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

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.
## AT&T Workforce Manager

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

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

### Additional standalone

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

**PRODUCT BRIEF**

View patient care plans  
Clock in and out, including  
Comprehensive reports for easy analysis of captured data  
Turn-by-turn navigation  
See EVV  
Access schedules from mobile devices  
Visit Schedules  
Mobile Forms  
Visit Scheduling  
$8/month EVV  
$12/month EVV + Timekeeping  
Visits are required to capture required data  
Available offline modes  
Robust library of pre-built forms  
Available audio, image, and signature capture  
Secure, intra-company messaging  
Available in online or offline modes  
Comprehensive reports for easy analysis of captured data  
See EVV  
Continuous GPS tracking provides near real-time worker locations and smarter scheduling.

### Available add-ons:

- Continuous GPS tracking provides near real-time worker locations and smarter scheduling.

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**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/att-workforce-manager-qual-a-0216.pdf](https://www.wireless.att.com/businesscenter/en-US/pdf/att-workforce-manager-qual-a-0216.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 the Solution is operational with the 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](http://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 available Customer Personal Data when it 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](http://about.att.com/sites/privacy_policy).

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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.” It’s not just a single technology or focus—it’s an entire ecosystem of technologies that amplify your ability and agility.

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For more information, contact your AT&T Representative or visit [www.att.com/products/workforcemanager](http://www.att.com/products/workforcemanager).