The challenge

Mobile workers can experience long hold times and busy signals while waiting to connect with dispatchers, a central office, or other mobile team members. For dispatchers, managing multiple inbound calls without knowing the level of urgency and field documentation of workers can be complicated.

The solution

pdvConnect from AT&T is a highly secure, web-based solution that gives enterprises visibility into their mobile workforce. Mobile workers have a simple way to wirelessly dictate, document, and share time-sensitive information from virtually any AT&T mobile phone to their office or another mobile phone. Workers can vocally document situations and attach photos, then send to a dispatcher or office without wasting valuable time. pdvConnect works in virtually every industry including distribution, field services, hospitality, property management & real estate, public safety, utilities, and waste removal.
Key features

pdvConnect’s Intelligent Queuing™ enables customer-specified message subject lines to indicate the priority of each message, allowing for faster response times. For example, pre-determined subject lines like “Service Outage-Critical” or “Job Closed Out Non-Critical” are automatically sorted for a pdvConnect administrator based on pre-determined priority, so the most important messages are listened to first.

Web-based Command Center Console allows back-office workers or dispatchers to prioritize inbound communications by scanning message subjects, viewing photos, and checking location-time-stamps. All messages are recorded and archived for future reference, or can be saved to a customer’s back-office system. Dispatchers can work quickly to address urgent messages and dispatch the closest available field worker using a color coded map.

Voice Reply Text Messaging allows field workers to vocally respond to text messages, eliminating the risks associated with typing while driving, and improving safety while on the road. The ability to send an update from the field by simply speaking a message rather than typing it also improves safety while providing more detail than a written message.
Benefits

Reduces hold times
Mobile workers no longer have to wait on hold for a busy dispatcher, allowing more time to service more customers.

Reduces paperwork
Reduces the amount of paperwork produced by workers so that they can focus on their principal tasks.

Improves efficiency
Messages can be sent anytime, from anywhere. Workers are instantly notified of urgent matters via text messaging.

Increases productivity
Enables more effective communication, which leads to greater productivity in the workplace.

Features

- Works on virtually all AT&T smartphones & feature phones
- Voice document issues with photos
- Real-time location of workforce
- Triaging of inbound messages
- Helps mitigate driver distraction
- Archive messages & reporting
Smartphones & feature phones

pdvConnect from AT&T works on virtually all AT&T smartphones & feature phones. No client is required on any device. However, an optional Android client is available supporting Android version 2.1 and higher, allowing users to quickly sync contacts and provide an easy way to send messages, location and photos (location & photo features available only on pdvConnect Pro).

Pricing

pdvConnect from AT&T offerings:

• pdvConnect Standard for $12.99 MRC per subscriber
• pdvConnect Pro @ $19.99 MRC per subscriber
• 30-day trial of pdvConnect Pro available
Important Information
- Voice calls made to defined pdvConnect numbers with subject lines are zero-rated
- SMS and MMS messages to defined pdvConnect numbers with subject lines are zero-rated
- pdvConnect from AT&T is only available to customers with a qualified AT&T business or government agreement ("Enterprise Agreement") and their respective Corporate Responsibility Users ("CRUs").
- pdvConnect includes unlimited wireless usage for associated voice calls and SMS messages. On feature phone devices, use of voice calling or SMS message usage incurred in connection with pdvConnect will not be charged against the customer’s voice or messaging plan. Smartphone devices may additionally use the AT&T data network for location or status functionality; on these devices, pdvConnect-related usage of data connections will count towards a customer’s data plan usage.
- Not all features are available on all devices. User interface may vary by device.
- Wireless coverage is not available in all areas. AT&T wireless coverage maps are available at wireless.att.com/coverageviewer. Due to wireless coverage and system limitations, service may not be accessible at all times. Coverage is subject to transmission limitations and terrain, systems, and other limitations. When outside a coverage area, access will be limited to information previously downloaded to or resident on a device.
- pdvConnect Pro location features are generally operative in the continental United States; however, environmental or other factors may also limit GPS location information. "Continuous" location reporting requires GPS reception and a wireless data network connection. If no cell communications are available, the device will not report a location.
- For pdvConnect Pro, a GPS-enabled device is required for GPS location information. If GPS is disabled on the device, the device may not report a location and many Pro features will not work.
- Customer is responsible for notifying its employees of the tracking features of pdvConnect Pro and obtaining their consent to be tracked. AT&T’s privacy policy may be viewed at www.att.com/privacy.
- Use of pdvConnect outside AT&T’s domestic wireless network may result in voice, messaging or data roaming charges, which will be assessed at the applicable rate.
- Wireless data coverage is not available in some areas. AT&T mobility coverage maps are available at www.wireless.att.com/coverageviewer. Wireless data coverage is subject to transmission limitations and terrain, system, capacity and other limitations.
- Customer must comply with AT&T’s Acceptable Use Policy (AUP) at www.att.com/aup. AT&T may terminate, suspend or limit use of pdvConnect if AT&T determines that Customer’s use violates the AUP. On the termination of pdvConnect for any reason (i) the rights granted to Customer will terminate and (ii) Customer must immediately cease all use of pdvConnect, including the Software.
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- pdvConnect is solely responsible for all location or other information it provides and/or collects and its technical support.
- A personal computer with access to the Internet is required to use the Dispatch Command Center.
- Service performance may vary by device, and not all service features and functionality are available on all supported devices. pdvConnect is not compatible with devices provisioned through the AT&T Control Center or Enterprise On Demand platforms.
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- AT&T HAS NO DUTY TO DEFEND, INDEMNIFY, OR HOLD HARMLESS CUSTOMER FROM OR AGAINST ANY SETTLEMENTS, DAMAGES, COSTS AND OTHER AMOUNTS INCURRED BY CUSTOMER ARISING FROM THE ACTUAL OR ALLEGED INFRINGEMENT OR MISAPPROPRIATION OF INTELLECTUAL PROPERTY BASED ON THE PRODUCTS OR SERVICES FURNISHED IN CONNECTION WITH PDVCONNECT FROM AT&T.
- AT&T or its Suppliers retain all title, title and interest, including, without limitation, all intellectual property rights, in and to the Service and Software. Customer will not, and will not permit any person to (i) reverse engineer, disassemble, reconstruct, decompile, translate, modify, copy, adapt or create derivative works of the Software, including, without limitation, any aspect or portion thereof, source code and algorithms, or (ii) use the Service in any way that will (or will attempt to) intentionally or willfully infringe on any AT&T or third-party intellectual property rights; (ii) rent, lease, redistribute, resell or display any part of the Service, (iv) hack or break any security mechanism of the Service or (v) reproduce, archive, retransmit, distribute, disseminate, sell, lease, rent, exchange, modify, broadcast, synchronize, publicly perform, publish, publicly display, make available to third parties, transfer or circulate the Service except as otherwise allowed herein.
- Customer must comply with all applicable privacy, consumer data and protection laws, marketing and data best practices, and all laws that apply to collecting, accessing, storing, processing, using, disclosing and securing User data, including any obligations to notify and obtain consents of End Users regarding any Customer access to End Users’ personal information. pdvConnect must not be used to conduct unauthorized surveillance.
- Customer agrees to indemnify, defend and hold harmless AT&T and its collaborators, Suppliers and licensors, and their officers, directors, agents and employees (the “Indemnified Parties”) from and against any claim, proceeding, loss, damage, fine, penalty, interest and expense (including, without limitation, fees for attorneys and other professional advisors) arising out of or in connection with the following: (i) Customer’s access to or use of the Service; (ii) Customer’s breach of this Attachment or the Agreement; (iii) Customer’s violation of law; (iv) Customer’s negligence or willful misconduct or (v) Customer’s violation of the rights of a third party. Customer will promptly notify AT&T in writing of any third-party claim arising out of or in connection with Customer’s access to or use of the Service.
- pdvConnect is offered on a month-to-month basis with no term commitment. Charges are billed in advance, and there are no refunds available. Charges for the initial month of service are prorated.
- Prices do not include applicable taxes, fees and surcharges

For more information contact an AT&T Representative or visit www.att.com/pdvconnect.