

Enhance response times, help reduce paperwork, and manage your team from end-to-end



What's the impact of a mobile workforce management solution on an organization? Nearly half of software decision-makers and influencers rated it as significant for improved field service response times (44%), reduced paperwork (44%), and increased customer satisfaction (41%).¹

AT&T Workforce Manager is a cost-effective, cloud-based, all-in-one intuitive software solution for managing employees, vehicles, and assets. It's also been rated "overall best" in the mobile workforce management solution category by Frost & Sullivan.¹

With AT&T Workforce Manager, you get a suite of practical tools that combine to form a single solution that enhances productivity, security, safety, and communication, while potentially reducing costs and supporting revenue numbers.

What's more, AT&T Workforce Manager Supports HIPAA Compliancy.

Potential benefits

- Support workforce productivity
- Streamline and automate processes and tasks
- Centralize company information
- Manage people and assets from a single pane of glass
- Foster organizational transparency
- Enhance on-the-fly communication
- Save time, money, and resources

Features

- Send and receive customized digital forms directly from the field
- Remote employee timekeeping and near-real-time GPS tracking
- Track vehicle location, speed, stops, and onsite durations
- Gain visibility to current locations of high value mobile assets
- Dispatch jobs, track progress, and manage workloads
- Communicate with up to 250 employees using AT&T Enhanced Push-to-Talk, purchased separately
- Supports HIPAA Compliancy

¹2018 North American Mobile Workforce Management Customer Choice: Brand Leadership Award." Frost & Sullivan 2018 Best Practices Awards.



Job dispatching

Create, modify, or update orders — from the office or the field — for deliveries, service calls, or other types of tasks all from your phone or tablet.

Wireless forms

Save time, resources, and paper with forms that can be completed on tablets or smartphones and sent back to the office. Choose from hundreds of templates or customize your own. Form Workflows allows employees to work together to fill out a single wireless document. You can include signatures and pictures of the job and send to the office. Plus, pre-determined drop-down choices help reduce mistakes.

Mobile timekeeping

The mobile time clock lets remote and mobile employees clock in and out on the app and also tracks lunches and breaks.

Event-based tracking

Oversee day-to-day events on the dashboard. You can monitor field task activities, employee hours, locations, and data entries in near-real time. Plus, it captures time, date, and GPS location every time an event is created.

Messaging

Openly communicate with your entire workforce.

Import tools

Use the Custom Reports tool to define the data you would like to report on, and export it based on the modules you are using. These tools help make the initial setup and ongoing maintenance processes more efficient.

Ad hoc reports

Extract the data you need based on information relevant to your business.

User groups

View and send information to designated groups to monitor productivity and help increase accountability in the field.

AT&T Workforce Manager Shield

Shield provides an additional layer of security that delivers federal-level security controls and data encryption at rest and in transit.

Healthcare

AT&T Workforce Manager Shield also supports HIPAA compliance. Additionally, you can choose from three electronic visit verification (EVV) options to verify your team's service deliveries: visit schedules, timekeeping, and wireless forms.

ELD/HOS

Electronic Logging Devices (ELD) automatically track and log driving hours in order to remain compliant with Hours-of-Service (HoS) mandates, as established by the Federal Motor Carrier Safety Administration (FMCSA).

Track vehicles and mobile assets

Monitor and report driver behaviors and keep business owners updated on service needs. Get more visibility on the current locations of critical mobile assets to help protect your property.

Add-on features

Intelligent tracking

GPS locations from workers' mobile devices provide easy employee visibility. You can set alerts for events, such as arrivals and departures from specific locations.

AT&T Enhanced Push-to-Talk

Add AT&T Enhanced Push-to-Talk and make individual or group calls from within the Workforce Manager application, view employees' current locations, and more.

Standard	Standard Shield	Enhanced	Enhanced Shield	Premium	Premium Shield
\$10 mo. per user	\$15 mo. per user	\$15 mo. per user	\$20 mo. per user	\$20 mo. per user	\$25 mo. per user
Add up to 5 modules from our predefined module library		Add up to 5 modules from our predefined module library		Add up to 5 modules from our predefined module library	
1 web user		2 web users		3 web users	
Collect data in the field		Collect data in the field		Collect data in the field	
Dispatch orders		Dispatch orders		Dispatch orders	
Basic infographics and charts for modules		Basic infographics and charts for modules		Basic infographics and charts for modules	
Create groups and assign mobile users and vehicles to them		Create groups and assign mobile users and vehicles to them		Create groups and assign mobile users and vehicles to them	
Supports HIPAA compliance*		Customize existing modules		Customize existing modules	
Government-grade security controls*		Customize and build your own charts and graphics for your form modules		Customize and build your own charts and graphics for your form modules	
		Schedule reports to be emailed to you automatically		Schedule reports to be emailed to you automatically	
		Customize your dispatch module and build your own services and status workflows		Customize your dispatch module and build your own services and status workflows	
		Enhanced filter capabilities in dispatch		Enhanced filter capabilities in dispatch	
		Supports HIPAA compliance*		Premium dispatch functionality	
		Government-grade security controls*		API access for software integration	
				Manager app	
				Supports HIPAA compliance*	
		Supports HIPAA compliance*		Government-grade security controls*	
Add Intelligent Tracking for just \$5		Add Intelligent Tracking for just \$5		Add Intelligent Tracking for just \$5	

*Requires customers to be on Shield version of product | *Shield pricing for new customers only

Additional standalone		
Voice Dispatch	Mobile Assets & Vehicle Tracking	HOS/ELD
\$10 per user/per month	\$10 per user or \$15 per vehicle /per month	\$20 per user/per month
View breadcrumb trails	Intelligent Tracking	Plug-and-play device: J-Bus and OBDII compatible
Customize geofence locations	Customize alerts for driving behavior	Fully FMCSA-certified electronic logs
Schedules calls for up to 250 people at one time	Schedule automatic report to email administrators	IFTA and enhanced and customized DVIR filing included
	Live view map of vehicle or asset	Supports both ELD- and AOBRD-compliant solutions
	Manage after-hour usage	Slip-seat and team-driving tracking for multiple drivers in vehicles
	Create dashboards and reports	Offline support: network connectivity is not required for up-to-date driver logs
	Identify closest-to vehicle/employee	Easy-to-use administration tools for account vehicle and driver management
	Customize geofence locations and alerts	
	Hardware and financing options available	

\$8/month EVV		\$12/month EVV + Timekeeping
Visit Schedules <ul style="list-style-type: none"> • Access schedules from mobile devices • View patient care plans • Update visit status to capture required data • Turn-by-turn navigation 	or	Mobile Forms <ul style="list-style-type: none"> • Robust library of pre-built forms • Available audio, image, and signature capture • Available in online or offline modes
Visit Scheduling + Timekeeping <ul style="list-style-type: none"> • See EVV • Clock in and out, including lunches and breaks • Track mileage reporting 		
<ul style="list-style-type: none"> • Secure, intra-company messaging • Comprehensive reports for easy analysis of captured data 		
Available add-on: Continuous GPS tracking provides near real-time worker locations and smarter scheduling.		

Important Information:

General: - AT&T Workforce Manager ("the Solution") is available only to Customers with a qualified AT&T business or government agreement ("Qualified Agreement"). The Solution is available for use with multiple network service providers. Only Customer Responsibility Users ("CRUs") are eligible to use the Solution. The Solution is subject to (a) the terms and conditions found at https://www.wireless.att.com/businesscenter/en_US/pdf/orp/att-workforce-manager-eula-032218.pdf ("Additional Product Terms"); (b) the Qualified Agreement; and (c) applicable Sales Information. For government customers, any Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any material conflict between the Qualified Agreement and the Additional Product Terms. For CRUs subscribed to an AT&T wireless service, activation of an eligible AT&T data plan on a compatible device is required. Measured usage incurred in connection with the Solution will be charged as specified in the associated data plan. For use of the Solution with devices subscribed to non-AT&T wireless providers, Customer is responsible for ensuring that Customer, its applicable end users and the Solution complies with all applicable terms of service of such other wireless carrier(s). All associated voice, messaging and data usage will be subject to the applicable rates and terms of such other wireless carrier(s). Refer to applicable wireless carrier(s) for such rates, terms and conditions. A compatible device and qualified data plan is required. Any service discounts, equipment discounts, and/or other discounts set forth in the Qualified Agreement do not apply to the Solution. The Solution may not be available for purchase in all sales channels or in all areas. Additional hardware, software, service and/or network connection may be required to access the Solution. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed by AT&T. Offer subject to change.

Technical requirements - Additional hardware, software, services and/or network connection may be required. Additional fees, charges, taxes and other restrictions may apply. The Solution's functionality is limited to certain mobile devices and operating systems. The Solution is compatible with devices on iOS version 6 or higher and Android devices on version 3.0 or higher. A minimum 1GB Wireless Data Plan is recommended for each device. The Solution is compatible with Internet Explorer version 8 or higher, Firefox, Chrome and Safari. Not all features are available on all devices. See an AT&T representative for details.

Coverage - Coverage is not available in all areas. AT&T wireless coverage maps are available at www.wireless.att.com/coverageviewer. Wireless service is subject to transmission limitations and terrain, system, capacity and other limitations. When outside coverage area, access will be limited to information and applications previously downloaded to or resident on a subscribed device.

Reservations and restrictions - AT&T reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. The Additional Product Terms must be accepted at the time the Customer application is downloaded or before its first use. If Customer does not accept these terms, Customer must not use the Solution. Customer must accept these terms as the party liable for each CRU and agrees that the CRUs will comply with those obligations Customer is responsible for providing each CRU of an enabled mobile device with a copy of the Additional Product Terms. The Customer and the CRU are individually and jointly liable under those terms. AT&T reserves the right to conduct work at a remote location or use, in AT&T's sole discretion, employees, contractors or suppliers located outside the United States to perform work in connection with or in support of the Solution. Other restrictions may apply. Customer may cancel the Solution at any time. Offer subject to change. Customer's sole and exclusive remedy for any damages, losses, claims, costs and expenses arising out of or relating to use of the Solution will be termination of service.

Data Privacy - Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world; (ii) third parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users and will camouflage or securely encrypt Customer Personal Data in a manner compatible with the Solution. As used herein, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify Customer or its end users. Customer is responsible for providing end users with clear notice of AT&T's and Customer's collection and use of Customer Personal Data obtained via the Solution and for obtaining appropriate end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the Product Brief or other sales information that describes the Solution and to AT&T's Privacy Policy at http://about.att.com/sites/privacy_policy.

Why
AT&T

As a leader in technology, media, and telecommunications, we are uniquely positioned to transform your digital capabilities through Edge-to-Edge Intelligence.SM It's not just a single technology or focus—it's an entire ecosystem of technologies that amplify your ability and agility.

For more information, contact your AT&T Representative or visit www.att.com/products/workforce-manager.html

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