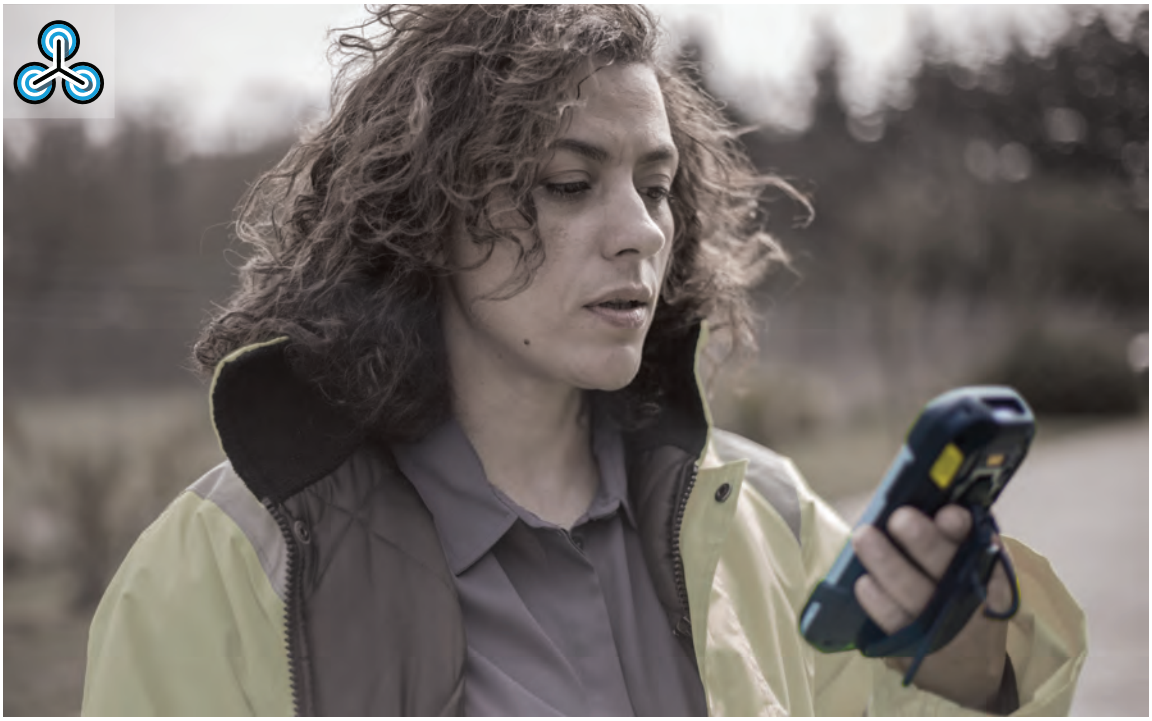

WORKFORCE CONNECT: ENTERPRISE MESSAGING

Easy and secure text messaging services over any wireless network

When your workers need an instant answer to a question, the co-worker they need to reach may not be able to answer a call or accept a push-to-talk call. A sales person could be assisting or meeting with a customer. A nurse could be with a patient. A manager could be on a conference call. And a production line manager could be in an area of the manufacturing plant where the noise level makes any type of voice call nearly impossible. For those times when voice isn't appropriate, text messaging is the perfect answer. But standard text messaging services lack the security your business requires — until now. Enterprise Messaging, a Workforce Connect feature, builds on the robustness of the overall Workforce Connect portfolio and adds the features enterprises need to enable messaging, including enterprise-class security for all messages, the ability to create groups and pre-configured replies and more. Enterprise Messaging — the text messaging service built for business.

Enterprise security

With Enterprise Messaging, businesses that are bound by stringent privacy laws or where information confidentiality is critical can enable the power of texting — without the potential security risk.

Flexible group feature

You can pre-define groups that make it easy for workers to reach their department or their peers — for example, managers or security guards.

Pre-configured messages

You can create lists of pre-configured messages that allow your workers to respond to a text with a tap on the screen, making it easy for workers to respond, even if they are on the phone or in a meeting.

Text message log

Text messages that are received and sent are shown in the message log. Any text conversation can be continued by simply clicking on the message and hitting reply.

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 Enterprise Messaging 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

Easy to deploy cost-effective cloud-based service

Deploying Enterprise Messaging 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 Enterprise Messaging client installed are ready to go. And with a flat low monthly per-person cost, there are never any budget surprises.

Enterprise reliability your business requires

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

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

With support for Wi-Fi and cellular networks, with Enterprise Messaging, your workers can reach the right person, right now.

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 Enterprise Messaging 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.

Visibility into subscriber status with Presence

Users can easily see the status of every user in their address book — if they are available and will instantly see a text message, or in Do Not Disturb mode or offline, where text messages are still received and logged, but audible alerts are silenced.

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

Workforce Connect Enterprise Messaging Specifications

PRESENCE FEATURES	
Available	The subscriber has successfully signed in and has authenticated with the Enterprise Messaging server. They are now able to receive and hear text messages and audible alerts.
Do Not Disturb	This is a subscriber initiated status. While in DND, text messages are still received and logged in the background to the Message Log, but 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. Messages targeted for the subscriber in this state are stored on the server and will automatically appear on the device when the device returns to coverage range or is powered on.

MESSAGING FEATURES	
Private	The subscriber is able to create and receive text messages from other individual users.
Group	The subscriber is able to create a text message that is sent to multiple users at the same time.
Template	The subscriber can respond or send a pre-configured message that allows for input of certain pieces of the message

DEVICE SUPPORT

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

USER MANAGEMENT

Admin Console — Provides a portal for control and performance monitoring and is key to central 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

NETWORKS

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

* Requires RadioLink Express

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