The need for AT&T Workforce Manager:

69% of businesses today look to increase their efficiency and productivity through the use of mobile worker applications.

Source: Frost and Sullivan 2013

Companies struggle to stay “in the know” when it comes to managing their mobile workforce.

– 45% face market demands of a continuously changing workforce
– 44% need more relevant information for decision making
– 33% need to gain more control of labor cost to deal with economic instability

Source: Aberdeen Group, July 2013
Historical Challenges with Workforce Management Solutions:

**Most software systems**

- Take days to get accounts setup
- 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
- Don’t have adequate amount of support or infrastructure to support multiple customer types
AT&T Workforce Manager overview

Customizable. Scalable. Flexible.

AT&T Workforce Manager 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:

- Timekeeping
- Mobile forms
- Work order dispatching
- Tracking
  - Event-Based GPS location reporting
  - Intelligent Tracking
  - Custom Geofences with importing capabilities
- Enhanced Push-to-Talk integration
- Integration with other AT&T services

Key differentiators

- Get Started Right Away
  - User directed sign up experience through registration wizard. 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
  - Ad-hoc reports allow customers to chose exactly what they need
- Affordable
  - Simple pricing plans with no setup fees
Benefits of AT&T Workforce Manager

The 4 most important benefits of workforce automation cited by surveyed customers

- Reduction of time spent on workforce management activities by hour (39%)
- Improved accuracy of workforce data (36%)
- Reduction in time spent on workforce management activities by managers (36%)
- Reduction of overall labor cost (31%)

Source: Aberdeen group, July 2013

Select from over 100 ready-to-use modules for over 19 Industries and start seeing a ROI within days of account creation.
Suggested vertical modules to expedite onboarding process

From

- Construction
- Transportation
- Utilities

Choose Industry (Industry List)

Choose Modules List

- Education
- Vehicle Inspection
- Mobile Timekeeping
- Intelligent Tracking
- Job Dispatching

To

AT&T Workforce Manager

Registration Wizard

Suggested modules
Based on the industry type you selected, we suggest you start with the modules below.
You can add more modules once your in the application.
Or, you can customize your selection right now.

General Modules
- Dispatching
- Messaging
- Timekeeping

Form Modules
- Maintenance Request
- Fire Inspection

Customize my selection

Back Next
What’s New? AT&T Workforce Manager for Vehicles and Mobile Assets

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

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

- Increase visibility into asset’s location
- 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 Manager – Vehicles and Mobile Assets

Why Workforce Manager Vehicles?

Because Drivers Do More Than Drive

Along with Standard, Enhanced or Premium, you can have a single integrated portal for:

– Vehicles Tracking & Management
– Mobile Forms
– Time & Attendance
– Work Order Management
– Messaging
– Enhanced Push-to-Talk
– Mobile Asset Tracking & Management

Review everything a worker did from start to stop and everything in between
Single integrated portal: Keep tabs on people, vehicles, and mobile assets

From live view, customers will be able to see all their devices:

- Location
- Current status
  - Ignition On/Off
  - Idling
  - Stopped/Moving
  - Speed
  - Low Battery
  - Check Engine Codes

Search will filter by stops and vehicle events.
Vehicles equipped with OBDII devices such as the CalAmp 3000 series can alert to a "check engine" status and return the check engine code from the vehicles computer. These alerts can be sent to an administrator through an automated email.
Powerful Reporting & Dashboards with snapshot of key statistics

From live view, customers will be able to see all their devices:

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  - Speed
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Search will filter by stops and vehicle events
AT&T Workforce Manager - Vehicles and Mobile Assets

Idling Dashboard
View trends, use to monitor changes and return on investment

Vehicles Idle Dashboard
- All idle information in a single place
- Monitor trends
- Review violations by vehicle
Vehicle Utilization

Ensure vehicles are being used efficiently

Vehicle Utilization

– Days used within period
– Number of trips (starts & stops)
– Mileage
– Engine run time
– Average mileage
– Average usage
AT&T Workforce Manager - Vehicles and Mobile Assets

GPS and vehicle alerts manage by exception

Multiple alert types
- Create by vehicle
- Types available
  - Aggressive driving
  - Geo-fence
  - Idling
  - Speed
  - Scoring to allow for custom KPM's
Violation scorecards monitor key performance metrics, increase safety, and reduce costs

Scorecard Dashboard

- Violations summarized for simplified viewing
- Drill down to vehicles
- Compare periods to monitor change
- Show total violations and points setup for individual alerts
- Have multiple alerts based on severity
Users groups

Create groups and assign mobile users or vehicles accordingly. Operational contacts and decision makers can segment their workforce to view business units and assess efficiency in their organizations.

- Admins will be able to determine groups of mobile users and vehicles
- Web portal users can see and access data including near real-time information as well as reports
- Web users will be able to efficiently manage their groups of users they are assigned to
- Manage privileges and visibility within organizations
### Vehicles Tracking Hardware Options

#### Light and Medium Duty Vehicles

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
<th>SKU Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalAmp 2630</td>
<td>Wired Installation</td>
<td>$190</td>
</tr>
<tr>
<td>CalAmp 3030</td>
<td>OBDII Plug &amp; Play</td>
<td>$190</td>
</tr>
<tr>
<td>Internal and External Antenna Options</td>
<td>Internal Antenna</td>
<td></td>
</tr>
</tbody>
</table>

#### Heavy Duty Vehicles

<table>
<thead>
<tr>
<th>Model</th>
<th>Description</th>
<th>SKU Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>CalAmp 4230</td>
<td>JBUS Plug and Play or Wired</td>
<td>$320</td>
</tr>
<tr>
<td>CalAmp 5530</td>
<td>JBUS Plug &amp; Play or Wired</td>
<td>$700</td>
</tr>
<tr>
<td></td>
<td>LTE Wi-Fi Hotspot</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Internal and External Antenna Options</td>
<td></td>
</tr>
<tr>
<td></td>
<td>External Antenna</td>
<td></td>
</tr>
</tbody>
</table>

**AT&T Logo**
## Tracking Device Options

<table>
<thead>
<tr>
<th>Battery Only Slap and Track Options</th>
<th>Wired Installation with Battery Option</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CalAmp 620</strong></td>
<td><strong>CalAmp 2830</strong></td>
</tr>
<tr>
<td>Daily Location Updates</td>
<td>Wired Installation</td>
</tr>
<tr>
<td>Wake and Update on Movement</td>
<td>Internal Battery – Recharges When Powered</td>
</tr>
<tr>
<td>Faster Tracking In Transit</td>
<td>Connected/Disconnected From Power Alerts</td>
</tr>
<tr>
<td>Uses AA Batteries</td>
<td>Power and Movement Based Tracking Intervals</td>
</tr>
<tr>
<td>Up to 300 Location Updates</td>
<td><strong>SKU Price - $250</strong></td>
</tr>
<tr>
<td><strong>SKU Price - $212</strong></td>
<td></td>
</tr>
<tr>
<td><strong>CalAmp 720</strong></td>
<td></td>
</tr>
<tr>
<td>Daily Location Updates</td>
<td></td>
</tr>
<tr>
<td>Wake and Update on Movement</td>
<td></td>
</tr>
<tr>
<td>Faster Tracking In Transit</td>
<td>Internal Long Life Battery</td>
</tr>
<tr>
<td>Uses AA Batteries</td>
<td></td>
</tr>
<tr>
<td>Up to 5000 Location Updates</td>
<td></td>
</tr>
<tr>
<td><strong>SKU Price - $300</strong></td>
<td></td>
</tr>
</tbody>
</table>
Battery Events

Receive a notification when a battery alert is triggered, and take action as needed and prevent the loss of a small piece of the breadcrumb trail and event.

- Receive a notification if the battery gets low, so the trailer can get reconnected with a truck/tractor before it stops sending GPS positions.
- The battery event will help notify that it is time to change the batteries before the device stops transmitting data.
- Battery event can help people know there is a potential problem and to go start a vehicle, so the vehicle battery can be recharged.
What’s New? AT&T Workforce Manager Voice Dispatch

Voice Dispatch promotes transparency, accountability, and reliability. The software is designed to instantly improve communication in all business sectors, ultimately increasing productivity, while lowering operating expenses. Monitor employees on-the-go with location ping.

- Continuous view of workers, allowing for more effective dispatching with live GPS tracking
- Hold group discussions with up to 250 EPTT enabled devices
- Instantly see EPTT contacts and their availability via web portal
- Improve communication in all business sectors, ultimately increasing productivity, while lowering costs
AT&T Workforce Manager Voice Dispatch

View contacts, administer customized groups, and view call history in one location.

Quickly view the status of employees; green (Available), red (Do not Disturb) and gray (Offline).

Alert employees while their status is on “Do not Disturb”
Reinforce Accountability: AT&T Workforce Manager Intelligent Tracking

Streamline the productivity of your company with Intelligent Tracking. This add-on feature is a moving tracker that picks up the exact location of employees through the mobile device. Acquire access to the whereabouts of your employees, and manage workflow with updates on when a job is completed.

- Monitor employees on-the-go with location ping
- Increase output and efficiency in the field
- Reduce errors by knowing when employees have arrived to location
- Show arrivals and departures from geo-fence locations along with time spent at the location
- Receive alert notifications when geo-fence keep-in and keep-out rules are violated

*Intelligent Based Tracking is an add-on feature.
Improve efficiency and continuity AT&T Workforce Manager Voice Dispatch

Communicate with field workers directly from the workforce manager web portal:

Additional features available in
- Workforce Manager
- Mobile Forms
- Timekeeping
- Work Order Dispatching
- Intelligent Tracking
- Messaging

Adding Enhanced Push-to-Talk allows you to:
- Connect people in the office to the people they need in the field
- Collaborate with nearly anyone, anywhere — one-to-one or one-to-many, with just one click
- Make your workforce more productive and more effective
- Management made smart, simple, and easy with Integrated Voice Dispatch
- Ease of use with a single platform
- See near real time locations on a map (using Intelligent Tracking)
Customer uploads logo and changes color scheme to match their brand

Dynamic Menu structure

Visual Timeline of mobile worker activities

Event-Based and Intelligent Tracking

Built in video training

Intuitively designed to generate page specific self help guides

Your company name here
Mobile employees fill out forms on phones or tablets

Don’t just replace paper forms but enhance them 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 and always be one step ahead of the game.

– Monitor employees on-the-go with location ping
– Increase output and efficiency in the field
– Reduce errors by knowing when employees have arrived to location
– Show arrivals and departures from geo-fence locations along with time spent at the location
– Receive alert notifications when geo-fence keep-in and keep-out rules are violated

*Intelligent Based Tracking is an add-on feature.
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
Increase Productivity: Job Order Dispatching

Create and dispatch work orders to employees in the field. Generate new orders for deliveries, service calls, or any other type of task. Work order information is available instantly and sent to the mobile employee’s phone or tablet.

– Send job information out, track progress, and manage workloads all in near real-time
– Streamline communication and daily tasks for faster billing
– Use the “closest-to” function to quickly display your employees in relevance to a job location
– Powerful dashboard
– Customizable with customers, services, and forms
Real life EPTT integration examples

Field Services

Emergency job situations
Scenario –A plumbing company receives a call from a commercial establishment that needs a plumber onsite ASAP. On the second floor of the establishment, all of the restrooms are flooding. The plumbing company’s administrator quickly uses Workforce Manager’s live view that shows three plumbers in the vicinity. He makes a call using Enhanced Push-to-Talk, which allows him to immediately contact several of his plumbers. The problem is addressed and fixed in a timely manner.

Save on overtime with GPS time-stamp
Scenario –At the end of the week, you noticed on the weekly timesheet a total of 41 hours for the week, and it’s only 11:00 a.m. on a Friday. Quickly, you grab your phone and contact your crew using Enhanced Push-to-Talk. As you’re on the phone with your crew, you tell them to shut down the facility immediately for the day.

Construction

Multi/cross job-site (Supervisors can manage a lot in one location)
Scenario –Aaron is a supervisor, and he’s at the lumber yard picking up supplies to complete an important job. Before he purchased the supplies, he used Enhanced Push-to-Talk to contact supervisors Bill and Chris to determine if he needed to purchase additional materials to complete the job. The ability to contact his supervisors with Enhanced Push-to-Talk helped Aaron save money he would have spent on additional supplies.

Change order request
Scenario –In the blink of an eye, things can change on a housing or building plan. There are daily delays due to construction equipment failing or breaking down, or materials for the job site arriving late. Enhanced Push-to-Talk makes it easy to notify the appropriate parties needed to make it manageable to work through day-to-day issues as they arise.
Real life EPTT integration examples

**Utilities**

**Communicate quickly**
Scenario – Early one morning, you get an emergency call from a customer who needs someone to repair a leaking drain. You contact the dispatcher to send out the work order to the nearest plumber in the area. With AT&T Workforce Manager, the dispatcher locates three available plumbers that are about five miles from the customer. You use Enhanced Push-to-Talk to contact the plumbers to see who could handle the problem the fastest.

**Safety**
Scenario – An onsite supervisor is standing on the ground level observing the work done by one of his crew members who is hoisted up on a telephone pole. Suddenly, the supervisor notices a potential hazard from the ground level that is not easily seen by the employee. To notify him and warn them about the potential danger, the supervisor uses Enhanced Push-to-Talk to effectively communicate in near real-time without the distraction of a phone call. The worker received the warning immediately and potentially fatal situation was avoided.

**Education**

**Child misses the bus**
Scenario – A child comes to the school office to report they have missed the bus. The office administrator uses AT&T Workforce Manager to locate where the bus is in its’ route. With Enhanced Push-to-Talk the administrator contacts the bus driver to come back and get the student. The technology allows the bus driver to hear the message without needing to answer a phone. Reverse scenario – School bus driver notices a child fell asleep on the bus and missed their stop, to notify the child’s parents the driver uses Enhanced Push-to-Talk to contact the dispatcher.

**Reroute (obstacles/weather)**
Scenario – The dispatcher at the bus compound notices bad weather could affect the roads and routes that each driver periodically takes. To ensure that the drivers are safe, the dispatcher uses AT&T Workforce Manager Intelligent Based tracking to locate the drivers, then utilizes Enhanced Push-to-Talk to reroute them. Reverse scenario – The driver notices a downed tree obstructing the normal path that would be used to take students home, so the driver uses Enhanced Push-to-Talk to contact the dispatcher for a safer route.

**Multi-building communication**
Scenario – School janitors and maintenance personnel typically cover an entire campus, which could include several buildings. If an HVAC unit isn’t working in a classroom, or there’s a broken window, administration can notify maintenance personnel with Enhanced Push-to-Talk to get the issue fixed in a timely matter.
Customer Testimonial

Problem
Customer faced a number of organizational and logistical challenges.

– 45 different paper forms were being utilized in the field, and the information collected was very unreliable

– Employees must adhere to strict safety guidelines to ensure construction equipment remains operable and safe

– Time-consuming process was affecting daily deadlines and anticipated outputs

Solution:
Through the use of digital forms, both field workers and office staff gained valuable time and boosts in efficiency. They also streamlined the tedious, paper-driven process into an instantaneous, digital transfer of data.
Customer – Example

– Tovar has earned the reputation for being one of the most highly respected snow removal contractors in the Chicago - Metropolitan area
– $25 Mil. - $50 Mil in Revenue
– 2120 Billable Subscribers

Use – Case

– Mobile time and attendance
– Keep track of crew members location, time on site, job duration
– Billing dispute

Solution

– Mobile Timekeeping
– GPS Tracking (Intelligent Tracking)
– Reporting
– Order Dispatching
Customer – Example

- H&R Block is the world’s largest tax services provider, having prepared more than 650 million tax returns since 1955
- $1 Bill. - $5 Bill. in Revenue
- Fortune 1000 company
- Over 10,000 Employees
- 156 Billable Subscribers

Use – Case

- By using wireless forms, substantial amount of expenses have been reduced (less paper).
- Automated workforce activities
- Managers receive email reports of mobile employee activities

Solution

- Mobile Forms
- Reporting
- Order Dispatching
Small & Medium Business

Customer – Example
- Olmos Equipment, Inc. is a skilled subcontractor that specializes in low cost, high quality construction services for a variety of jobs in San Antonio, Austin and surrounding areas
- 150 Employees
- 40 Billable Subscribers

Use – Case
- Mobile workforce clocks in and out via mobile device.
- Keep track of crew members location, time on site, job duration
- Collect field data to send to back office

Solution
- Mobile Timekeeping
- GPS Tracking (Intelligent Tracking)
- Reporting
- Order Dispatching
Customer – Example
- Cobb County School District (CCSD) is the second largest school system in Georgia and among 25 largest in the nation.
- 13,000 Employees
- 65,000 miles driven per day

Use – Case
- Uses Enhanced Push-to-talk that allows drivers one button access to dispatchers
- Improved accuracy and automation of payroll
- Clocking in and out on mobile devices
- Can keep worried parents up to date on child’s location

Solution
- Mobile Timekeeping
- Enhanced Push-to-Talk
- GPS Tracking (Intelligent Tracking)
- Reporting
- Route & History of Travel
### PIERS: Current Processes vs Workforce Manager

<table>
<thead>
<tr>
<th>PRODUCTIVITY</th>
<th>IMAGE</th>
<th>EXPENSE REDUCTION</th>
<th>REVENUE GENERATION</th>
<th>SECURITY, STABILITY, SAFETY</th>
</tr>
</thead>
<tbody>
<tr>
<td>– Enhance communication</td>
<td>– Customer branded application with logo and color schemes apply to web portal, handset and reports</td>
<td>– Single platform for mobile workforce management</td>
<td>– Do more with less people</td>
<td></td>
</tr>
<tr>
<td>– Less down time</td>
<td>– Leverage latest technology</td>
<td>– Paperwork trails</td>
<td>– Greater accountability</td>
<td></td>
</tr>
<tr>
<td>– Immediate access to timesheets, orders, forms and optional location</td>
<td>– Shows business is at the forefront</td>
<td>– Data entry</td>
<td>– Quicker processes</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>– Payroll Costs</td>
<td>– Improved customer service</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>– Mileage &amp; Fuel</td>
<td>– Gain and retain more customers</td>
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<td></td>
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<td>– Reduced trips to the office</td>
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<td>– Reduced Mistakes</td>
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<td></td>
<td>– Hosted in Microsoft Azure cloud platform</td>
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<td></td>
<td></td>
<td></td>
<td>– Up time and scalability</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td>– Mobile application works on leading smart devices</td>
<td></td>
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</tbody>
</table>
Qualifying Questions for AT&T Workforce Manager

Leading questions to ask:

– Would it be helpful if you could locate the closest employee to a job/assignment in an instant?
– How do you locate your field employees in an emergency situation?
– How do you pay your employees?
– Would it be helpful to know not only when your field employees clocked in/out, but where they were when they did so?
– How beneficial would it be for your dispatcher to see the current status of each order in the field as it pertains to their workflow?
– Would it be of benefit if you could be sure that your field employees drive the most economical and efficient routes?
– Are you able to efficiently track inventory in vehicles?
– Do you need to collect information from employees in the field?
– Would a report that shows you time and location for each employee in the field benefit you?
– How do you keep track of your workers job site or client visits?
– Do you have a system in place?
– Do your field employees produce manual reports for management?
– Can you improve decision making by obtaining management reports in a near real-time manner?
– How are you retaining the historical information of paper documents?
– How long does it take for you to receive paperwork from the field?
Qualifying Questions

AT&T Workforce Manager for Vehicles:
- Do you have mobile workers who use company or personal vehicles for their daily tasks?
- Are your company vehicles returned to the office at the end of the day, or do they go home with employees?
- Has a company vehicle ever been stolen?
- How do you verify where your employees are throughout the day?
- Have you ever had issues with the driving behavior of your employees? i.e. been involved in an accident, received complaints about speeding, hard accelerating or hard decelerating?
- How important is safe driving to upper management?
- How much money do you spend on fuel per month? Would it benefit you to save at least 10% in fuel costs?

AT&T Workforce Manager for Mobile Assets:
- Do you have mobile workers who use high-value mobile assets?
- Would your decision making and productivity improve if you knew where all of your trailers or mobile assets were in near real-time?
- Have you ever had a situation where you were not sure where a particular asset was located in the field?
- Do you currently know when mobile assets are misused?
- How often are there opportunities for your company where GPS tracking is part of the contract?
- How do you verify that your mobile assets are used continuously?
- Have you ever had a high-value asset stolen from a job site? If so, how did you get that piece of equipment back?

AT&T Workforce Manager Voice Dispatch:
- Do you have mobile workers?
- Would your decision making and productivity improve if you knew where all of your employees were at all times?
- Have you ever had a situation where you needed to contact an entire team about the same issue?
- Do you provide a company phone and land mobile radio (LMR) to your mobile workers?
- Do you have mobile workers that you lose visibility of during working hours?
- Are currently looking for a cost effective alternative to traditional LMR?
- Do you have a mobile workforce that spans a larger territory than a traditional LMR network can support?
- Are your company vehicles returned to the office at the end of the day, or do they go home with employees?
- How much money do you spend on fuel per month? Would it benefit you to save at least 10% in fuel costs?
- Do you want a Push-to-Talk network that connects your existing two-way radio systems?
What is AT&T Workforce Manager, and how is it different from similar platforms?
- AT&T Workforce Manager is cost effective, cloud based, all-in-one intuitive software for managing employees

How do I sign up or do I need to have an AT&T account?
- AT&T customers can register for account at: http://workforcemanager.att.com. Yes, this does require a current AT&T account number

Where do I log in?
- AT&T customers can log into their account at: http://workforcemanager.att.com

What mobile devices/OS work with this solution?
- AT&T Workforce Manager is compatible with Apple devices on iOS version 5 or higher and Android devices on version 3.0 or higher

How much does it cost?
- AT&T Workforce Manager has a simple pricing structure. No setup fee. Three tiers, standard $10, enhanced $15 and Premium $20. AT&T Workforce Manager for Vehicles $15, AT&T Workforce Manager for Mobile Assets $10, AT&T Workforce Manager Voice Dispatch $10

How do I change my subscription?
- The account owner has the ability to change the subscription level. AT&T will have a contact #/person/email to add/delete licenses and change subscription levels

Do I need to download or install any software?
- AT&T Workforce Manager lives on cloud connection, customers can access their application from anywhere

How long does AT&T Workforce Manager store my data?
- Customer data is stored for one year on the portal

Is there a limit of how many users I can have in a tier?
- An unlimited amount of users can exist under each tier
Simple account creation and starting process

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

1. QUALIFY YOUR OPPORTUNITY

Ask Customers how they are dispatching and collecting data in the Field?

– How does your company distribute work orders or dispatch jobs to mobile employees?
– Are they conducting inspections for safety & compliance?
– How do your workers clock in and clock out, does it create additional expenses?

2. UTILIZE OUR RESOURCES

AT&T Workforce Manager Website
AT&T Workforce Manager Seller Portal
Customer Presentations, Product Briefs, FAQ, etc.

OIL

TEAM.US

AT&T Workforce Manager Territory Map

3. ENGAGE OUR TEAM IN THE CONVERSATION

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Workforce Manager – Existing Mobile Resource Management Options

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

SOC: ATTWFMS
Intelligent Based Tracking Add-on - $5 (SOC:ATTWFMADD)

SOC: ATTWFME
SOC: ATTWFMP
Workforce Manager – Vehicles Tracking & Management

Offered as a standalone module or used along with any mobile resource management tiers

Vehicles Management - $15 Per month / $21 Per month

- Track vehicles in near real time
- Review breadcrumb trails of routes travelled
- Easily see start and stop times
- Idle time monitoring and alerts to reduce fuel costs
- See driver behavior and scorecards to reduce costs and improve safety
  - Hard acceleration
  - Hard braking
- Dashboards and reports to analyze data

Why Workforce Manager for Vehicles?

Because Drivers Do More Than Drive

Along with Standard, Enhanced or Premium you can have a single integrated portal for:

- Vehicles tracking & management
- Mobile forms
- Time & attendance
- Work order management
- Messaging
- Enhanced Push-to-Talk
- Mobile Asset tracking & management

Review everything a worker did from start to finish, and everything in between.

SOC: ATTWFMVEH
Workforce Manager – Mobile Asset Tracking & Management

**Why Workforce Manager for Mobile Asset?**

**Asset Management - $10 per month**

- View locations of mobile assets deployed in the field
  - Trailers
  - Equipment
  - Cargo
  - And more
- Daily updates when mobile assets are stationary
- Alerts available when moved
- Near real-time location updates when in transit
- Reporting for time on site at geo-fenced locations

**Along with Standard, Enhanced or Premium you can have a single integrated portal for:**

- Mobile Asset tracking & management
- Vehicles tracking & management
- Mobile forms
- Time & attendance
- Work Order Management
- Messaging
- Enhanced Push-to-Talk
- Vehicles & Mobile Asset management

**SOC:** ATWFMFMA
# AT&T Workforce Manager Voice Dispatch

Offered as a standalone module or used along with any mobile resource management tiers

<table>
<thead>
<tr>
<th>Voice Dispatch - $10 per month</th>
</tr>
</thead>
<tbody>
<tr>
<td>– Live GPS Tracking enables dispatchers to have continuous view of workers, allowing for more effective dispatching</td>
</tr>
<tr>
<td>– Hold group discussions with up to 250 enabled devices</td>
</tr>
<tr>
<td>– Instantly see contacts and their availability via web portal</td>
</tr>
<tr>
<td>– Monitor arrival and departure times, in addition to planned vs actual route utilization</td>
</tr>
<tr>
<td>– Geo-fence (virtual boundaries around landmarks, or other specified locations) provide workforce clarity and accountability</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Why Workforce Manager Voice Dispatch?</th>
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<tbody>
<tr>
<td>Knowing employee location is only half the battle; successful businesses need a way to instantly communicate with their employees, regardless of their physical locations.</td>
</tr>
<tr>
<td>– Our application promotes transparency, accountability and reliability.</td>
</tr>
<tr>
<td>– Improve communication in all business sectors, ultimately increasing productivity while lowering operating expenses.</td>
</tr>
<tr>
<td>– GPS locations make it easier to follow employee activities during their shifts and ensure they work from the correct locations.</td>
</tr>
<tr>
<td>– Cut fuel costs and promote more effective dispatching</td>
</tr>
</tbody>
</table>

SOC: ATTWMVCD
AT&T Workforce Manager

**NEW FLEET SOCS!**

AT&T Workforce Manager for Vehicles

- **$21***/mo. per user*
- **No setup fees**
- **Full product features**

$0 Upfront Device Cost

### Plug N Play Bundle

- Plugs into any OBD-II port
- No professional installation required
- Transferable from vehicle to vehicle
- Reports check engine light codes

### Wired Bundle

- Internal or external antenna options
- Power management/sleep modes
- Wired device that prevents tampering
- Triple-axis precision accelerometer

**SOC:** ATTWF{M300}  **SOC: ATTWF{M260}

To learn more please visit [att.com/workforcemanager](http://att.com/workforcemanager)
NEW FLEET AND ASSET PROMO

AT&T Workforce Manager for Vehicles

now $17*/mo. per user
No setup fees
Full product features

&

OBDII Wired

was $200
No Contract

AT&T Workforce Manager for Mobile Assets

now $12*/mo. per user
No setup fees
Full product features

&

Slap & Track Mount Wired

was $250
$125
No Contract

* Contract may be assessed on AT&T data plans

att.com/workforcemanager

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### Battlecard: AT&T Workforce Manager

<table>
<thead>
<tr>
<th>Features</th>
<th>Qualifying questions</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Cloud-based, customizable, intuitive, and cost-effective workforce management application</td>
<td>- Do you have mobile workers?</td>
</tr>
<tr>
<td>- Track and monitor mobile workers</td>
<td>- How do your field workers communicate with the office?</td>
</tr>
<tr>
<td>- Capture photos and signatures with GPS and time-stamping</td>
<td>- Does your company use paper forms and do you collect information from the field like a service ticket or work order?</td>
</tr>
<tr>
<td>- Mobile timekeeping with dashboard charts and reports</td>
<td>- How does your company distribute work orders or dispatch jobs?</td>
</tr>
<tr>
<td>- Wireless forms: Create, collect, and report in real time</td>
<td>- What is your largest business expense?</td>
</tr>
<tr>
<td>- Collect worker input and job status in real time</td>
<td>- How do your workers clock in and clock out?</td>
</tr>
<tr>
<td>- Dispatch jobs and send work orders wirelessly to field</td>
<td>- Have you been trying to improve customer service?</td>
</tr>
<tr>
<td>- Event-based and Intelligent Tracking</td>
<td>- Is there a time lag between job completion and billing?</td>
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<tr>
<td></td>
<td>- Do you need to improve work processes and procedures by automating data collection in the field?</td>
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<tr>
<td></td>
<td>- Would it be useful for you to have a record available to review someone’s activity?</td>
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<tr>
<td></td>
<td>- What is the cost on your organization for delays in time when it comes to receiving information from the field?</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Target customers</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Field service</td>
<td>- Easy to setup – Registration wizard to deploy on desktop, tablets and mobile phone in minutes</td>
</tr>
<tr>
<td>- Transportation, wholesale distribution and local delivery</td>
<td>- Flexible – Industry starter packs and customizable modules selection</td>
</tr>
<tr>
<td>- Construction</td>
<td>- Gain visibility of mobile workers, vehicles and mobile assets</td>
</tr>
<tr>
<td>- Public Sector, government, and education</td>
<td>- Reduce costs and improve productivity</td>
</tr>
<tr>
<td>- Retail</td>
<td>- Improve accountability and compliance</td>
</tr>
<tr>
<td>- HVAC, plumbing, electricians, landscaping, home services</td>
<td>- Enhance operational efficiency</td>
</tr>
<tr>
<td>- Security, inspection and remediation services</td>
<td>-</td>
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</tbody>
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<table>
<thead>
<tr>
<th>Sales Resources</th>
<th>Pricing (MRC)</th>
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<tbody>
<tr>
<td>- Product info on att.com</td>
<td>- Standard (SOC: ATTWFMS ) $10</td>
</tr>
<tr>
<td>- OIL</td>
<td>- Enhanced (SOC: ATTWFME ) $15</td>
</tr>
<tr>
<td>- Product Brief</td>
<td>- Premium (SOC: ATTWFMP ) $20</td>
</tr>
<tr>
<td>- teamUS</td>
<td>- EPTT Integration (SOC: EPTTCON1) $0</td>
</tr>
<tr>
<td>- BigTinCan</td>
<td>- WFM EPTT Integration License (SOC: WFMEPPT00) $0</td>
</tr>
<tr>
<td>- Lead Product Marketing Manager: - <a href="mailto:hs660p@att.com">hs660p@att.com</a></td>
<td>- Intelligent Tracking Add-on (SOC: ATTWFMAPDD ) $5</td>
</tr>
<tr>
<td></td>
<td>- WFM for Vehicles (SOC:ATTWFMVHEH ) $15</td>
</tr>
<tr>
<td></td>
<td>- WFM for Mobile Assets (SOC:ATTWFMFMA ) $10</td>
</tr>
<tr>
<td></td>
<td>- WFM Voice Dispatch (SOC:ATTWFMVCD ) $10</td>
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</table>
Questions & Answers

www.att.com/workforcemanager
AT&T Workforce Manager
The end-to-end workforce management application

VEHICLE + MOBILE + ASSET + VOICE

EPTT
Enhanced Push-To-Talk

DISPATCH

Bridge the GAP between your quota and your pocket