

# ORCHESTRATE YOUR FRONTLINE WORKFORCE WITH WORKJAM EVERYWHERE NOW AVAILABLE ON MICROSOFT TEAMS

As a Microsoft Teams customer, you have come to love and rely on a world-class communications platform that engages and inspires your information workers. Now it's time to take Microsoft Teams to the next level by expanding your reach to your frontline workers and delivering unprecedented operational efficiency with WorkJam Everywhere on Microsoft Teams.



We call it **Workforce Orchestration**.

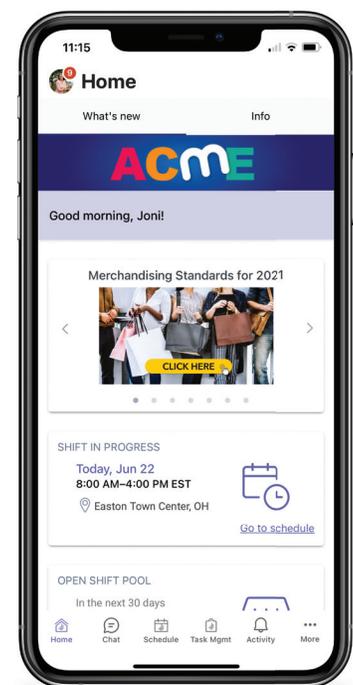
Through our **proven** world-class platform deployed at iconic brands, WorkJam delivers operational excellence to any organization that relies on its hourly workers to get tasks done and workflows completed. We also offer value-added solutions that drive Microsoft Teams adoption and frontline worker productivity and engagement through the roof with industry-leading modules like Task Management, Shift Management, Training, and more. With WorkJam and Microsoft Teams together, you reduce complexity for the frontline. Your organization has a comprehensive digital workplace solution for your frontline workers that solves operational challenges to help you deliver on your brand's promise - day in and day out.

## OPERATIONAL EXCELLENCE STARTS AT HOME

The WorkJam **Home** experience in Teams is the center of the frontline worker's operational life - on a single pane of glass, employees can view everything they need to excel at their jobs - dynamically adjusting to their day and targeted personally to them.

Within Home, dashboard cards can be used to display company announcements, late-breaking updates, or launch any back-office application your employees need from a single gateway. These dashboard cards can be targeted to the individual user, making sure the content is focused on their needs. Workers can also view achievements and progress towards new goals through access to badges and leaderboards via the Info tab on Home. These deep employee engagement experiences drive employees to reach milestones where they can earn and choose rewards.

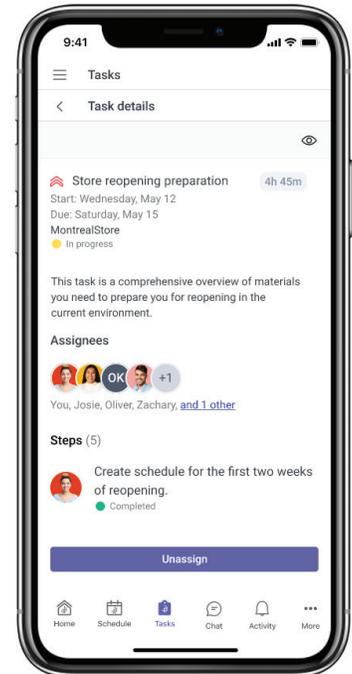
Home also interacts with the rest of the WorkJam suite to present assigned tasks, schedules, open shifts in the marketplace, mobile punch, and more - all in one convenient and predictable location. In addition, Home provides local, and field managers access to up-to-date KPI and task completion reports to know in real-time where they stand with tasks and audits.



## STAND AND DELIVER: INSPECT WHAT YOU EXPECT

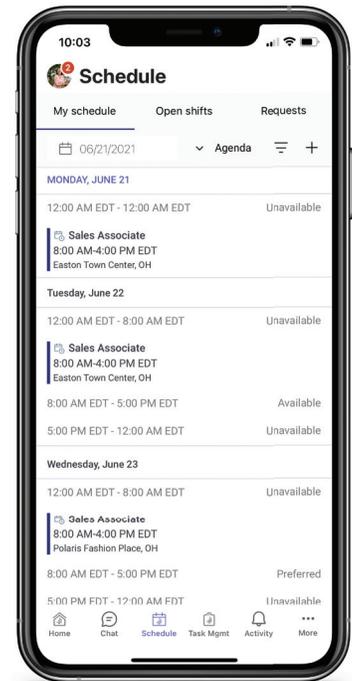
With WorkJam’s **Task Management** module, you can represent your brand consistently across the enterprise. Deliver multi-step, cascading tasks down to your frontline workforce. Assign tasks or associated steps to employee shifts, so they know what they need to accomplish that day. Have them report progress in real-time with video, photo, and text responses. Know where you are across your organization and at any given moment. Identify which locations need assistance or re-training on task success. Field managers can conduct location audits for a more granular assessment of local management’s policy adherence. Task scoring lets everyone know how they compare and helps ensure your consumers receive the same experience every time at every location.

And when you combine our Task Management module with our Schedule module, the added value increases, as WorkJam can auto-assign tasks to only the certified task experts and can re-assign tasks and steps should the schedule change. This auto-assign ability changes the game and further optimizes your organization’s daily operations. This is Workforce Orchestration in action.



## SHIFT MANAGEMENT’S RIGHT HAND

Nothing is more vital to the frontline worker than their schedule. The WorkJam **Scheduling** module in Teams offers a full range of end-to-end shift management capabilities to employees and managers alike. The Scheduling module integrates into all leading WFM platforms and adds tremendous value to workers on the go. From self-service shift management operations like viewing a schedule, submitting time-off requests, or setting their availability, employees can manage their schedule wherever they are. But that is not all – employees also get real-time notifications and can pick up extra hours or swap shifts through WorkJam’s market-leading Open Shift Marketplace – a fully filtered view of available shifts that coincide with the worker’s schedule, availability, and skill set. A win-win for employees and management.



## PUNCH THAT CLOCK

Improve health and safety while saving time and money with WorkJam’s **Time Clock** module. Instead of employees standing in line for a punch clock, which incurs opportunity costs for you on the floor, they can clock in and out from their phones, including meals and breaks. In a world dealing with the COVID pandemic, these “no touch” experiences are just what the doctor ordered. Comprehensive IP and multipoint geofencing increase security and compliance. Employees achieve better work-life balance, and you get happier, more productive employees. WFM synchronization keeps management up to date across the entire organizational hierarchy.

Employees can also view their timecards, make edits, and submit for approval – a critical process to make sure that employees and management are fully in sync on hours worked. Mobile punch can be deployed via web-enabled devices as well as on an employee’s personal phone.

## TRAIN ANYWHERE, ANYTIME (OR FENCE BASED ON YOUR COMPLIANCE RULES)

Do you have a knowledge library or standard operating procedures that are not getting enough traction in the field? It's a common challenge. Even if you feel your completion rates suffice, WorkJam can increase them further with the **Training** module in Teams. As another module within our Orchestration platform, employees coming to WorkJam each day to find shifts, their tasks and more, will find their learning curriculum as well. You can use the SCORM or xAPI files from your learning management system, or you can convert these into smaller micro-trainings. In addition, WorkJam can host your how-to videos and ebook coursework. You can even create quizzes within WorkJam to keep employees on their toes. Our typical customer has seen an average improvement for training completion of 7x.

Trainings can be IP or geo-fenced, but if you choose to, you can also allow employees to take courses at home by designating a pre-determined length of time it takes to complete so that if they take the training when they are not on the clock, they can still get paid the pre-determined length of time - an automated process called "training punch."

With WorkJam, you can incent them too. Successful training completions can earn your employees points that feed leaderboards for bragging rights or earn them achievements and certification badges. These badges can be used to gate access to specific shifts, incenting them even more; these badges can also be a gateway to access task assignments, so you know the employees are ready to take on what's next. Alternatively, earned points can be cashed in through one of our rewards partners.

## GETTING PAID WHEN THEY NEED IT MOST

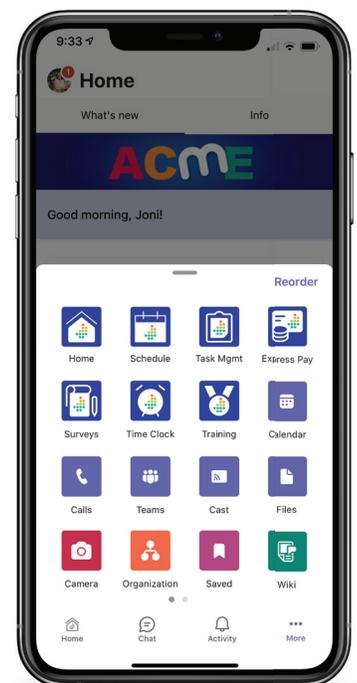
Our **ExpressPay** module is the best way to retain your workforce and show each worker that you should be their employer of choice. That is particularly effective for part-time staff working several jobs, potentially at one of your competitors.

Would they prefer to work your open shifts if they knew they could get paid early for it? Very likely.

Financial well-being has always been a real issue for frontline workers. It is a significant reason for leaving an employer, even if it's for a minuscule improvement in the hourly rate. With ExpressPay, you can change the game. You set the frequency of each request - each shift or mid-week, and the max amount - typically 50% of gross - WorkJam sorts out the rest with you and your payroll solution.

## FLEXIBLE, EASY TO DEPLOY, AND THE BEST OF BOTH PLATFORMS

WorkJam portability offers an immersive experience: frontline employees can seamlessly move between WorkJam and Microsoft Teams native capabilities. To seamlessly integrate these two powerful productivity platforms into a single, cohesive frontline worker-centered experience, we've thoughtfully crafted a technical integration that delivers the security and control you need while keeping both platforms in sync. Working with our professional services team of Frontline Experts to help guide you with best practices, you'll answer a series of questions about your organization, roles, and how you want the integration to work in our WorkJam Admin Center. After that, the magic happens! The integration service will automatically provision and de-provision users for Teams at scale directly from WorkJam or via WorkJam from your WFM system of choice. It will



create Teams to represent each of your locations and assign the right worker roles with the right Teams and the correct settings and policies. When each worker logs in for the first time in Microsoft Teams, they will have a specifically customized Teams experience that puts your brand front and center with all the functionality for your frontline staff accessible directly from the Teams app alone on any device you choose, no need to download multiple apps!

### A BACKEND THAT MAKES IT ALL HAPPEN

The true power of Workforce Orchestration is how everything comes together in a seamless way that simplifies and streamlines the work process for the frontline worker. To make this possible, the six modules mentioned above all take full advantage of the world's leading administration and configuration capabilities of WorkJam. Through this robust and innovative approach, WorkJam can fully "model" your organization and be configured to reflect the inherent complexities of your business:

- Geographical and organizational hierarchies
- Multiple layers of approval
- Custom security groups
- Defined roles and responsibilities
- Workflow-matching business processes
- Role-based access to content
- Compliance rules, e.g., compensable time, who can do what and when
- Franchising walls and labor pooling

WorkJam takes these capabilities even further with WorkJam **IO Composer** - the data superglue your organization can leverage in short order to link, sync, and edit backend systems and employee data. This keeps WorkJam connected to other systems that require the latest information your organization needs-anytime and anywhere. IoT devices can easily be integrated. Any data your equipment emits can be captured and processed to broadcast notices on Home, assign new tasks, and even create audits to your workforce for immediate resolutions. By bringing all of this information into one place, WorkJam can then serve as a singular Frontline Worker System of Record and drive a truly unified employee experience.

**Optimize your operations with Workforce Orchestration brought to you by WorkJam Everywhere, now available on Microsoft Teams.**



For more information on WorkJam and how we can help you orchestrate your frontline workforce, contact us today at [sales@workjam.com](mailto:sales@workjam.com)

A SINGLE PANE OF GLASS  
FOR ALL THINGS FRONTLINE

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