WORKFORCE CONNECT: PTT PRO

The easy way to empower your workers with instant Push-to-Talk (PTT) over Wi-Fi or Cellular networks

Delivery drivers out in the field, associates on the retail floor, workers in the warehouse, housekeeping and events management staff in a hotel and nurses and lab technicians in a hospital all have one thing in common — they work in teams throughout the work day, and they often have questions that require an immediate answer from another team member in order to remain productive and deliver the best service. With Workforce Connect PTT Pro, a key feature in Workforce Connect, your workers can always reach the right person, right now, via instant PTT over Wi-Fi and cellular networks. The result? A single device with the rich communication and data features your workers need to complete every task as efficiently as possible. Your workforce has the constant and instant connection they need to reduce steps and cycle times for faster and better outcomes. The number of devices you need to purchase and manage is reduced, lowering the cost of mobility. And deployment couldn't be easier. With this cloud-based service, it's easy to get your users up and running quickly. And with support for select Zebra mobile computers today and third party mobile phones and more tomorrow, you get a solution that can easily grow to meet new business needs many years into the future.

Easy to deploy cost-effective cloud-based service

Deploying instant PTT is as easy as placing an order — there is no equipment to purchase, deploy, monitor or manage. Once service is activated, compatible devices with the PTT Pro client installed are ready to go. With a flat low monthly per-person cost, there are never any budget surprises. And since Workforce Connect delivers the client and the service, the need to manage another platform in your data center is eliminated.

Enterprise reliability your business requires

Instant PTT and texting services provide your workers with the instant answers they need to best serve your customers. That's why our cloud-based architecture is built for dependability, offering redundant servers, multiple routing options, 24x7x365 monitoring and more.

Service anywhere in the world, over any wireless network — Wi-Fi and cellular

No matter where your business is located, or whether users are in your facility or out in the field, with support for Wi-Fi and cellular networks, with PTT Pro, they are always connected.

Scalable architecture

Whether you have a small business with just a few workers, a mid-size business with hundreds of workers or a large distributed enterprise with thousands of workers, Workforce Connect PTT Pro provides affordable instant communications to however many workers you have today, with the ability to easily scale up to meet your needs next year or ten years from now — providing superior investment protection.

Workforce Connect — delivering on the promise of the truly unified enterprise device

Workforce Connect adds powerful voice and messaging features to Zebra mobile devices, allowing you to provide all the capabilities your workers need to maximize productivity and minimize cycle times, all on one device. Processes are simplified since users can now perform all tasks on a single unified device. Voice and data workflows are integrated, reducing the number of steps required to complete a task and allowing you to achieve operational excellence.

This modular and customizable solution allows you to deploy the features you need today and easily add features to meet new business needs. Features include:

PTT Express
This complimentary client enables instant PTT group calling between Zebra mobile computers, two-way radios* and more over your existing Wi-Fi network.

Voice
Turns Zebra mobile computers into fully-featured mobile PBX deskphones with advanced functionality and a customizable experience.

PTT Pro
This secure and robust cloud-based solution enables users to communicate one-to-one and one-to-many over Wi-FI and/or cellular networks — your entire workforce connected, never more than the press of a button away.

Enterprise Messaging
When voice conversations aren't appropriate, this text messaging cloud-based solution enables users to communicate in a private or a group messaging conversation over Wi-Fi and cellular networks.

Boost efficiency and customer service with Workforce Connect's PTT Pro in:

T&L
- Delivery and transport drivers
- Warehouse workers
- Forklift drivers
- Dispatchers
- Managers

Retail Stores
- Store associates
- Regional specialists
- Headquarters

Retail Distribution
- Warehouse workers/forklift drivers
- Managers
- Engineering
- Maintenance

Hospitality
- Managers
- Housekeeping
- Security
- Front desk
- Engineering
- Events
- Food and Beverage
- Concierge

Manufacturing
- Production line
- Managers
- Engineers
- Shipping/Receiving
- Security
- Maintenance
- Quality
- Field service drivers
- Delivery drivers
- Sales

Healthcare
- Nurses
- Physicians
- Lab technicians
- Physical therapists
- Engineering
- Maintenance
- Patient transport
- Home healthcare
- ER staff and EMTs

Visibility into subscriber status with Presence

Users can easily see the status of every PTT user in their address book — if they are available to take a call; busy (on a phone call, for example); off line; or in Do Not Disturb mode, where PTT calls are still received and logged, but audible alerts are silenced.

1-to-1 and group calls

Workers can place a private call to one user or a group call to any group you have defined. Groups can include up to 250 subscribers.

GIVE YOUR WORKERS THE INSTANT CONNECTION THEY NEED TO MAXIMIZE EFFICIENCY AND PROVIDE THE VERY BEST SERVICE FOR YOUR CUSTOMERS WITH WORKFORCE CONNECT PTT PROFESSIONAL. FOR MORE INFORMATION, VISIT **WWW.ZEBRA.COM/WORKFORCECONNECT** OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT **WWW.ZEBRA.COM/CONTACTUS**

Workforce Connect PTT Pro Specifications

PUSH-TO-TALK FEATURES

Private Call (one-to-one)	The ability to select a user from your PTT Pro contact list and have a one-on-one PTT conversation.
Group Call (one-to-many)	Active transmission of half-duplex audio directed from one member of a Group to two or more active members in a Group.
Alerts	Provides tones, vibration and visual indicators when inbound messages are received
Secure Messaging	End-to-end encrypted secure messages, preventing others from listening to conversations

PRESENCE FEATURES

Available	The subscriber has successfully signed in and has authenticated with the PTT Pro server. They are now able to receive messages and audible alerts.
Do Not Disturb	This is a subscriber initiated status. PTT call messages are not received while in DND mode. No audible alerts are generated.
Off Line	A system generated status when the subscriber is out of range or has shut down the device / service. PTT calls cannot be initiated to devices in this state.

* Requires RadioLink Express

DEVICE SUPPORT

Zebra enterprise-class Android mobile devices, including: MC40, TC55, TC70 and TC75 mobile computers running Jelly Bean or higher

USER MANAGEMENT

Web Administration	Provides a portal for centralized management of the system. The administration interface is available over any current browser from a PC anywhere on the network. Features include: • Query subscriber status – on line/off line • Adding, modifying, deleting subscribers • No external toolkit required for Web Admin • Browser responsiveness unburdened by large number of subscribers • Role based profile determine GUI capability
Scalability	The system is designed to handle large deployments of the PTT Pro solution. Regional availability is determined based on the size of the enterprise.

NETWORKS

3G, 4G, LTE and Wi-Fi networks