

Interpreter Use of NiCE Webstation



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Create a
NiCE..
world 

Manage my account



Update personal settings



My Account

1 [Change Password](#)

EMAIL ADDRESS

EMAIL LANGUAGE

FIRST NAME

2 L

LAST NAME

Shepard

Display Settings

WEBSTATION LANGUAGE

English (United States)

TIME ZONE

Central Time (CST6CDT)

3

Change Password

Current password

! This field is required

New password

Confirm new password

Change Password

Cancel

Show password policy

- Dansk (Danmark)
- Deutsch (Österreich)
- Deutsch (Schweiz)
- Deutsch (Deutschland)
- Deutsch (Luxemburg)
- English (Australia)
- English (Canada)
- English (United Kingdom)
- English (Ireland)
- English (India)
- English (Malta)
- English (New Zealand)
- English (Philippines)
- English (Singapore)
- English (United States)
- English (South Africa)
- Español (Argentina)
- Español (Bolivia)
- Español (Chile)
- Español (Colombia)
- Español (Costa Rica)
- Español (República Dominicana)

- Central Time (America/El_Salvador)
- Central Time (America/Guatemala)
- Central Time (America/Indiana/Knox)
- Central Time (America/Indiana/Tell_City)
- Central Time (America/Knox_IN)
- Central Time (America/Managua)
- Central Time (America/Menominee)
- Central Time (America/Merida)
- Central Time (America/Mexico_City)
- Central Time (America/Monterrey)
- Central Time (America/North_Dakota/Center)
- Central Time (America/North_Dakota/New_Salem)
- Central Time (America/Rainy_River)
- Central Time (America/Rankin_Inlet)
- Central Time (America/Regina)
- Central Time (America/Resolute)
- Central Time (America/Swift_Current)
- Central Time (America/Tegucigalpa)
- Central Time (America/Winnipeg)
- Central Time (CST6CDT)

Viewing and Adjusting Schedules



View my schedule



My Schedule

DAILY WEEKLY MONTHLY **1**

< February 25, 2024 - March 2, 2024 > **2**

DAY	SCHEDULE	ACTIVITY	START	END
Sun 2/25/24	OFF			
Add An Activity				
Mon 2/26/24	OFF			
Add An Activity				
Tue 2/27/24	06:15 AM - 03:00 PM	Open	06:15 AM	08:15 AM
		Break	08:15 AM	08:30 AM
		Open	08:30 AM	09:00 AM
		Tea	09:00 AM	09:30 AM
		Open	09:30 AM	10:30 AM
		Lunch	10:30 AM	11:15 AM

3

4

DAILY WEEKLY MONTHLY

Today is Monday, March 11, 2024

< February 2024 > Jump To: (Select Month) v

	SUN	MON	TUE	WED	THU	FRI	SAT
W	28 06:00 AM 02:45 PM E-mail	29	30	31 06:15 AM 03:00 PM	1 06:15 AM 03:00 PM	2 06:00 AM 02:45 PM	3 06:00 AM 02:45 PM
W	4	5	6 06:15 AM 03:00 PM	7 06:15 AM 03:00 PM	8 06:00 AM 02:45 PM	9 06:00 AM 02:45 PM	10 06:00 AM 02:45 PM
W	11	12	13 06:15 AM 03:00 PM	14 06:15 AM 03:00 PM	15 06:15 AM 03:00 PM	16 06:00 AM 02:45 PM	17 06:00 AM 02:45 PM
W	18	19	20 06:15 AM 03:00 PM	21 06:15 AM 03:00 PM	22 06:15 AM 03:00 PM	23 06:00 AM 02:45 PM	24 06:00 AM 02:45 PM

Add an activity

Schedule date: 1/30/24

Activity: v

Start: 12 : 00

End: 12 : 00

Comment:

- Break
- Chat & Email
- Check Cashing
- Coach Meeting
- Flex Time
- Floating Holiday
- Military Duty
- Open
- Personal Day
- Research Time
- Same Day PTO
- Sick - Paid
- Sick - Unpaid
- System Issue
- VTO
- Vacation



Use my schedule changes

Pro Tip: If you need a day off that has already been posted to your schedule you will need to request the time off here! You will use the activity _____

August 2, 2017 - August 8, 2017

Request a schedule change

Pending		HIDE
ACTIVITY	REQUESTED FOR	
Details Break	Wed 8/2/17 6:30 PM - 6:45 PM	Cancel
Details Coaching	Thu 8/3/17 6:45 PM - 8:30 PM	

Completed

HIDE

ACTIVITY	REQUESTED FOR
Details Break	Wed 8/2/17 2:00 PM - 2:30 PM

Unsuccessful

HIDE

ACTIVITY	REQUESTED FOR
Details Lunch	Thu 8/3/17 4:15 PM - 5:00 PM

Today is Friday, August 4, 2017

August 2017

W T F S S M T

W 26

W 2

W 9

W 16

W 23

W 30

Request a schedule change

DATE	START	END	ACTIVITY
7/28/17	6 : 00 AM	4 : 00 PM	Open
7/29/17	4 : 00 PM	6 : 00 PM	Coach

Add Row

Submit Cancel



Sign up for slots on time board

Time Board

1

ACTION	ENTITY	DATE	START	END	SLOTS	ACTIVITY CODE	MIN LENGTH	AGENT DATA GROUP
Sign Up	MU 5100 5100 TL Test MU	8/26/17	9:00 AM	12:00 AM	5	Field Trip	03:00:00	
Sign Up	MU 5100 5100 TL Test MU	8/24/17	8:00 AM	12:00 PM	10	Consultation	02:00:00	Supervisor
Sign Up	MU 5100 5100 TL Test MU	8/23/17	8:00 AM	12:00 PM	2	Filing	02:00:00	Supervisor

Request a slot

Schedule date
9/15/2017

Activity
Filing

Start
08:00 AM

End
12:00 PM

2

Submit Cancel

Pending

HIDE

3

	ACTIVITY	REQUESTED FOR	
Details	Break	Wed 8/2/17 6:30 PM - 6:45 PM	Cancel
Details	Coaching	Thu 8/3/17 6:45 PM - 8:30 PM	

Requesting Time Off





Locate my time off – text & calendar view

Pro Tip: Time Off Manager should be used for future days off that have not been posted to your schedule yet.

Time Off Manager

Choose a Rule

Your current time off group: 1 English Customer Service
Click on a rule below to manage your time off.

TIME OFF GROUP	RULE
1 English Customer Service	Eastern PTO 2
1 English Customer Service	Eastern 2019 PTO
1 English Customer Service	2024 Rule
1 English Customer Service	Eastern 2021 PTO

Bidding

EDIT	BID NAME	PRIORITY	DAY
Edit	Days and weeks	1	Fri
Edit	Days and weeks	2	Fri
Edit	Days and weeks	3	Fri
Edit	Days and weeks	5	Mon
Edit	Weeks only	1	Week

Taken

DETAILS	DAY	DATE
Details	Wed	9/6/17
Details	Mon	9/11/17

Planned

EDIT	DAY	DATE RANGE
Edit	Week	10/2/17 - 10/8/17
Edit	Fri	10/20/17
Edit	Wed	11/22/17
Edit	Thu	11/30/17

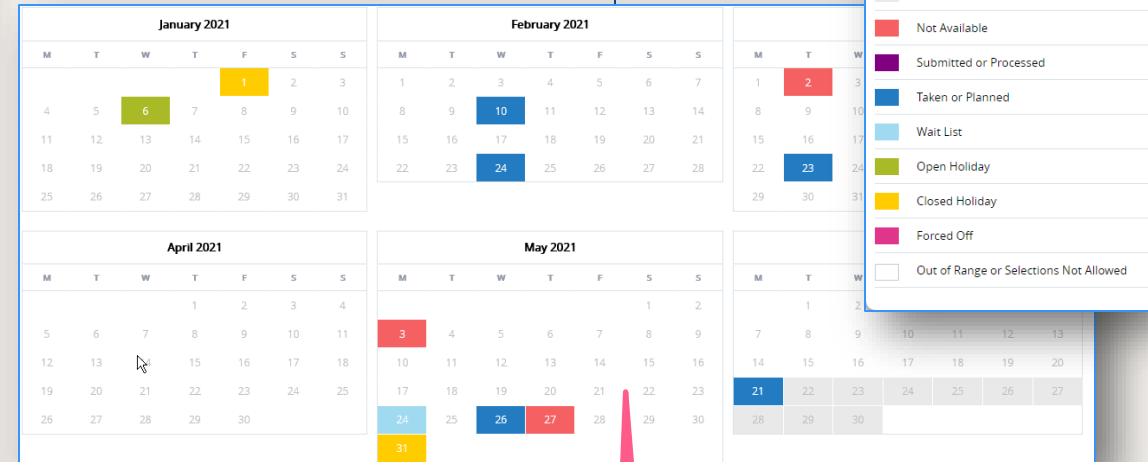
Canceled

DETAILS	DAY	DATE RANGE
Details	Wed	9/6/17
Details	Mon	9/11/17

Time Off Manager

» MY TIME OFF HOLIDAY PREFERENCES TIME OFF ALLOTMENTS

Text view Calendar view



Adding a time off request



Pro Tip: All interpreters will select UTO for their type of time off.

Time Off Manager

1

Choose a Rule

Your current time off group: 1 English Customer Service
Click on a rule below to manage your time off.

TIME OFF GROUP	RULE
1 English Customer Service	Eastern PTO 2
1 English Customer Service	Eastern 2019 PTO
1 English Customer Service	2024 Rule
1 English Customer Service	Eastern 2021 PTO

MY TIME OFF | HOLIDAY PREFERENCES | TIME OFF ALLOTMENTS

Text view | Calendar view

Viewing data for : 5127 Alberts, Alfred | Rule: 5100 TL Time Off Rule 2017 | Change 2

Instructions | Bidding data | Color key | Printable view | Request time off

5100 TL Time Off Rule 2017 | September 1, 2017 - December 31, 2017 | Time format: HH:MM

Type of time off: PTO 246:30 PTO available

Length: Partial day

Start date: 02/08/21

End date: 02/08/21 *

Start time: 00 : 00

End time: 00 : 00

Only save request if all days can be granted

Comments:

* You can leave the end date blank to request a single day.

Submit | Cancel

3

Canceling a time off request



Time Off Manager

1

Choose a Rule

Your current time off group: **1 English Customer Service**
Click on a rule below to manage your time off.

TIME OFF GROUP	RULE
1 English Customer Service	Eastern PTO 2
1 English Customer Service	Eastern 2019 PTO
1 English Customer Service	2024 Rule
1 English Customer Service	Eastern 2021 PTO

MY TIME OFF HOLIDAY PREFERENCES TIME OFF ALLOTMENTS

Text view Calendar view

Viewing data for: 5127 Alberts, Alfred Rule: 5100 TL Time Off Rule 2017 Change

Instructions Bidding data Printable view Request time off

5100 TL Time Off Rule 2017 September 1, 2017 - December 31, 2017 Time format: HH:MM

Submit

SHOW	TIME OFF TYPE	EARNED	CREDITED	CO FROM LAST YEAR	TAKEN	PLANNED	DEBITED	CO TO NEXT YEAR	REMAINING
	5100 TL Timeoff rules	120:00	05:00	10:00	85:00	24:00			26:00

Bidding

EDIT	BID NAME	PRIORITY	DAY	DATE RANGE	TYPE	TIME	LENGTH	STATUS	CANCEL
Edit	Days and weeks	1	Fri	6/24/22	Vacation	All Day	08:00	Submitted	Cancel
Edit	Days and weeks	2	Fri	6/3/22	Vacation	All Day	08:00	Submitted	Cancel
Edit	Days and weeks	3	Fri	5/20/22	Off-Site	All Day	08:00	Submitted	Cancel
Edit	Days and weeks	5	Mon	4/25/22	Vacation	All Day	08:00	Submitted	Cancel
Edit	Weeks only	1	Week	5/29/22 - 6/4/22	Vacation	All Week	48:00	Submitted	Cancel

Taken

DETAILS	DAY	DATE	TYPE	TIME	LENGTH
Details	Wed	9/6/17	Coach	12:00 PM - 8:30 PM	08:30
Details	Mon	9/11/17	QA	12:00 PM - 8:30 PM	08:30

Planned

EDIT	DAY	DATE RANGE	TYPE	TIME	LENGTH	CANCEL
Edit	Week	10/2/17 - 10/8/17	Sick	All Day	40:00	Cancel
Edit	Fri	10/20/17	Medical Appointment	All Day	08:00	Cancel
Edit	Wed	11/22/17	Vacation	All Day	08:00	Cancel
Edit	Thu	11/30/17	Wait List	All Day	08:00	Cancel

Canceled

DETAILS	DAY	DATE RANGE	TYPE	TIME	LENGTH
Details	Wed	9/6/17	Coach	All Day	08:00
Details	Mon	9/11/17	QA	All Day	08:00

3

September 2017

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

October 2017

M	T	W	T	F	S	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

December 2017

M	T	W	T	F	S	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Type of time off: PTO 239:00 PTO available

Length: Full day

Date: Mon 02/08/21

Only save request if all days can be granted

Comments:

View additional information

Save changes Delete request Cancel any time off

4

Viewing time off allotments



Time Off Manager

Choose a Rule

Your current time off group: **1 English Customer Service**
Click on a rule below to manage your time off.

TIME OFF GROUP	RULE
1 English Customer Service	Eastern PTO 2
1 English Customer Service	Eastern 2019 PTO
1 English Customer Service	2024 Rule
1 English Customer Service	Eastern 2021 PTO

MY TIME OFF | HO **2** | ~~ABSENCES~~ | **TIME OFF ALLOTMENTS**

DAILY | **WEEKLY** | MONTHLY

Viewing data for: **5127 Alberts, Alfred** Rule: **5100 TL Time Off Rule 2017** [Change](#)

3

Request time off

5100 TL Time Off Rule 2017 October 4, 2017 - October 10, 2017 Time format: HH:MM

DAY	DATE	ALLOWED	RSVD	TAKEN / PLANNED	REMAINING	WAIT LIST	VIEW WAIT LIST	VIEW TIME OFF LIST
Wed	10/4/17	18:00		20:00	-02:00	08:00	Wait List	Time Off
Thu	10/5/17	30:00		23:00	07:00	08:00	Wait List	Time Off
Fri	10/6/17	30:00		18:00	12:00			Time Off
Sat	10/7/17	30:00		04:00	26:00			Time Off
Sun	10/8/17	30:00			30:00			
Mon	10/9/17	30:00			30:00			
Tue	10/10/17	30:00			30:00			

4

5

Time off list for October 5, 2017

ID	NAME	TIME OFF TYPE	ALT SENIORITY DATE	ALT SENIORITY EXT	BIDDING ORDER	TIME	TIME REQUESTED
5127	Alberts, Alfred	Sick	1/15/2010	150	1	All Week	8/8/17 9:21 AM
5101	Albright, Abby	Coach			3	All Day	8/9/17 4:31 PM

Trading Shifts



Initiate trades from my trades



My Trades

» DAILY WEEKLY MONTHLY **ALL**

Viewing trades for all dates

Trade a schedule **1**

Pending My Approval Save

☆	🗨️	DETAILS	AGENT INFORMATION	WHAT I WOULD GIVE AWAY	WHAT I WOULD RECEIVE	APPROVE	DENY
☆	🗨️	Details	5104 Digsby, Drew MU: 5100 CarPool: Collin Vacation: Supervisor: Diane Ward	Tue 8/29/17 12:00 PM - 08:30 PM (08:00)		<input type="checkbox"/> Approve	<input type="checkbox"/> Deny

Pending HIDE

☆	🗨️	DETAILS	AGENT INFORMATION	WHAT I WOULD GIVE AWAY	WHAT I WOULD RECEIVE
☆	🗨️	Details	5112 Landburt, Lola MU: 5100 CarPool: Ward Vacation: Yes Supervisor: Felix Gaytan	Mon 8/14/17 04:00 PM - 08:00 PM (03:30)	Mon 8/14/17 09:00 PM - 11:30 PM (02:30)

Posted On The Trade Board HIDE

☆	DETAILS	WHAT I WOULD GIVE AWAY	WHAT I WOULD RECEIVE	CANCEL
☆	Details	Mon 8/28/17 12:00 PM - 04:00 PM (04:00)	Mon 8/7/17 Starting Any Time (Any Length)	Cancel
☆	Details	Mon 8/28/17 12:00 PM - 04:00 PM (04:00)	Mon 8/28/17 Starting 09:00 PM- 10:00 PM (04:00 Or Longer)	Cancel 4

Today is
Friday, August 4, 2017

August 2017

	W	T	F	S	S	M	T
W	26	27	28	29	30	31	1
W	2	3	4	5	6	7	8
W	9	10	11	12	13	14	15
W	16	17	18	19	20	21	22
W	23	24	25	26	27	28	29
W	30	31	1	2	3	4	5

Trades I requested

Agent-specific trades

Trade your schedule

Date of the schedule you're giving away:

M/d/yy

Trade the entire schedule or part of the schedule?

Trade the entire schedule

Trade part of the schedule: 12 : 00 AM to 12 : 00 AM

Post an open trade or choose a specific agent?

Open trade

Trade with a specific agent: Choose From A List Of Agents

2

Post your schedule to the trade board

Date of the schedule you're giving away: [Change Your Date Selection](#)

Thursday August 10, 2017 12:00 PM - 08:30 PM (All day)

When are you willing to work in return?

Option 1 - Same date

I am willing to work on the same date, starting between

12 : 00 AM and 12 : 00 AM Any time

I would work a schedule that is: longer the same length shorter

Option 2 - Trade days off

I am willing to work on my day off in return for this time.

I would work on

Saturday, August 5, 2017

Saturday, August 12, 2017

Saturday, August 19, 2017

Saturday, August 26, 2017

I would like a start time between 12 : 00 AM and 12 : 00 AM Any time

I would work a schedule that is: longer the same length shorter

Option 3 - Give time away

I am willing to give this time away, with no work time in return.

Comment:

Back Send My Request Cancel

3

View group schedules



Group Schedules

MU: 1 Eastern America

Tuesday, March 12, 2024

Trade a schedule

DETAILS	ID	NAME	SCHEDULE START	SCHEDULE END	SCHEDULE LENGTH	LUNCH START	LUNCH END	LUNCH LENGTH
D W M	1	Green, Natasha	06:15 AM	03:00 PM	08:45	09:45 AM	10:30 AM	00:45
D W M	10	Grimes, James	06:15 AM	03:00 PM	08:45	11:30 AM	12:15 PM	00:45
D W M	100	West, Roger	06:15 AM	03:00 PM	08:45	10:45 AM	11:30 AM	00:45
D W M	1000	Martin, Tracy	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10003	Peck, Jacob	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10005	Walls, Emma	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10007	Boyle, Daniel	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10008	Crosby, Aiden	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10009	Edwards, Matt	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	1001	Clay, James	06:15 AM	03:00 PM	08:45	10:15 AM	11:00 AM	00:45
D W M	10011	Petty, Mia	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10018	Lucerro, Vincent	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	10019	Marin, Raul	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45
D W M	1002	Curtis, John	06:15 AM	03:00 PM	08:45	10:45 AM	11:30 AM	00:45
D W M	10021	Cotton, Gustavo	06:15 AM	03:00 PM	08:45	10:30 AM	11:15 AM	00:45

MU: 1 Eastern America

Employee Type: (All Agents)

- (All Agents)
- Front Line
- Front Office
- Hotshots
- Remote

Continue

Group Schedules

Trade your schedule

Date of the schedule you're giving away:

3/20/24

Wednesday March 20, 2024 06:00 AM - 02:45 PM

Trade the entire schedule or part of the schedule?

Trade the entire schedule

Trade part of the schedule: 12 : 00 AM to 12 : 00 AM

Post an open trade or choose a specific agent?

Open trade

Trade with a specific agent: Adrian Marshal

Choose From A List Of Agents

Accept a trade on schedule trade board



Schedule Trade Board

» DAILY | **WEEKLY** | MONTHLY | ALL

< August 1, 2017 - August 31, 2017 >

Trade a schedule

Trade Sort by: Posted schedule Hide Schedules I Can't Trade

DETAILS	AGENT INFORMATION	POSTED SCHEDULE	REQUESTED SCHEDULE
<input checked="" type="checkbox"/>	5102 Brighton, Brice MU: 5100 TL Test MU CarPool: Collin Vacation: Yes Supervisor: Joe Hudson	Mon 8/7/17 11:30 PM - 08:00 AM Open (08:00)	Mon 8/7/17 starting anytime (08:00)
<input type="checkbox"/>	5104 Digsby, Drew MU: 5100 TL Test MU CarPool: Collin Vacation: Supervisor: Diane Ward	Tue 8/22/17 12:00 PM - 08:30 PM Open (08:00)	Tue 8/22/17 starting anytime (08:00)
<input checked="" type="checkbox"/>	5127 Alberts, Alfred MU: 5100 TL Test MU CarPool: Tarrant Vacation: Yes Supervisor: Diane Ward	Mon 8/28/17 12:00 PM - 04:00 PM Open (04:00)	Mon 8/28/17 OFF

Today is Monday, August 7, 2017

August 2017

W	T	F	S	S	M	T
26	27	28	29	30	31	1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31	1	2	3	4	5

Trade rules

2

Trade your schedule

You have chosen to trade the following schedules:

EMPLOYEE INFORMATION	WHAT YOU'LL GET	PAID HOURS	WHAT YOU'LL GIVE AWAY	PAID HO
5 Dublin, Sherry MU: PN Oracle MU Sales - New York Supervisor: Pam Nerpel	Mon 10/23/17 12:00 AM - 04:00 AM	04:00	Mon 10/23/17 OFF	0
5 Dublin, Sherry MU: PN Oracle MU Sales - New York Supervisor: Pam Nerpel	Mon 10/23/17 12:00 AM - 04:00 AM	04:00	Sat 10/21/17 8 : 00 AM - 12 : 00 PM	01:00

Confirm Cancel

3

Trade your schedule

See below for the status of your trades.

You will be notified when approved trades are processed.

AGENT INFORMATION	WHAT YOU'LL GET	WHAT YOU'LL GIVE AWAY	
5127 Alberts, Alfred MU: 5100 TL Test MU CarPool: Tarrant Vacation: Yes Supervisor: Diane Ward	Thu 8/31/17 08:00 AM - 04:30 PM (08:00)	Thu 8/31/17 OFF	Failed validations
5127 Alberts, Alfred MU: 5100 TL Test MU CarPool: Tarrant Vacation: Yes Supervisor: Diane Ward	Fri 9/8/17 12:00 PM - 08:30 PM (08:30)	Fri 9/8/17 OFF	Pending posting agent approval

[Click here to return to the trade board](#)

[Click here to return to the ScheduleViewer](#)

4

- ✔ - pending, approved, or completed schedule trade requests
- ✘ - denied or failed schedule trade requests
- ★ - accepted open schedule trade requests
- 😊 - requested agent-specific schedule trades