

# Product Brief

## 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

## 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.

## 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.

## 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 Mobile Assets

GPS and motion-based tracking make it possible to protect and manage your mobile assets. State-of-the-art software brings the ultimate level of security and asset management, allowing you to oversee deliveries, construction and other out-of-office jobs involving your mobile assets. Alerts and reports eliminate the worry of the unknown when it comes to locating your high-value equipment.

- Managers have complete visibility regarding the current locations of critical mobile assets from cellphones, tablets, or computers
- Receive real-time updates daily, alerting system administrations of whenever mobile assets move, or any other instance you dictate.
- When fast track is enabled for a device, tracking is done automatically every 5 minutes. When fast track is dormant, devices track once daily to save battery life.



### AT&T Workforce Manager Voice Dispatch

Combining the power of AT&T Enhanced Push-to-Talk with the precision of intelligent tracking results in the powerhouse voice dispatch tier. Managing your mobile workforce has never been easier.

- Live GPS tracking enables dispatchers to have continuous view of workers, allowing for more effective dispatching.
- Hold group discussions with up to 250 enabled devices.
- Instantly see Enhanced Push-to-Talk contacts and their availability via web portal.
- Improve communication in all business sectors, ultimately increasing productivity while lowering costs.



### 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.

Hardware and Financing options are available

# AT&T Workforce Manager Packages

Standard	Enhanced	Premium
<b>\$10 ea/per month</b>	<b>\$15 ea/per month</b>	<b>\$20 ea/ per month</b>
Add up to 5 modules from our predefined module library	Add up to 10 modules from our predefined module library	Add unlimited modules from our predefined module library
1 free web user	2 free web users	3 free 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 to vehicles to them	Create groups and assign mobile users to vehicles to them	Create groups and assign mobile users to vehicles to them
	Customize existing modules	Customize existing modules
	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
	Customized your dispatch module and build your own services and status workflows	Customized your dispatch module and build your own services and status workflows
	Enhanced filter capabilities in dispatch	Enhanced filter capabilities in dispatch
		Premium dispatch functionality
Add intelligent tracking for just \$5	Add intelligent tracking for just \$5	Add intelligent tracking for just \$5
Additional Standalone		
Mobile Assets	Voice Dispatch	Vehicles
<b>\$10/per month</b>	<b>\$10/per month</b>	<b>\$15/per month</b>
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	Enhanced 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](http://www.att.com/workforcemanager)

**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. Availability, accessibility, security, delivery, speed, timeliness, accuracy and reliability are not guaranteed by AT&T. Additional fees, charges, taxes and other restrictions may apply. Offer subject to change. Prices are subject to change.

**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. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed by AT&T. When outside coverage area, access will be limited to information and applications previously downloaded to or resident on your device.

**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. Contract: [Terms & Conditions](#)

**Requirements: Technical Information:** Compatible Apple devices on iOS version 6 or higher and Android devices on version 3.0 or higher. Recommended minimum 1GB Wireless Data Plan for each device. Compatible with Internet Explorer version 8 or higher, Firefox, Chrome and Safari.

**Disclaimers:** AT&T and its suppliers disclaim any warranty, express or implied, that customer's use of the Solution will meet Customer's requirements, that use of the Solution will be uninterrupted, timely, secure or free from error, or that any information customer obtains as a result of using the service will be accurate or reliable. The Solution is provided on an "AS IS" and "as available" basis, and Customer's use of the service is at its sole risk.

**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 service. 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 Users. Customer is responsible for providing Users with clear notice of AT&T's and customer's collection and use of Customer Personal Data obtained via AT&T Message Archiving and for obtaining Users' consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising Users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for User review the relevant links to the Product Brief or other sales information that describes AT&T Message Archiving and to AT&T's Privacy Policy at [www.att.com/privacy](http://www.att.com/privacy).

