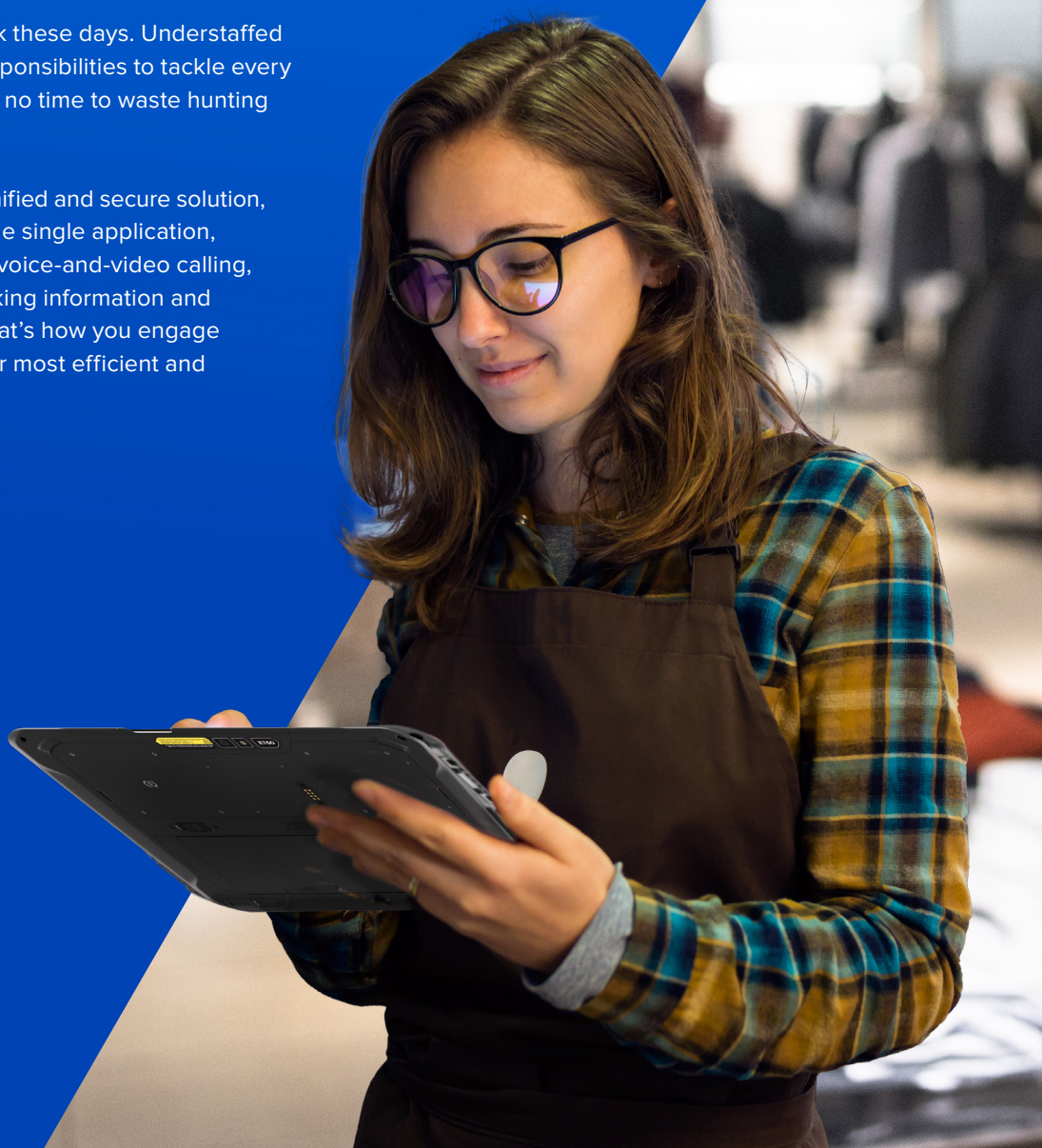
Zebra Workcloud Sync™

Enable a More Connected, More Collaborative Front Line

Running an organization is no easy task these days. Understaffed teams are overburdened with more responsibilities to tackle every day. In such a pressure cooker, there is no time to waste hunting for people or information.

Introducing Zebra Workcloud Sync, a unified and secure solution, purpose built for the front line. From one single application, equip your front line with push-to-talk, voice-and-video calling, multimedia messaging and to-dos, making information and co-workers immediately accessible. That's how you engage and encourage your workers to be their most efficient and effective.



Real-Time Collaboration Real-Time Problem Solving

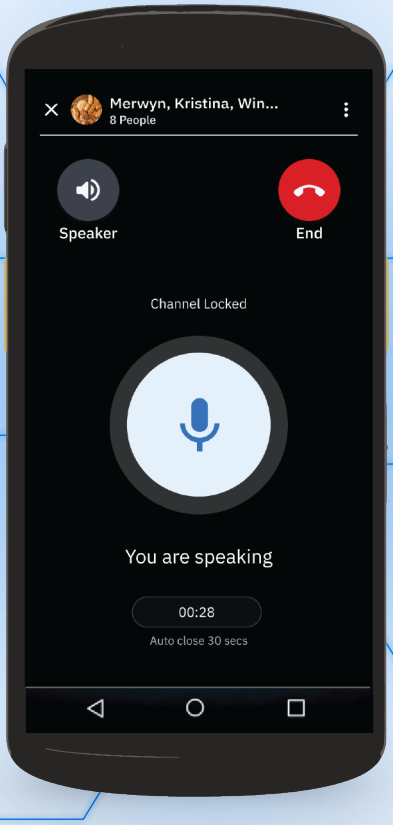
Gaps in communication, teams and information consume workers' time and focus. Workcloud Sync™ resolves that by consolidating all communication and collaboration efforts into one powerful application. With Workcloud Sync, your workers are ready to solve problems on the spot and save valuable time.

Empower Your Workers with a Complete, Collaborative Experience

Forums engages the front line with interactive posts, enabling broad communication across the organization

Chat enriches collaboration with the ability to send 1:1 and 1:many messages with text, images, audio, and video in real time

To-Dos streamlines the assignment and tracking of activities, prioritizing work and enabling accountability with real-time visibility into task completion



Voice Calling is ideal for 1:1 and team calls, offering the convenience to hold, transfer, add ad-hoc callers, and more

Video Calling is the perfect complement of voice, helping workers connect remotely and collaborate visually

PBX Telephony builds on voice calling by enabling workers to call out to customers and take their inbound calls directly

Push to Talk instantly connects individuals, groups or teams across sites to coordinate everyday activities and immediately handle emergencies

Robust Functionality That Comes Standard

- **Location tracking** of workers inside and outside the four walls
- **Role selection,** enabling workers to dynamically switch roles
- **Alerts and notifications** to focus the front line's attention
- **Single sign-on** to support shared devices
- **Presence** to clarify staff's availability
- **Search** from chat and tasks within the same field
- **Analytics and reporting** for actionable insight
- **Language translation,** key for today's multicultural workforce
- **Central administrative hub** for simplified IT management
- **User directory** for quick access to employees

Unite Retail Associates in Delivering a Better Customer Experience

Customers won't wait, and they won't have to when your workforce has instant collaboration tools that can help provide an excellent customer experience

- Quickly answer customer questions by using push-to-talk to contact the relevant employee.
- Improve employee engagement with a modern user interface that simplifies communication across the retail store.
- Answer incoming calls from customers from anywhere in the store without disrupting workflows.
- View tasks for the day and track progress and execution in real time by department, role, and person.

Increase employee productivity and improve collaboration across your front line.

Empower Dynamic Collaboration

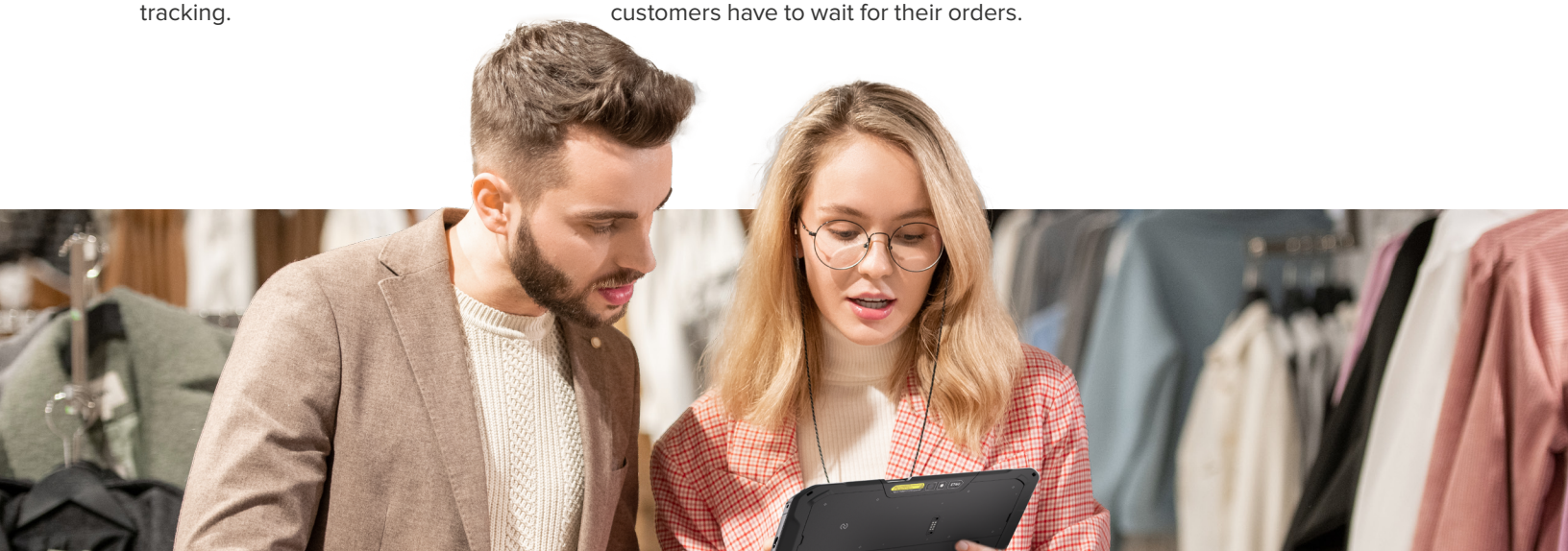
- Easily communicate across departments and across the store to answer customer questions.
- Quickly gain visibility into stock levels by easily collaborating between the front and back of store.
- Seamlessly shift priorities such as handling late truck arrivals and setting up new promotions with group messaging and task tracking.

Enable Seamless Omnichannel Service

- Simplify the management of curbside pickup services by communicating in real time with those responsible for collecting orders.
- Create and funnel tasks around Buy Online, Pick Up in Store orders to the relevant employees managing online orders.
- Foster a seamless customer experience by reducing the amount of time customers have to wait for their orders.

Foster a More Agile Workforce

- Empower a more flexible workforce by giving them the ability to switch between multiple pre-defined profiles.
- Cover labor gaps by quickly reallocating labor using profiles with pre-loaded call groups and tasks.
- Simplify device management by allowing access to different profiles on a single mobile device.



One Device, Endless Possibilities

Pair Workcloud Sync with industry-leading Zebra devices and become an leader in front-line communication and collaboration. No more switching between applications on multiple devices. Leverage Workcloud Sync for a complete collaborative experience.

Combine Workcloud Sync with Zebra devices for the ultimate front-line productivity:

- **Optimal** voice quality
- **Tighter integration** between software and hardware
- **Support** for shared devices
- **Rich** enterprise capabilities
- **Rugged** reliability
- **Sophisticated** enterprise-grade security

Workcloud Sync is also available on third-party Android and iOS devices

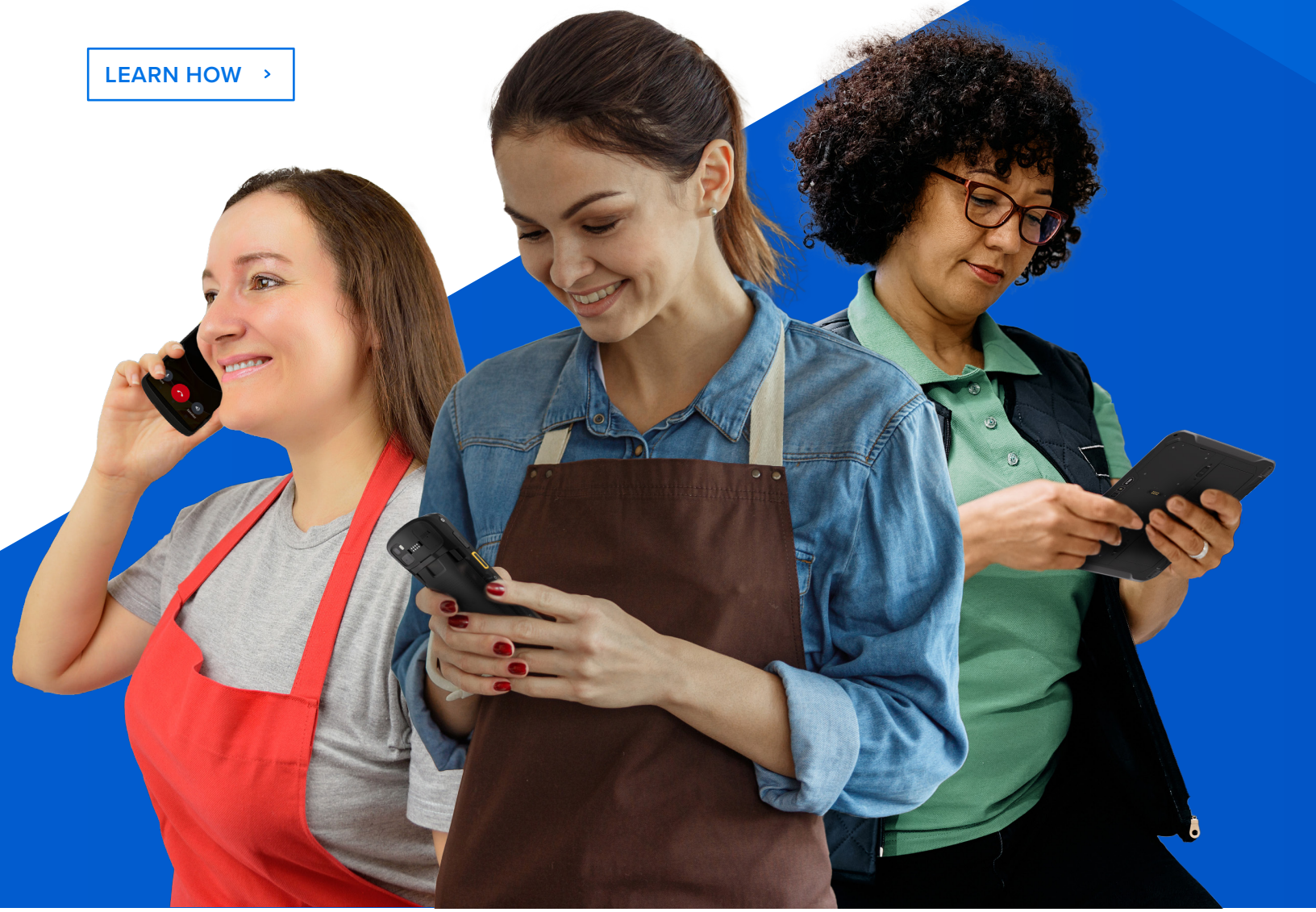
Effortlessly Scale from 100 Users to Thousands

As your organization grows, let Workcloud Sync grow with you. Easily add additional licenses and effortlessly onboard them for access to the complete Workcloud Sync experience. And know that your investment will continue to evolve as we add even more functionality to augment and empower your front line.

BROCHURE
ZEBRA WORKCLOUD SYNC™

Let's Empower Real-time Collaboration for Your Front-line Workers

LEARN HOW ›



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