



UNLEASH THE
POTENTIAL OF
YOUR WORKFORCE

WorkJam for Internal Communications

*Communicate With Your Frontline –
Directly and in Real-time*



Communication is the heartbeat of an organization. However, when that communication is slow, broken, and ineffective, the business suffers.

Corporate currently relies on managers to disseminate information to frontline employees without an auditable process to ensure employees have the knowledge they need to do their jobs effectively. Frontline employees have no avenue to offer feedback, share customer experiences, or offer innovative new ideas. Managers are inundated with manual communication processes.

With a lack of modernized communication channels, customers deal with a poor experience as a result of frontline employees who lack up-to-date information about products and services.

We offer four communication solutions that can fit a wide array of use cases. All 4 apply the principle of targeting your audience no matter how narrow or broad an audience the message requires:

1. **Realtime Messaging** – As the name implies, get your operational messages out ASAP.
2. **Mandatory Messaging** – Rest assuredly that your critical messages are seen & read. Get feedback & insight from the field.
3. **Channel Messaging** – Deliver content curated by topic and subject matter pertinent to the

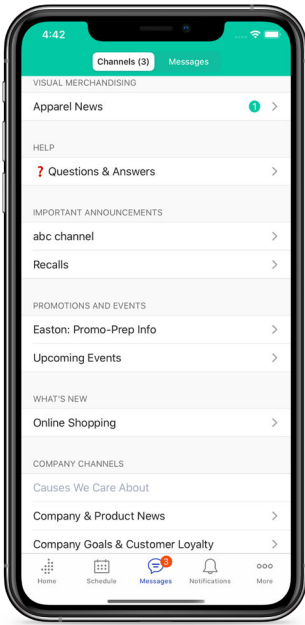
frontline audience that needs to read, react, and collaborate.

4. **Survey Messaging** – Check their pulse & gather feedback, confidentially, with multi-choice and free-form questions. Answers cannot be seen by others, ensuring honest insight.

Build bridges to secure communication lines across the organization with the **WorkJam Digital Workplace**. When corporate, managers, and frontline employees have a way to communicate with each other, organizations can ensure that everyone is moving in the same direction. Productivity, operational dexterity, and employee engagement all increase when people have the information they need – which trickles down to exceptional customer service.

Enable corporate with a direct line to the frontline

Relying on location managers to print out corporate notices and post them to a bulletin board is no way to ensure frontline employees are informed. Headquarters can use secure messaging channels to broadcast urgent company updates, product news, or training requirements. Curated **standardized** content can be targeted based on geo-location, job title, employee qualifications, and more. Plus, surveys enable organizations to take the pulse on essential topics, connecting with individual employees.



Save managers time by removing manual processes

Free up your location managers by digitizing communication, giving them more opportunities to handle operations, and interact with customers. Instead of manually communicating updates and tasks to frontline employees, managers can record short video **'huddles'** or send messages to team channels. Ensure employees have the right knowledge at the right time with WorkJam.

Give frontline employees a voice

Empower your frontline with the ability to message each other, their managers, and corporate. Use pulse surveys to elicit information about customer feedback and operational processes directly from your frontline. With this knowledge in hand, corporate can make better decisions about the business while giving employees the ability to collaborate with the organization in a meaningful way.

Create a knowledgeable and up-to-date team

Mend the disconnect between frontline employees and corporate departments like marketing, product development, and operations. Ensure frontline employees are always up to date on the latest organizational developments, so they can serve customers well by answering questions and offering helpful information. Don't let customer service suffer as a result of poor communication.

Expedite problem-solving

Accelerate operations by giving all

employees the power to communicate in real-time. Manual communication between the frontline or managers and corporate can take days, if not weeks.

Eliminate Shadow IT with secure messaging and curated channels, employees can discuss technology, operational, or logistical issues with corporate and have them resolved within hours.

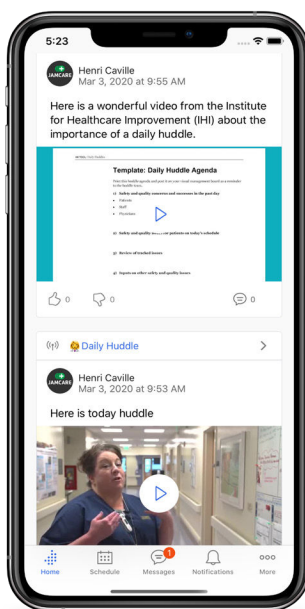
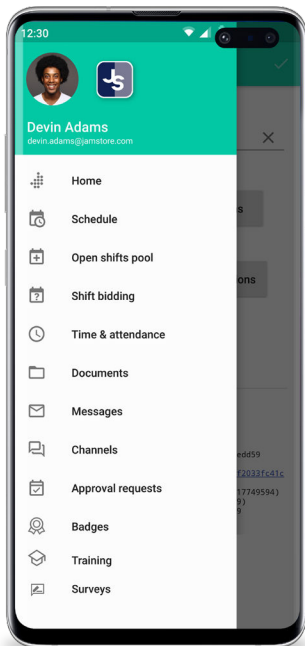
Understand overarching issues and isolated incidences

Provide consistency across all locations, so customers feel comfortable coming back. Corporate digital communication channels enable employees to compare issues across sites, identifying reoccurring problems, and instituting quick resolutions. One-off incidences can be dealt with by examining the situation and discussing fixes with other location managers or corporate.

Build a connected community

Give employees a reason to come to work each day. The connections staff make with each other at work contribute to their performance, engagement, and loyalty. Enable employees to celebrate their milestones with one another, share pictures of their personal lives, and build lasting connections. Through employee team channels, workers can create a community they are proud to be part of.

WorkJam is available as individual modules or as a complete Digital Workplace suite for frontline employees.



*Schedule a demo of **WorkJam** today and see how we help you unleash the potential of your workforce*

Request a Demo