# Bank API

# Frequently Asked Questions (FAQs)

## 1. What is the Bank API?

RLDatix's Bank API simplifies the process of onboarding and assigning temporary workers to open shifts in Optima. By integrating with external vendor systems, the API automatically sends available shifts to connected Bank Partners. Workers can then be booked into the desired shifts, which are immediately reflected in the system.

## 2. What are the benefits of using Bank API?

a) Improved demand visibility to Bank Workforce
   - Vacant duties will be automatically communicated to Bank Partners via the API as soon as they are released by the requesting organisation, eliminating manual intervention.
   - Automating demand management processes will reduce manual effort for both the requesting organisation and the Bank partners, potentially leading to cost savings and resource reallocation within the organisation.

b) Reduced time to confirm fulfilment of shifts
   - Efficient Booking Control: Users can efficiently manage bookings from creation to cancellation.
   - Bank-filled duties will be instantly reflected in the requesting organisation's Optima systems, eliminating manual data entry.

c) Improved data security
   - With access to data controlled centrally through an API, the organisation has improved assurance that their data is only being seen and utilised by authorised users.

d) Improved interactions
   - The API simplifies the process of bringing new workers onto the platform and keeping their details current.
   - The API accommodates various booking types, including Direct Booking by the customer and complex redeployments like Duty Cancelled, Duty Updated, Direct Booking events etc.

### 3. Which Bank Partners use the API?

Bank Partners that are confirmed as connected vendors, with access to the Bank API and are listed in the RLDatix Partners website (allocatesoftware.com/partners).
If you would like to confirm that a Bank partner is a connected vendor, and authorized to use the Bank API, please contact your RLDatix account manager.

### 4. What Staff groups can the Bank API be used for?

The API is currently licensed for use with all Nursing & Midwifery staff groups.

### 5. Will I be charged by agencies once they start using the API?

Any contractual agreements and associated charges are agreed between the organisation and the Bank Partners. However, RLDatix do not anticipate that Bank Partners will increase charges when using the Bank API.

### 6. How do I know data is safe when transferred through the API?

The API incorporates robust security measures to safeguard data transmission. By utilising encryption and adhering to the HTTPS protocol with TLS 1.2 certification, we ensure that any data exchanged through the API is securely protected.