



INTELLIGENT REAL-TIME MOBILE TASK MANAGEMENT SOFTWARE

MOBILE WORKFORCE MANAGEMENT

Every day in your retail store, associates perform hundreds of tasks in order to provide every customer who walks through your doors with the best shopping experience possible. There are customer questions to answer. Inventory to re-stock. Spills to clean up and so much more. Even if you have an existing task management system to help supervisors organize tasks, they still typically need to walk around the store or page associates to delegate and track the status of tasks during a shift. Mobile Workforce Management software facilitates consistent and reliable store execution by providing an intelligent task management system that extends your current systems and delivers tasks directly to your associate's mobile device, such as Motorola Solutions' highly affordable and wearable SB1 smart badge. An easy-to-use mobile dashboard provides supervisors with all the information they need to monitor and manage all tasks — regardless of task type or whether supervisors, customers, associates or store systems created the task. Now, it's easy to keep employees fully productive during every shift, taking care of the tasks that keep your store ready for business — and provide the best in customer service.

AUTOMATIC FLEXIBLE TASK CREATION: ANYONE AND ANY CONNECTED SYSTEM

Tasks can originate from many sources — and with Mobile Workforce Management, you can accommodate them all. Tasks may be created by supervisors, associates, customers, in-store systems or corporate systems — and may be entirely automated. A simple template allows managers and associates to create and enter tasks in seconds, complete with a text or voice note to provide any additional details. Customers can press a button on an in-store kiosk to request help, or you can enable Mobile Workforce Management to allow customers who have

downloaded your in-store loyalty application to use their own smartphones to request help. Regardless of where the help request originates, it is instantly delivered to an associate's mobile device as an urgent task. Your in-store systems can automatically create tasks. For example, a Video Analytics System can detect when inventory is low on a specific shelf and create a task to replenish it — or the press of a button on the point of sale (POS) could create a request for more cashiers. Systems in the corporate office can also automatically create tasks. For example, the Promotion Management System can create a task to initiate markdowns for an upcoming sale.

FEATURES

Manager dashboard

Provides a snapshot of tasks and associates within the store on the Motorola Solutions ET1 tablet and mobile computers

Scan-to-Start

A scan of the bar code on a product or store asset returns an appropriate template for fast and easy task creation

Flexible input sources

Enterprise IT, in-store systems and sensors (for example temperature sensors) can all create tasks

Works with customer mobile devices

External Systems Interface allows customers inside your store to request help via their personal smartphones; requests are then delivered as urgent tasks to the mobile devices of those associates that are best suited to provide assistance

Works with many different mobile devices

Works with a wide variety of Motorola Solutions mobile devices, including the SB1 smart badge, tablets, handheld mobile computers, kiosks, two-way radios and more

EASY INTEGRATION WITH EXISTING BUSINESS SYSTEMS

Today's retail task management solutions typically stop at the store manager, who often needs to gather and analyze information from multiple store systems throughout the day to best delegate tasks. Mobile Workforce Management can integrate with in-store and corporate business systems — including time and attendance, labor planning, project scheduling, promotion management, Point of Sale (POS), kiosks, RFID sensors and more. Now, your task management and store systems can exchange information in real time, enabling the intelligent creation and dispatch of many tasks — automatically. As a result, store supervisors have more time to spend out on the store sales floor with associates and customers — instead of sitting in the back room manually merging data from separate systems.

AUTOMATICALLY DELEGATE, TRACK AND ESCALATE TASKS

Managers no longer need to waste time hunting for associates to issue tasks and follow up on status. Instead, Mobile Workforce Management does all the work. First, the system analyzes available information

to determine who should receive the task, such as: the workgroup that the task is assigned to; which associates are logged in from that group; an associate's role within the group; the task priority; when the task must be completed; whether the workers are available or on a break; and the expected duration of the task. The analysis is instantly completed, the task is delivered to the mobile device of the right associate and properly prioritized. If a task is not completed in the allotted time, it will automatically escalate to a supervisor or an alternate workgroup — no manual intervention required.

ANYWHERE ANYTIME TASK MANAGEMENT WITH A REAL-TIME MOBILE DASHBOARD

A mobile dashboard provides an easy-to-read snapshot of the key information supervisors need to stay on top of task management. On a mobile computer or tablet, like the Motorola Solutions ET1, supervisors can view categories of tasks and workgroups, as well as the manager inbox, which holds newly received tasks waiting for authorization and messages. In addition, from the summary screens, supervisors can easily drill down to access all available details for any specific item.

Template-based task creation

Retailer-defined forms enable rapid creation of tasks

Automatic intelligent task dispatch

Identifies the worker or workgroup most qualified for a specific task and then factors in availability, skill set and other criteria

Local language support

Task title and task details can be delivered in the user's preferred language

Comprehensive user task management functionality

Users can: accept tasks, pause and resume in the event of an interruption, decline tasks and indicate when tasks are complete; tasks that are declined may be automatically returned to the task pool for reassignment

Integrates with other retail systems

Mobile Workforce Management is a complementary software solution designed to work with other Partner & customer IT systems such as Corporate Workforce Management, Omni-Channel Enablement, Product Promotions, Product Recalls, Video Analytics, HVAC/Refrigeration, Point of Sale and Self Service Kiosks and other systems.

Reporting and metrics

Standard ready-to-use reports provide information on users, tasks, templates, system information and more; custom reports are easily generated

For more information on the real-time task management solution that enables superior collaboration, streamlined operations and an extraordinary shopping experience, visit www.motorolasolutions.com/workforcemanagement or access our global contact directory at www.motorolasolutions.com/contactus

SPECIFICATIONS

SERVER (Specifications dependent on customer deployment)

Minimum Server Requirements	3 GHz processor (dual processor); 4GB memory; 150GB hard drive space
Supported Environments	Windows Server 2008 R2 with SQL Server 2008 R2 or Oracle 11g or Windows Server 2012 with MS SQL Server 2012. IIS and .NET 4.5 also required

CLIENT APPLICATION

Admin Client	Admin Client Microsoft IE 9/10; recommended display resolution: 1680 x 1050 or greater
Worker/Manager Client	Worker/Manager Client Motorola Solutions Rho Elements Environment with Multi-Instance Support (See Release Notes for supported Devices, RhoElements versions, respective display resolutions and other MWM detailed specifications.)