

# The future of intelligent workforce management – where talk meets action



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## The industry landscape

Connect. Collaborate. Coordinate. For many companies with a mobile workforce, it's not that simple.

Reliable communications can be especially critical during high-stress business scenarios. On any given work shift, employees are assigned a multitude of tasks and given very little room for error. If even the slightest amount of inefficiency affects standard communication protocols, the potential for serious implications could be devastating.

In today's market, there are numerous field service and workforce management applications. Most providers claim to resolve the ever-increasing customer need for seamlessly managing offsite employees. However, many organizations lack several key components and applications. To gain a 360-degree view into their mobile workforce, businesses must often purchase multiple applications to fully understand everyday operations. And, some of those applications do not automatically support processes or do not meet common business demands.

That's where AT&T comes into play.

AT&T Workforce Manager is an all-inclusive, end-to-end workforce management application that helps you manage your mobile business. Our solution strengthens voice and data communication between administrators, dispatchers, and employees, while improving control over field operations and delivering services faster and more efficiently. Now, you're able to make quick decisions regarding your mobile operations to help you save time and increase productivity. Plus, you can effortlessly manage just one solution instead of several.

## The challenge

When it comes to managing your mobile workforce, there are multiple challenges that create communication inefficiencies within your business.

Complications include:

- Inefficient coordination of remote employees
- Poorly tracked paperwork and handwritten notes
- Lack of asset monitoring and retention
- Untimely processing of important documents

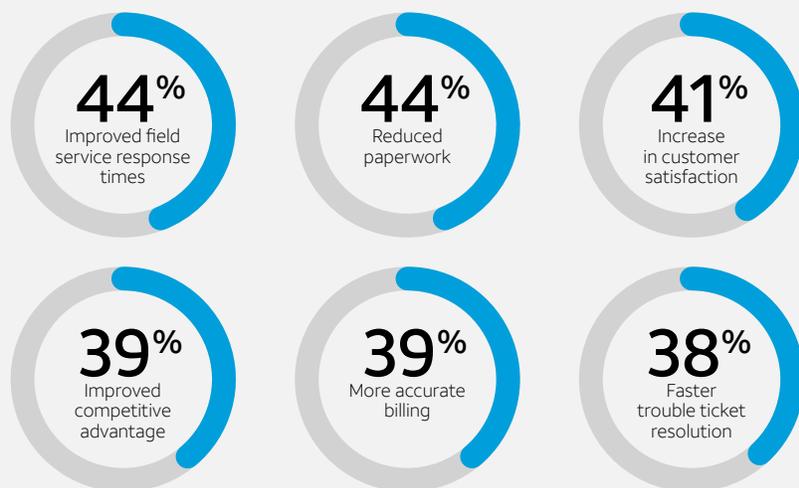
If an adequate solution is not implemented to address issues as they arise, these factors can harm your company's productivity levels, drain budgets, and cause significant losses of time and money to your bottom line. However, with swift direction, enhanced workflows, and near real-time insights from the mobile workforce, your business can clearly define a versatile communication plan that works to keep your company knowledgeable and up to date.

## The need

From consolidation to simplicity, optimizing workforce communications is critically important to your business - AT&T understands this fact. By accurately adjusting management strategies together with AT&T tools, many businesses have been rapidly evolving solutions and specializing processes to help them eliminate weaknesses and develop smooth, efficient workflows.

## The proof is in the numbers

**Impact of a mobile workforce management solution – percent of significant impact ratings\***



\*Q24. Please rate the impact on your business while using a mobile workforce management solution. Source: Frost & Sullivan analysis

## The solution

A powerful, multifaceted application, AT&T Workforce Manager gives your business access to vast amounts of data that allows you a unique insight into your mobile workforce, while equipping you with tools you need to build streamlined communication channels. This AT&T solution enables you to give your mobile workforce increased accountability, and it can help you reduce costs and generate greater output through its diverse suite of capabilities that can be customized to meet your requirements.

### Handsets/tablets

Designed with mobility in mind, AT&T Workforce Manager is compatible with a wide array of devices built for business that operate out in the field. We can help you organize job information, communicate with system admins, and give you the flexibility to monitor your employees – anywhere, anytime. You can:

- Manage mobile timekeeping, dispatch jobs, track employees, and generate wireless forms using the data you receive from your remote employees
- Form workflows, use intelligent tracking, create reports, and customize applications

All these features can be tailored to fit your specific vertical business needs. And the solution's user-friendly interfaces make implementation easy.

### Mobile assets

As business owners, you should always have clarity and understanding when it comes to the assets and tools that power your operations. By allowing you to monitor the status and locations of your high-value assets, AT&T Workforce Manager protects your business by giving you:

- Current location information for your high-value mobile assets
- Greater likelihood of retrieving stolen property more quickly
- Opportunities to react quickly after receiving notices of an asset's status changes
- Theft and recovery supports, activity alerts, GPS tracking, geofencing, and the ability to create ad hoc reports

The solution uses intuitive and user-friendly technology that can help you curb losses and increase your peace of mind.



### AT&T Workforce Manager Voice Dispatch

AT&T Workforce Manager Voice Dispatch combines the communication capabilities of AT&T Enhanced Push-to-Talk with precision-based intelligent tracking, which provides a complete end-to-end solution. Using this software, you can rapidly improve communication within all business sectors to help increase your productivity and lower your operating expenses. AT&T Workforce Manager Voice Dispatch:

- Helps increase productivity and accountability
- Improves customer service with more accurate job completion information
- Lets you update management of any changes in workflow or unexpected occurrences

With AT&T Workforce Manager Voice Dispatch, managing your mobile workforce has never been easier.

### Intuitive App Features

Our professional team provides your business with the tools needed to succeed.

- The solution's API allows developers to create apps that can communicate with existing apps, databases, or third-party services
- Field employees can complete and submit mobile forms remotely
- In the field, the app can record important data such as timekeeping, length of tasks, and other jobs that can be reviewed by managers, dispatchers, and administrators

The AT&T Workforce Manager app can help promote business organization and transparency by centralizing vital information locations.



**“AT&T has been a pioneer in introducing a more modularized, integrated portfolio of mobile workforce management capabilities and, in the process, helped to move the field service management industry away from the standalone siloed app solutions.”**

Source: 2018 Frost & Sullivan  
 North American Mobile Workforce Management  
 Customer Choice: Brand Leadership Award

## Why AT&T Workforce Manager Voice Dispatch?

Via voice-to-voice interactions, our AT&T Workforce Manager Voice Dispatch gives your business a smarter way to connect internally.

AT&T Workforce Manager Voice Dispatch key features:

- Live GPS tracking gives dispatchers continuous views of field employees, allowing for more effective dispatching
- Supports live group discussions with up to 250 enabled devices
- Managers can instantly see field workers and their availability via web portal

AT&T Workforce Manager Voice Dispatch lets you customize the application using these features to help save time and money. Each of these tools seamlessly integrates with the others to give your business exciting new forms of visual and audible management strategies.

For even more versatility, AT&T Workforce Manager Voice Dispatch can integrate mobile devices and desktop computers to support your ever-changing business needs. Spoken conversation remains one of the fastest and easiest methods of conveying crucial job information. That’s why listening to a verbal message using human voice variation can help your leadership communicate more effectively. With Voice Dispatching, it’s all possible.

Regardless of the type of communication system you’re using, AT&T Enhanced Push-to-Talk with Land Mobile Radio (LMR) interoperability can connect with the AT&T Workforce Manager. Using Application Programming Interfaces, the solutions can be integrated to enable AT&T Workforce Manager Voice Dispatch communications between individuals and among talk groups.

## Why AT&T Enhanced Push-to-Talk?

Fast, responsive, and cost-effective, AT&T Enhanced Push-to-Talk gives your organization a powerful new way to boost communications, enabling your company to be more agile, smarter, integrated and efficient.

AT&T Enhanced Push-to-Talk allows employees to live-talk with other members of the mobile workforce on a highly-secure, strong network. Users at a company desktop or laptop computer can easily reach the mobile devices of up to 250 different employees with one click. Custom call-groups can be created to make teleconferencing as quick and easy as possible.

Voice Dispatch can bring transparency to your mobile operations through reports, alerts, and intelligent tracking. Reports and alerts let you monitor data trends that directly pertain to working activities, such as completing invoices or time tracking, which helps mobile employees stay on-task and accountable. Intelligent tracking displays workers’ individual locations as well as their speeds of travel and driving characteristics while they’re en route to job sites.

Intelligent tracking integrates with the AT&T Enhanced Push-to-Talk functionality of AT&T Workforce Manager Voice Dispatch, creating a powerful duo that displays employees’ GPS locations in near real-time. These strengthened communications channels give you enhanced insight and greater access to mobile employees, which helps you to optimize their productivity and quickly complete more tasks.

Working together, AT&T Workforce Manager and AT&T Enhanced Push-to-Talk give you a powerful collaboration tool.



## The conclusion

The future of business is now.

As a driving force, AT&T Workforce Manager contributes to an increased-efficiency mindset that today's businesses crave.

When you're equipped with AT&T Workforce Manager, you can easily develop a reliable means to enhance your communication flows to create stronger, on-time workforce connectivity. AT&T Workforce Manager Voice Dispatch allows you to talk to multiple workers at once from a single desktop, using the AT&T Workforce Manager Enhanced Push-to-Talk feature. This feature gives your administrative team the ability to see exactly where each individual employee is located, through the intelligent tracking tool.

By harnessing innovative technologies from AT&T, your team can continue to forge the future of competitive, profitable business. Boost your mobile workforce's efficiency levels. Keep time in the palm of your hand. Easily track employees and assets with one platform.

With the help of AT&T, you can improve your business's communications today and into the future. AT&T Workforce Manager makes it possible to improve your workforce's efficiency and productivity, potentially reducing your costs and increasing your revenues.

## Customer benefits

- Boosts workforce communications between field and offices
- Improves efficiency and productivity and reduce errors
- Features can be customized to fit specific business needs
- Fosters organizational transparency
- Enhances timely communication and features
- Helps save time, money, and resources
- Streamlines management processes and tasks
- Centralizes company information
- Increases employee accountability and compliance
- Provides visibility of mobile workers, vehicles, and assets

\* To enable AT&T Workforce Manager Voice Dispatch feature, users must activate AT&T Enhanced Push-to-Talk service on their mobile devices, which requires an additional subscription and fee. Go to [www.att.com/eptt](http://www.att.com/eptt) for details.

**For more information contact an AT&T Representative  
or visit <https://www.att.com/workforce-manager>**