Dispensing
Create and dispatch work orders to employees in the field. Create new orders for deliveries, service calls, or other types of tasks. Work order information is available nearly instantly and sent to the mobile employee’s phone or tablet. Update the status of an order from the field giving transparency to job status and workload. Make adjustments as needed on-the-fly and have them update nearly instantly. 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 daily tasks for faster billing
• Automate scheduled work orders and more with AT&T Workforce Manager

Brief

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

AT&T Workforce Manager strengthens communications between dispatchers and mobile workers, improves control over field operations, and delivers services faster and more efficiently. Make near real-time decisions about your mobile operations so you can save time and increase productivity.

Event-Based Tracking
Gain peace of mind by optimizing your workflow process with event-based tracking. This unique way of submitting documents allows you to monitor field activities and data entries in near real-time via a web dashboard. Increase efficiency by keeping track of mobile employee hours on the mobile device, and viewing the location of employees on the job sites.

• Maximize and drive workflow to the next level
• Expand employee productivity in the field
• Oversee day-to-day events on dashboard

Dispatching
Create and dispatch work orders to employees in the field. Create new orders for deliveries, service calls, or other types of tasks. Work order information is available nearly instantly and sent to the mobile employee’s phone or tablet. Update the status of an order from the field giving transparency to job status and workload. Make adjustments as needed on-the-fly and have them update nearly instantly. Go back and see a history of all jobs completed with detailed information collected at the job site.
Mobile timekeeping

Mobile timekeeping is a mobile time clock that allows employees to punch in and out while on-the-go with the ability to track lunches and breaks. No more lost timesheets or guessing who's on the clock. With each time punch, utilize photo capture, signatures, and data about current jobs, vehicles, inspections, and odometer readings.

- Allow users to clock in and out from the field, plus keep track of breaks and lunches
- Invoicing mobile workers is made as simple as tapping a mobile device

Wireless forms

Reduce the amount of paper printed on a given day. AT&T Workforce Manager allows managers to send forms that employees use directly to their mobile phone or tablet. There are hundreds of templates to choose from to customize the forms. 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.

- Take paper forms to the next level
- Build electronic forms that are loaded to devices and deployed to mobile employees
- Forms are easy to generate and use

Messaging

Messaging allows users to communicate with other application users on the web and mobile devices.* Simple communication in the field results in more accurate information transfer, saves time, and increases productivity.

*Additional charges may apply.
Streamline the productivity of your company with intelligent tracking. This add-on feature is a moving tracker that picks up the location of employees through the mobile device. Have access to the whereabouts of your employees, and manage day-to-day workflow by having 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

For more information contact an AT&T representative or visit www.att.com/workforcemanager