AssignPros · OPERATIONS PLATFORM

AgentManager UI

Executive Summary

AgentManager is the web application managers use to run AssignPros day to day. Built around blended security and AI, it brings clients, assignments, shifts, agents, assets, documents and billing into one place.

HIGHLIGHTS

Key Features

WHAT SETS ASSIGNPROS APART

01 Blended Security & Active Asset Management

AssignPros schedules agents and the assets they operate, such as radios, cameras, drones and vehicles, on the same shifts, so every post is planned as people plus technology and clients get more than staffing alone.

Each asset is actively managed: readiness, inspections and service life are tracked, bookings are screened for conflicts and maintenance, and a full history shows every deployment.

AI THROUGHOUT

02 AI Built Into Everything

An AI assistant in every app answers questions in plain words from the how-to video library and help topics, pointing to the right video and moment.

Every uploaded document, including scans and photos, is read by AI so it can be searched and summarized, and a resume or license auto-fills the agent or license form for review. Sensitive documents are never sent to AI, and answers stay within the user's company.

03 Assignment Scheduling

A calendar view of every shift on an assignment. Managers add, edit, copy and bulk-remove shifts, and spot coverage gaps at a glance.

04 Qualified Staffing

Select Agent lists only the people qualified for a shift by license, skill, special equipment and zone, and checks for schedule conflicts before booking.

05 License Compliance

The home dashboard flags agent licenses that are expiring or expired. One click sends the agent a reminder by text and email.

06 Reports & QuickBooks Invoicing

Schedule, payroll and invoice reports run as filtered PDFs. Invoice reports can post straight to QuickBooks as client invoices, with no re-keying.

ALSO INCLUDED

Other Major Features

- **Agent messaging** – shift calendars by SMS and email to one agent, an assignment, a client or everyone.
- **Agent profiles and schedules** – licenses, skills, equipment, time off, shift history and hours worked.
- **Clients and assignment requirements** – the licenses, skills and equipment each job needs.
- **Locations, zones and catalogs** – sites, service areas and the shared lists the app draws on.
- **Power BI dashboards** – the organization's Power BI reports, interactive inside the app.
- **Users, rights and app features** – permissions per user and optional modules per company.

PROTECTION

Security

Managers sign in with a password and a captcha that blocks automated attempts, and administrators can force password changes. Each login issues a signed token that the server checks on every request, and named rights control which pages and actions each user can reach. Each company's data is kept separate, file links are signed and expire, and all database access uses stored procedures with typed parameters to guard against SQL injection. The API runs over HTTPS and accepts calls only from AssignPros sites, QuickBooks tokens are stored encrypted, errors are logged with passwords removed, and development data is scrubbed of personal details.