Applications of AT&T Workforce Manager

The only solution enabling your company to digitize paper-based processes, track and manage their entire mobile operation within a single app

Workforce Management
- Mobile Forms
- Work Order Management
- Time & Attendance
- Smart Device GPS Tracking
- Intra-Company Text Messaging
- Manager App View

Vehicle Tracking
- Plug and Play AVL Tracking Devices
- Driver Behavior and Scorecards
- Idle Time Monitoring & Reporting
- ELD & Diagnostics

Mobile Asset Tracking
- Short and Long Term Deployment Options
- Dynamic Tracking Based on Movement
- Breadcrumb Trails, Movement Alerts & Time at Geofence Reporting
The need for AT&T Workforce Manager

• Ability to customize modules to fit specific business needs
• Enhance and add features to application without the need for custom development
• Customizability reinforces brand integrity and increases adoption rate of new application
• Improve communication & connectivity between the field and office
• Improve efficiency and reduce errors
• Built from the ground up to be simple and intuitive
• Application usually deployable within minutes on desktops, tablets, and mobile phones
Historical challenges with workforce management solutions

Most workforce management software systems:
• Take days to get accounts set up
• Take weeks/months to implement
• Have complex management portals
• Are difficult for field workers to use
• Not versatile enough to accommodate various industry types
• Lacking function (Not robust enough)
• Requiring customers to use several non integrated products such as voice dispatching, vehicle tracking and asset monitoring
• Don’t have adequate amount of support or infrastructure to support multiple customer types
Our overview

Key differentiators

- Get started right away
  - User directed sign up experience through registration wizard. Usually up and running in less than 10 minutes
- Industry starter packs
  - Customers see and select what is most commonly used for their particular vertical
- Simple and intuitive
  - Built from the ground up with customer experience and ease of use in mind
- Flexibility
  - Customers can pick and choose the features and functionality they want without costly development
  - Can easily modify modules to match their business
  - Can add abilities to conduct voice dispatching, track vehicles and monitor mobile assets
- Affordable
  - Simple pricing plans with no setup fees

Customizable. Scalable. Flexible.

Our solution is a cost-effective cloud-based business platform that gives companies an all-in-one solution for managing employees on the go.

A fully customizable software, it allows companies of any size or industry the ability to build a solution to their specific business needs with modules for:

- Mobile Timekeeping
- Mobile Forms
- Work Order Dispatching
- Tracking
  - Event-based GPS location reporting
  - Intelligent Tracking
- AT&T Enhanced Push-to-Talk integration
- Vehicle Tracking
- Mobile Asset Monitoring
- Integration with other AT&T services
The top benefits we provide

Our business platform

• Ability to customize modules to fit specific business needs
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Simple account creation and starting process

Designed to get a customer up and running in as little as 10 minutes

Follow the 4 c's: create, customize, choose & connect

Create
an account as a sales rep or an AT&T customer.

Customize
the application to represent your brand and color scheme.

Choose
Select your industry type and adjust modules to suit your personal needs.

Connect
Download the app/login to get started for iPhone and Android.

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AT&T Workforce Manager Features

• Wireless Forms
• Messaging
• Timekeeping
• Job Dispatching
• Event-Based Tracking
Enhance Efficiency: Wireless Forms

Wireless Forms
Make paper records a thing of the past with Wireless Forms. Your employees can send electronic documents back to your company’s home office via mobile device, directly from the field.

- Easily design customized forms using decision logic, which shows specific questions or options based on previous form answers
- Drastically reduce paper costs, eliminate paper trails, and view submitted information nearly instantly
- Barcode scanning allows your employees to scan barcodes and QR codes, using the cameras of their mobile devices.

Form Workflows
Seamlessly hand off unfinished wireless forms from one mobile worker to another for completion. Chains of command and increased collaboration between employees can be fostered using this powerful feature to manage form submissions.

- Assign and transfer form pages to specific employees for effortless, accelerated processing
- Fluidize coordination between multiple different company departments, and establish approval systems for any digital form
Inventory Management

Use barcode scanning to log equipment, organize inventory, and better track your tools. By accessing the camera of most mobile devices, barcode scanning on AT&T Workforce Manager enables businesses like yours to automate the process of manual data entry, and simplify recordkeeping.

• Efficiently manage equipment supplies.
• Easily identify which tools have been successfully returned at the end of work days.
• Consolidate daily logging processes, and enhance the precision of inventory archives.
Group Messaging and APIs: A Tandem of Efficiency

Group Messaging: Reliable, inclusive communications

Gain the capacity to converse with multiple members of your organization at once using Group Messaging. Internal communications are kept private, secure, and solely between designated individuals.

- Update members of your team in near real-time
- Ensure that conversations are kept work-related to improve worker accountability
- Streamline information flows between administrators and employees, preventing vital company news from getting lost in translation

API access: Seamless third-party integration

Any data that an employee submits directly from a remote job location can be digitally archived and accessed by your development team. These pieces of information can then smoothly integrate into your existing storage system.

- Consolidate business information, making for effortless archiving
- Access records quicker than ever before, reducing costs and the time lengths associated with manual data entry
- Find compatibility with multiple third-party systems, as eight different programming languages are supported
Improve Accountability: Timekeeping made flexible

Clock in and out from mobile handsets or tablets. Individual employees can clock in, take breaks and lunches, clock out, and submit timesheets.

- View all time-punches on one screen
- See in near real-time employee time statuses
- See employees on a virtual map, if using intelligent tracking
- History to view punches on mobile app
- Administrators can view details employees’ time stamps
- View dashboard and reports
- Use Wireless Forms in tandem with Timekeeping, and have employees barcode scan their IDs any time they register mobile time-punches
Increase Productivity: Job Order Dispatching

Create and dispatch work orders from the office to the field*

Build and send new orders for deliveries, service calls, or other types of tasks. Go back and see a history of all jobs completed with detailed information collected at the job site.

- Send job information out, track progress, and manage workloads all in near real-time
- Streamline communication and daily tasks for faster, more efficient billing
- The closest-to feature reveals a quick display, showing how far each user is from their order
- Easily manage workloads for employees by seeing the current number of orders assigned

Communicate with Voice dispatch*

- Instantly see AT&T Enhanced Push-to-Talk contacts and their availability. Hold group discussions with up to 250 enabled devices via web portal
- Live GPS tracking gives dispatchers a continuous view of workers, allowing for more effective dispatching
- Send out new job assignments, while sending out forms in near real-time to the field.

*May require additional purchases
Enhance Accountability: Event-based Tracking

See the near real-time positions of your remote employees whenever they clock in, clock out, take breaks, or complete wireless forms.

• Keep worker accountability high.
• Easily verify the positions of staff.
• Improve employee safety with a more efficient way to track while on the job.
• Assign specific alert types to different groups of employees.
Manager App on AT&T Workforce Manager

Using the Manager App, administrators can access their Live View map and Users list on smartphones or tablets, directly from within AT&T Workforce Manager’s mobile solution. This means that supervisors who are away from the office may still monitor the near real-time positions of their organization’s employees.

With the Manager App, you can:

• Keep tabs on their workforces while on-the-go
• Shorten response times to critical customer situations
• Stay up-to-date with near real-time activity updates
• See how their employees are dispersed in the field, from the field
• Improve productivity by strengthening staff accessibility to leadership
AT&T Workforce Manager for Vehicles and Mobile Assets
AT&T Workforce Manager for Vehicles

AT&T Workforce Manager for Vehicles allows users to track vehicles from any web browser. Devices can be installed via direct wiring, or plugged directly into a vehicle’s JBUS or OBD port. The application can be used to improve real-time route and decision making, minimize loss and vehicle/asset theft, or to curb unauthorized vehicle usage.

- Monitor and reduce engine idling.
- Reduce costs for fuel, payroll, and maintenance.
- Validate mileage reimbursement for employees.
- Improve communication in all business sectors, ultimately increasing productivity while lowering costs.
- Increase awareness of vehicles by knowing locations, arrival and departure times, excessive speeding and more.
- Use Traffic Overlay options, helping drivers take the most efficient routes to new job sites.
AT&T Workforce Manager for Mobile Asset

AT&T Workforce Manager for Mobile Assets provides clarity by making it possible to set alerts to keep you aware of your assets’ statuses. Alerts and reports eliminate the worry of the unknown when it comes to locating your valuable equipment.

- Increase visibility into equipment locations.
- Reduce loss from unrecoverable mobile assets.
- Near real-time alerts when motion is detected.
- Attach trackers to your stationary mobile assets.
- Define how often you want to receive position updates.
AT&T Workforce Management
ELD Solution

Powered by VisTracks

AT&T Workforce Manager’s ELD solution is powered by VisTracks, an effective but easy-to-use tablet and smartphone-based service that is certified with the US Department of Transportation Federal Motor Carrier Safety Administration (FMCSA) with regulations for Electronic Logging Device (ELD) and vehicle inspections.
Simply ELD

CalAmp PT30

Ensure that your drivers are remaining compliant with Hours-of-Service (HoS) mandates, as established by the Federal Motor Carrier Safety Administration (FMCSA).

Features

- J-Bus (J1939, J1708/J1587) and OBD-II compliant interfaces
- Integrated GPS engine and antenna
- Bluetooth Low Energy (BLE) wireless interface
- Large storage capacity for offline operations
- Works through smart device data plan
  - no additional data plan required
Enhance ELD with Fleet

CalAmp 4320

- J-Bus (J1939, J1708/J1587) and OBD-II compliant interfaces*
- Integrated GPS engine and antenna
- Bluetooth Low Energy (BLE) wireless interface
- Large storage capacity for offline operations

Fleet Features

- GPS vehicle tracking
- 60 second ping tracking with breadcrumbs
- Record route history
- Find nearest vehicle
- Fleet usage dashboard
- Monitor driver behavior
- Monitor and reduce engine idling
- Reduce costs for fuel, payroll and maintenance
- Validate mileage reimbursement for employees
- Log important driving records automatically
- Simplify vehicle inspections and reduce inaccurate data

* Features may vary depending on the vehicle and the installation.
Our solution applied to your industry
Construction

Examples

• In the construction industry, it’s imperative that materials and vehicles are accurately tracked.
• Transporting products like concrete takes precise time management and dispatching because if the product is late, it might not be usable and that could be disastrous for a job’s budget.
• Dump trucks, trailers and other construction vehicles are expensive, they need routine maintenance to ensure they operate correctly to operate efficiently and safely.

Use-Case

• Advise employees of job updates once they leave the office.
• Allow employees to clock in or out from job sites and conduct safety inspections.
• Monitor the status of critical trailers or vehicles, as they remain on job sites overnight and instantly know whether they’ve been tampered with.
• Monitor equipment that usually remains stationary for jobs needing extended amounts of times for completion.

Solution

• AT&T Workforce Manager for Vehicles
• AT&T Workforce Manager for Mobile Assets
• AT&T Workforce Manager Voice Dispatch
• Wireless Forms
• Mobile Timekeeping
Our solution applied to your industry

Field Service

Examples

• Nothing gets accomplished without equipment. Jobs like field service technicians and field service engineers rely on functioning mobile assets daily
• Maintenance on fleet vehicles is a priority as employees use them to travel to various job locations
• Employees who work in field services constantly fill out work orders to diagnose problems, request invoices for supplies and track updates as they complete

Use-Case

• Monitoring the way fleet vehicles are driven, in addition to scheduling routine maintenance can prolong vehicle longevity
• Fill out digital forms from job sites for proper invoicing and billing
• Help ensure that mobile assets are always returned to proper locations after they are used during jobs
• Increase accountability in mobile employees once they’ve left the office for the time they spend on the clock (hours worked, time arrived, etc)

Solution

• AT&T Workforce Manager for Vehicles
• AT&T Workforce Manager for Mobile Assets
• Wireless Forms
• Mobile Timekeeping
Our solution applied to your industry
Public Sector

Examples

- Dispatchers need to monitor how far company vehicles travel, and whether they are used responsibly. They need to align that information with vehicle maintenance guides to keep the vehicles operational for as long as possible.
- Vehicles like street sweepers need constant maintenance to perform effectively, without it they can malfunction and create dangerous road conditions.
- Trailer signs, generators, pumps, are all examples of city property mobile assets and they must be maintained for safety purposes.

Use-Case

- Ensure vehicle maintenance is routinely carried out.
- Know the location of vehicles to improve productivity and reduce customer complaints.
- Digital forms can be sent from remote locations documenting needed parts for asset maintenance.
- Help reduce theft and increase chances of mobile asset recovery.

Solution

- AT&T Workforce Manager for Vehicles.
- AT&T Workforce Manager for Mobile Assets.
- AT&T Workforce Manager Voice Dispatch.
- Wireless Forms.
- Mobile Timekeeping.
Our solution applied to your industry
Transportation

Examples
- In the transportation industry, time, safety, and efficiency are paramount.
- Whether monitoring school buses carrying students, or box trucks transporting goods, dispatchers need to always remain aware of vehicle locations, as drivers complete their routes.
- Communication with drivers is key, and dispatchers need a way to update them of changes regarding their assignments.

Use-Case
- Make adjustments on-the-fly and speak directly to drivers so updates are understood.
- Monitor the historical travel routes of vehicles and driver behaviors like excessive speeding, hard braking, or prolonged idle times.
- Allow employees to clock in or out remotely, keeping them on the road longer.
- Complete forms and collect signatures and photos for proof of delivery.

Solution
- AT&T Workforce Manager for Vehicles
- AT&T Workforce Manager Voice Dispatch
- Wireless Forms
- Mobile Timekeeping
“AT&T Workforce Manager has trimmed a four hour process down to an hour.”

- Construction safety manager
## AT&T Workforce Manager Tiers*

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<th>Tier</th>
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| **Standard**       | $10/month | Add up to 5 modules from predefined module library | - 1 free web user  
- Collect data in the field  
- Dispatch orders  
- Basic infographics and charts for modules |
| **Enhanced**       | $15/month | Add up to 10 modules from predefined module library | - 2 free web users  
- Collect data in the field  
- Dispatch orders  
- Basic infographics and charts for modules  
- Customize existing modules  
- Customize and build your own charts and graphs for your form modules  
- Schedule reports to be emailed to you automatically  
- Customize your dispatch module and build your own services and status workflows  
- Enhanced filter capabilities in dispatch (Filter down to quickly view unassigned, open, completed jobs, etc.) |
| **Premium**        | $20/month | Add up to unlimited modules from predefined module library | - 3 free web users  
- Collect data in the field  
- Dispatch orders  
- Basic infographics and charts for modules  
- Customize existing modules  
- Customize and build your own charts and graphs for your form modules  
- Schedule reports to be emailed to you automatically  
- Customize your dispatch module and build your own services and status workflows  
- Enhanced filter capabilities in dispatch  
- Premium dispatch functionality (Drag and drop dispatching, get driving directions on mobile device to orders)  
- API Access  
- Form Workflows |

*taxes and fees are additional

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Additional pricing we offer

For Mobile Assets - $10/per month
- Customize alert notifications for near real-time asset movement
- Schedule automatic reports to email administrators
- Live view map of asset location

Voice Dispatch - $10/per month
- Intelligent Tracking
- View breadcrumb trails
- Enhanced Push-to-Talk
- Schedule calls for up to 250 people at one time
- Customize geo-fence locations

For Vehicles - $15/per month
- Manage after-hour usage
- Schedule notifications for maintenance
- Customize alerts for driving behavior
- Confirm time spent on a job site
- GPS tracking
- Route optimization
- Identify closest-to employees
- Customize geo-fence locations and alerts
Integration in mind: Add-on services

Supercharge your business!

• In addition to the standard modules available in our business solution, intelligent tracking (continuous GPS tracking) can be added for $5 per month.

• Voice Dispatch improves communication and increases productivity between you and your workforce. AT&T Workforce Manager Voice Dispatch can be added for $10 per month.
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. 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. Coverages: 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. 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.
Disclaimer: 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.
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