



UNLEASH THE
POTENTIAL OF
YOUR WORKFORCE

WorkJam for Operations

*Improve Frontline Execution, Compliance,
and Customer Satisfaction*



Whether it's healthcare or retail, distribution centers, or manufacturing, there is an over-reliance on manual processes. To communicate with frontline workers, leadership depends on location managers to physically distribute information printed out in black and white or face-to-face conversation. There is no easy way to ensure frontline staff is aware of new directives or instructions.

Most frontline workers don't have easy access to onboarding or training materials and are instead given binders full of outdated information. Schedule changes are a challenge, with location managers having to frantically search for callout replacements. Plus, there isn't the ability to update or monitor daily task lists in real-time, slowing down productivity. This all leads to poor customer experience.

Enter ***The WorkJam Digital Workplace***, designed to improve the lives of all your stakeholders. WorkJam provides the tools all employees need to do their jobs, ensuring corporate compliance and consistency throughout operations. As a result, organizations see increased customer satisfaction – along with improved employee engagement.

Create two-way communications channels

Enable leadership, managers, and the frontline to communicate

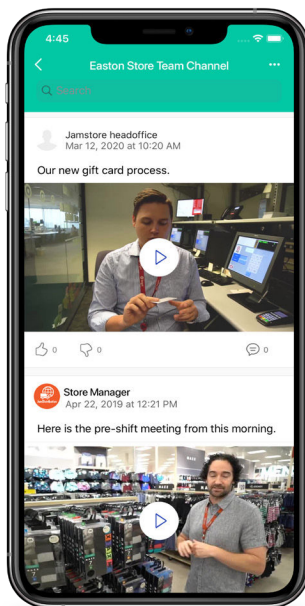
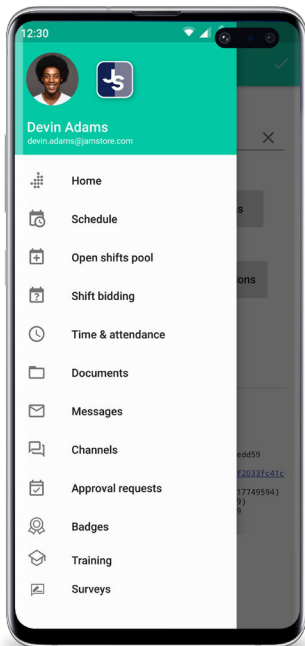
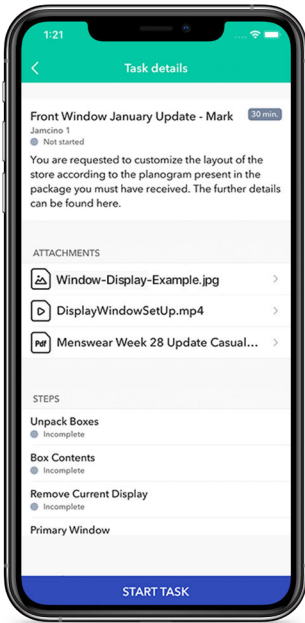
directly with each other. Corporate can share real-time updates and information, managers can answer day-to-day questions, and frontline employees can share ideas, concerns, and customer feedback. With secure messaging and team channels, organizations can ensure all employees are up to date with the information they need.

Digitize the team huddle

Make sure all employees – regardless of when their shift starts – have the information they need to do their jobs. Provide context and instructions through recorded videos for reoccurring tasks, and update new tasks as they occur, ensuring employees finish them before the end of their shift. Save managers time while giving corporate the peace of mind that employees are meeting all compliance requirements.

Cross-train employees for higher productivity

Deliver frontline employees with the same level of expertise, while at the same time upskilling them. Cross-trained staff can improve operational productivity, help ensure all areas are adequately staffed, and provide customers with a consistently enjoyable experience. Training includes documents, videos, SCORM, and quizzes to aid in employee learning and retention. With leaderboards and badges, employees are more motivated to learn and grow.



Make shift coverage a breeze with crowdsourcing

Managers spend an excessive amount of time each week, making scheduling changes as a result of employee issues. Give employees the power to manage their own shifts with Open Shift Marketplace. Frontline employees can swap shifts or pick up shifts at different locations, while managers can bring their focus back to running operations. Reduce absenteeism and attrition by ensuring employees get the hours they want while achieving optimal staffing levels and abiding by labor regulations.

Prepare frontline employees to impress customers

Give customers a reason to return to your business by consistently offering them a pleasant experience. Onboard employees digitally by curating content to introduce them to products, processes, and company culture. Fuel employees' desire to learn with easy-to-digest information that helps them provide customers with knowledgeable and helpful service. Organizations can increase product sales due to higher employee engagement.

Update tasks in real-time

Create adjustable templates for reoccurring business tasks, like audits, inventory, signage, or repricing. Managers can assign tasks to specific employees or to shifts in general, have a visual confirmation that the task has been completed correctly, and provide employees with training and messages for

more context. When there is a task violation, such as an expired fire extinguisher that hasn't been replaced, automated corrective actions can be triggered to ensure compliance. Plus, the organization has a transparent view of all tasks with comprehensive reporting on data-based process optimization.

Reduce customer complaints and improve satisfaction

Ensure all employees, from the field to the frontline, are exceptionally prepared to meet organizational goals. With digital tools in the palm of their hands, employees can offer high-quality customer service at all times and at all locations. Provide customers with the kind of experience they want to return to, time and time again.

Become an employer of choice

Help employees understand the impact of their role and their place in the larger organization. By giving them two-way communication channels, curated training and onboarding materials, and real-time task lists, you set them up to succeed. Create a community of highly engaged employees who care about their job performance and are motivated to provide the best customer service.

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