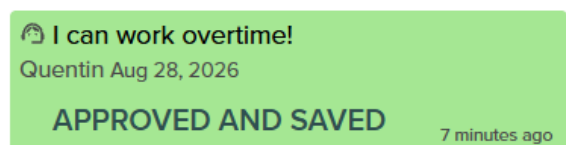
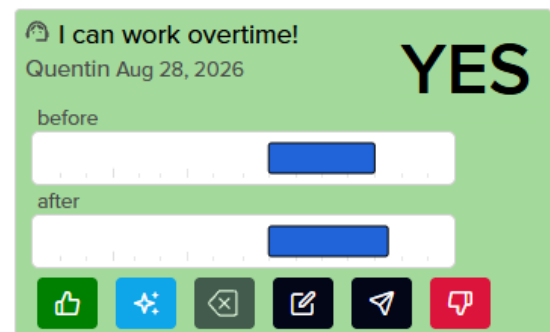
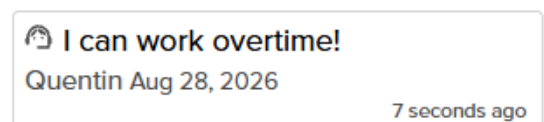
Service Level Estimates

Review how approving or rejecting a request affects your staffing, down to each individual skill. Evaluation can be done before you make a decision about the request.

IMMEDIATE FEEDBACK

Automatic Schedule Update

When a request is approved and saved, the new schedule is available to the agents immediately.



Make requests easier for agents, and decisions easier for planners.

Book a demo to see how simTree connects agent requests with staffing decisions and schedule updates.