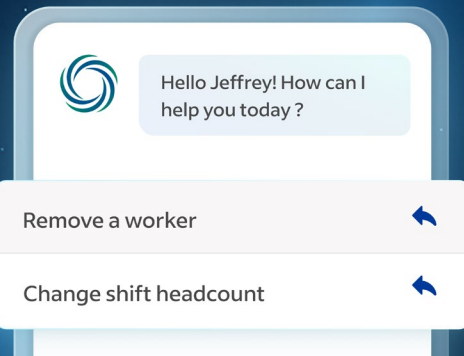




Let Flex do the Work

FAQs



What is 'Let Flex do the Work'?

It is our automated matching feature that handles shift distribution for you. It prioritises your top-rated Flexers first, then expands to the wider Flex marketplace, and finally can engage agency partners if additional coverage is required.

Why is this now the default option?

Speed is key to high fill rates. By automating the invite process, your shifts reach the best workers the moment you post, significantly increasing your chances of achieving a fully staffed shift.

Will my preferred workers still get the shift first?

Yes. Our automation ensures that anyone you've rated 5-stars or who has worked with you before gets the first opportunity to accept the shift.

How do I know the workers are qualified?

The system strictly honours the role requirements and certifications you set when posting. If a worker doesn't have the required credentials, they cannot see or accept the shift.

Do agencies always receive my shifts?

No. Agency partners are only engaged if the system determines that additional support is needed. Many shifts are filled entirely through the Flex marketplace.

What happens if the Flex marketplace doesn't fill the shift?

If the system determines that additional coverage is required, the shift may automatically cascade to your approved agency partners. If agencies decline or positions remain open, the shift can continue to be offered to additional Flexers to maximise the chances of filling the role.

Do I still see who is working?

Absolutely. You maintain full visibility. You can see assigned workers, message them through the portal, and provide the ratings that contribute towards your future matches.

Can I still manually manage my shifts?

Yes. While the system is designed to do the heavy lifting, you still have the flexibility to manage your workforce manually or send individual invites if you have a specific preference.

Alma, your AI co-pilot

Alma is designed to take time-consuming staffing tasks off your hands. Whether you need to remove a worker, adjust demand, or post a job, Alma can do it instantly, right from your portal. This means less admin, fewer delays, and more time for you to focus on running your operation smoothly. The result? Faster decisions, greater control, and the reassurance that critical changes can be made in seconds.

