AT&T Workforce Manager
The End-to-End Workforce Management Application

Our cutting edge application strengthens communications between dispatchers and mobile workers, while improving control over field operations, and delivering services faster and more efficiently. Make quick decisions regarding your mobile operations to save time and increase productivity.

Event-based Tracking
Event-based tracking optimizes your workflow process. Track and monitor field activities and data entries in near real-time, via an intuitive, yet user-friendly web dashboard. View GPS locations for timekeeping events to increase overall company accountability.

- Create dynamic, effective business workflows.
- Increase productivity in the field.
- Oversee day-to-day events on the dashboard.

Mobile Timekeeping
Mobile timekeeping allows employees to punch in or out while on-the-go, with the ability to track lunches and breaks. With each time punch, capture photos, signatures, and data about current jobs, vehicles, inspections, and odometer readings.

- Increase employee productivity by allowing them to clock in or out from job locations, eliminating the need to travel to an office location each day.
- Timekeeping expenses become easily manageable. Pay workers for the exact amount of time they spend on the clock and easily export that data for analysis.

Wireless Forms
Reduce the amount of paper printed on a given day. We allow managers to send wireless forms directly to their mobile phones or tablets. There are hundreds of customizable modules to choose from. Enhance your forms with features such as photo capture, calculations, and e-mails for instant digital receipts. Display a snapshot of data in the form of graphs for easy analysis. Our Forms solution is built to guide workers in any field along proper troubleshooting routes, helping them determine the best courses of action more quickly.

- A robust form builder increases productivity. Workers will spend less time deciphering information via wireless forms that might ask them unrelated questions.
- Employees can include pictures of the job and send emails to customers from within the digital form.
- Decision logic tailors the options available on a form based on what the worker has filled out previously, eliminating possible mistakes and incorrect information.

Dispatching
Create, dispatch and manage work orders for employees in the field. Make work order information available nearly instantly to be sent to mobile phones, or tablet devices. Instantly update the status of an order from the field, giving transparency into job status and workload. View the history of all jobs completed with detailed information collected from workers at job sites.

- Send job information out, track progress, and manage workloads all in near real-time.
- Streamline daily tasks for faster, accurate billing.
- Automate scheduled work orders and allocate them logically.
Ad-hoc Reports
The Custom Reports tool allows customers to define the data they would like to report on and export based on the modules they are using. With the tool, they will be able to select a module, select which fields they would like on the report, define criteria from fields, date or time, view the data within the application and even export on demand. In addition, customers will be able to save the template to quickly run again at another time and even schedule to be emailed automatically or saved to Box file location.

- With the new reporting tool, customers can extract the data they need based on information that is most relevant to their needs.
- Quickly access and run new reports, and view or export as needed without having to reconfigure the properties, with the saved template feature.
- Scheduling allows users to automate the process of running reports and have the data they need when they need and delivered to the people that need it most.

Data types that can be exported:
- Timekeeping
- Mobile forms
- Additional data sets will be added on future releases

User Groups
Customers are able to create groups and then assign their mobile users or vehicles to them accordingly. In addition, administrators can determine which groups of mobile users and vehicles web portal users can see and access data for. This includes real time information as well as reports.

- Better manage privileges and visibility within their organizations.
- Efficiently manage groups of users to increase productivity and accountability of employees in the field.
- Segment a work force into business units to assess efficiency.

Import Tools
Thanks to the importing wizard tool, customers can expedite the process of loading data sets within the application. The tool makes it possible to import and update user, vehicle, geo-fence, and client information. In addition to mapping things on demand, customers can save the importer template to help make the process faster the next time they need to load data.

- The import tool helps make the initial setup process more efficient when getting started with workforce manager, as well as ongoing maintenance.

Messaging
Messaging creates a company messaging tool that simplifies communication from the field resulting in a more accurate transfer of information.*

*Additional charges may apply.
Add-on features

Intelligent Tracking

Streamline the productivity of your company with intelligent tracking. This add-on feature utilizes the GPS location of a mobile device to provide worker locations. Set and monitor geofences (virtual boundaries around landmarks, or other specified locations) to keep your workers in, or out of pre-determined areas during the work day. Geofence alerts make intelligent tracking dynamic and thorough.

• Set alerts for events such as arrivals and departures from specified locations.
• Monitor employees on-the-go with location ping.
• Reduce errors by knowing when employees have arrived to a location.
• Define locations and timeframes with keep-in and keep-out notifications.
• View time spent within specified areas with a geofence report, along with arrival and departure times.

AT&T Enhanced Push-to-Talk integration

With the AT&T Enhanced Push-to-Talk add-on feature, dispatchers can make calls from the workforce manager web portal in near real-time to other users with the proper enabled devices. Keep system administrators aware of what their employees are working on, regardless of their location. This technology can bring about change in virtually every workforce industry.

• Create a culture of perpetual updates by allowing calls from the office to the field in near-real-time, with just the push of a button.
• Receive instant “walkie-talkie” style communication updates that keep system administrators in the know, but won’t distract workers from their tasks in the field.
• Completely reshape current group communication models by making it possible to pre-configure mass calls of up to 250 people through AT&T network services.
AT&T Workforce Manager for Vehicles

Track vehicle locations and statuses from any web browser. Devices can be installed via direct wiring, or plug directly into a vehicle’s JBUS or OBD II port. Vehicle tracking provides near real-time, or historical information for things like vehicle speed, or aggressive driving (hard braking, rapid acceleration). Our business solution improves near real-time route and decision making, minimizes loss and vehicle theft, and curbs unauthorized vehicle usage.

- Monitor and reduce engine idling.
- Reduce costs for fuel, payroll, and maintenance.
- Validate mileage reimbursement for employees.
- Optimize routes to minimize vehicle wear and tear.

Additional Vehicle Events

Customers using OBD II devices in vehicles where the devices are able to establish a connection to the vehicle computer can view events for low battery as well as check engine codes. With check engine events, customers will be able to tell when the check engine light comes on for a vehicle, as well as see exactly which code or codes are coming in. These events allow customers to view the event information in live view screen, and create alerts to be sent to managers when triggered.

Battery events are also available on asset trackers that utilize an internal battery. This allows customers to be proactive in replacing or charging batteries before devices go dead and stop transmitting data.

- Check engine and battery events reduce potentially high maintenance costs where damage gets worse over time.
- These events also reduce downtime and keep employees productive.
- The additional information provided by these events make it possible to maintain a “healthier” fleet.
- The events help avoid delays, ultimately keeping customers happy.
- They are beneficial because they can help avoid safety issues with potentially unsafe vehicles.
<table>
<thead>
<tr>
<th>AT&amp;T Workforce Manager Packages</th>
<th>Standard</th>
<th>Enhanced</th>
<th>Premium</th>
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<tbody>
<tr>
<td></td>
<td>$10 ea/per month</td>
<td>$15 ea/per month</td>
<td>$20 ea/per month</td>
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<td>Add up to 5 modules from our predefined module library</td>
<td>Add up to 10 modules from our predefined module library</td>
<td>Add unlimited modules from our predefined module library</td>
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<td>1 free web user</td>
<td>2 free web users</td>
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<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>
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<td>Create groups and assign mobile users to vehicles to them</td>
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<td>Customized existing modules</td>
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<td>Customize and build your own charts and graphics for your form modules</td>
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<td>Schedule reports to be emailed to you automatically</td>
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<td>Customized your dispatch module and build your own services and status workloads</td>
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<td>Enhanced filter capabilities in dispatch</td>
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<td>Premium dispatch functionality</td>
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<td>Add intelligent tracking for just $5</td>
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### Additional Standalone

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<tr>
<th>Mobile Assets</th>
<th>Voice Dispatch</th>
<th>Vehicles</th>
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<tr>
<td>$10/per month</td>
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- **Customized alert notifications for near real-time**
- **Intelligent tracking**
- **Manage after-hour usage**
- **Schedule automatic report to email administrators**
- **View breadcrumb trails**
- **Schedule reports to be automatically sent to you**
- **Live view map of asset location**
- **Enchanced Push-to-Talk**
- **Customize alerts for driving behavior**
- **Schedules calls for up to 250 people at one time**
- **Confirm time spent on a job site**
- **Customize geo-fence locations**
- **GPS tracking**
- **Create dashboards and reports**
- **Identify closest-to-employees**
- **Customize geo-fence locations and alerts**
- **Hardware and Financing options available**

For more information, contact your AT&T Representative or visit www.att.com/workforcemanager

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**Important Information:**

**General:** AT&T Workforce Manager (the “Solution”) is available only to enterprise and government customers with a qualified AT&T agreement (“Qualified Agreement”). AT&T Workforce Manager is subject to the Qualified Agreement, applicable Sales Information, and terms and conditions found at [https://workforcemanager.att.com/eula (“Additional Product Terms”). The Additional Product Terms are an agreement between Customer and Actsoft, Inc., to which AT&T is not a party. For AT&T’s government customers on a Qualified Agreement: Any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any conflict between the Qualified Agreement and the Additional Product Terms. May not be available for purchase in all sales channels or in all areas. Qualified data plan and compatible device required. Additional hardware, software, services and/or network connection may also be required. Additional hardware, software, services and/or network connection may also be required. Additional hardware, software, services and/or network connection may also be required. Additional hardware, software, services and/or network connection may also be required. Additional hardware, software, services and/or network connection may also be required. Additional hardware, software, services and/or network connection may also be required. Optional and variable charges may apply. For purchases through a government agency, the purchase must be authorized by the government agency.

**Usage/Billing:** Measured usage incurred in connection with the Solution will be charged as specified in your associated data plan. You will be billed for all data usage up to cancellation of the Solution. For more information, contact your AT&T Representative or visit www.att.com/workforcemanager

**Hardware and Financing options available**

**Mobile Assets:**

- Standard
- Enhanced
- Premium

**Voice Dispatch:**

- Standard
- Enhanced
- Premium

**Vehicles:**

- Standard
- Enhanced
- Premium

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