



UNLEASHING THE
POTENTIAL OF
YOUR WORKFORCE

Next Generation Task Management

Bringing task management out of the back-office and onto the frontline with operational efficiency at all levels of the organization, supported by real-time analytics



WorkJam, the world's leading frontline Digital Workplace enables the enterprise by delivering the most complete frontline solution: a unified platform enabling employers to operationally execute flawlessly yet empower & engage their frontline teams with measurable results.

Task Management is the heart of any operation; it enables leaders to execute their vision all the way down to the frontline and acts as a central nervous system of any large organization:

- Informing employees of what they need to do and how to do it well
- Reducing the manual workload of managers
- Ensuring results consistently across locations and teams
- Giving leadership insight into progress
- Simplifying and assuring compliance

Present-day Problems

Current systems fall short on one or more of these points because they're often deployed in isolation, distributed via legacy back-office technology, and ill-equipped to handle task training or support questions. Further, there is typically a lack of ability to track employee skillsets or competencies for precise task execution, and with no way to

ensure assignments get to the most capable employees.

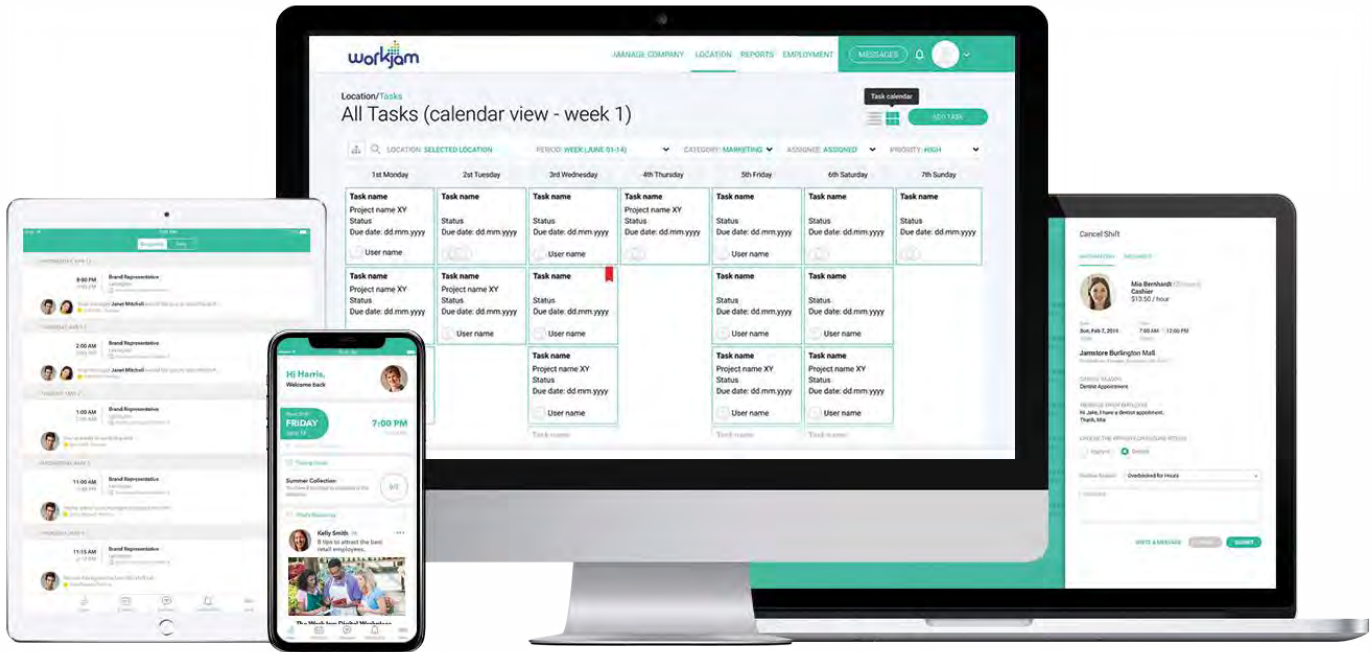
The result is the same in all cases: a tangle of redundant, partially overlapping apps with unenviable adoption rates. Consequentially, customer experience can suffer due to vital tasks left incomplete and compliance being compromised (e.g., health and safety regulations).

The Future of Frontline Execution

Task management works better when done within a single, contemporary frontline solution. To maximize efficiency from an operational as well as IT perspective, tasks need to be brought out of isolation and become part of other frontline operational systems like communications, training, and employee self-service.

This reduces the manual workload traditionally placed on managers, like assigning and verifying tasks, as well as submitting reports while optimizing the frontline at the same time.

Embedding task management into the operational framework also creates opportunities for automation, like triggering corrective tasks for violations or assigning training to staff that consistently underperforms.



Once tasks are brought out of the back-office and put into the hands of the employees executing them, not only customer floor time increases but also CSAT.

The WorkJam Digital Workplace

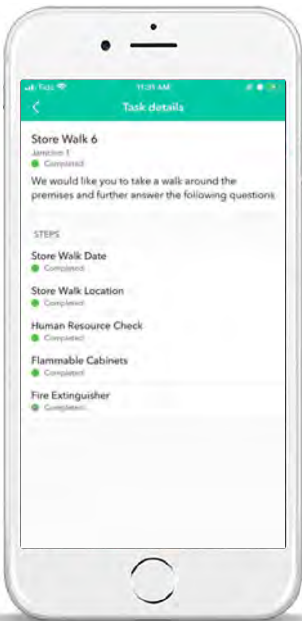
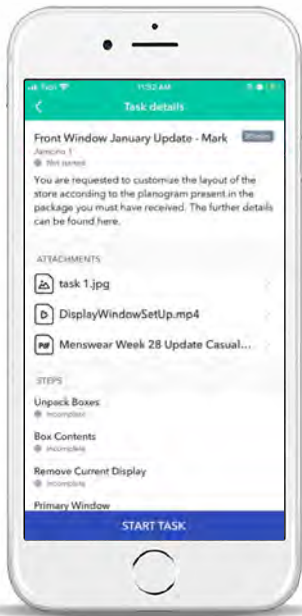
WorkJam's next-generation task management system does all of this as part of one complete mobile-first ecosystem of operational tools that enables organizations to manage and engage their frontline employees effectively.

- **Frontline efficiency** with one mobile system to provide all the relevant information around their work, including tasks, communication, training, documentation, scheduling, and self-service.
- **Management's smooth operator** with adjustable project templates for any recurring tasks, from store audits to repricing, seasonal signage to annual inventory.
- **Improves compliance** with corrective actions for violations and easy reporting.

- **Drives dynamic improvement** by not just fixing the occurring exceptions, but also addressing their underlying causes with targeted messaging and training. By integrating tasks into other workflows, organizations can give frontline employees whatever they need to do their jobs. Using the same system, employees can open up a channel to ask their manager a question about a specific task, or access a training module to fill their skills gap before working on their to-do list.

Inherently Synergistic

Task management has historically worked on its own, but as part of a digital workplace, the system can transform operations. For example, when an expired fire extinguisher is discovered as part of a location audit, the respective task can be scored with 0 points. This triggers a corrective follow-up task to replace it and sends an alert to the area manager. In addition, the employees of this location receive





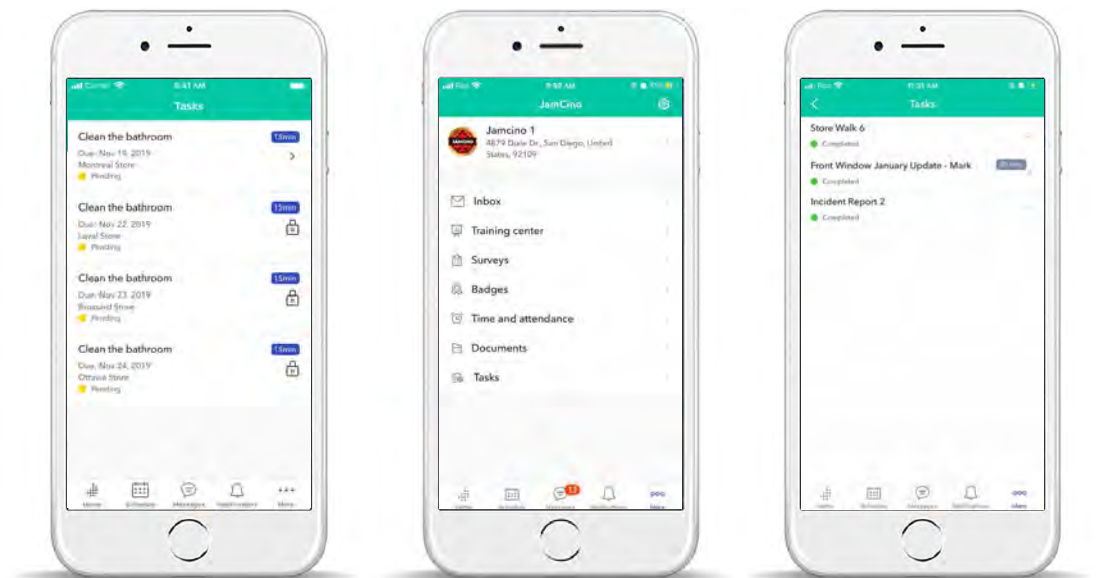
a sequence of messages, training, and surveys to emphasize the importance of fire safety regulation and to refresh their knowledge. A digital workplace does not just correct the problem but can also address its root cause: awareness and behavior.

To truly scale operational excellence, WorkJam's task management takes advantage of our proprietary digital workplace technology:

- **Adjustable project templates** for easy adaptation
- **Comparative reporting** with scoring for individual tasks and projects

- **Leaderboard driven micro-learning** incentivizing teams to learn more & advance themselves.
- **Targeted audiences & location groups**—segmentable by geography, title, skill set and availability—to drive relevant actions, communication and training

WorkJam's next-generation task management solution touches every aspect of your frontline, delivering gains in productivity, engagement, upskilling, & compliance; enabling you and your team to hit customer experience and sales targets.



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

[Request a Demo](#)