



ZEBRA Workcloud Sync

Enable a more connected, more collaborative frontline

Running an organization is no easy task these days. Understaffed teams are burdened by more and more responsibilities, with no time to waste hunting down people or information.

Introducing Workcloud Sync™—a unified and secure solution purpose-built for the frontline. From one single application, it equips your frontline with push-to-talk, voice- and video-calling, multimedia messaging, and to-dos—so information and co-workers are always instantly accessible. That's how you engage and encourage your workers to be their most efficient and effective.



Real-time collaboration for real-time problem solving

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

Forums engage the frontline 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

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

Empower your workers with a complete, collaborative experience



To-dos streamline the assignment and tracking of to-dos—prioritizing work and enabling accountability with real-time visibility into completion status

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

Video calling is the perfect complement to voice calling—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

Robust functionality 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 frontline's attention

Single sign-on to support shared devices

Presence to clarify staff's availability

Search from chat and to-dos within the same field

Analytics and reporting for actionable insights

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 help them provide excellent customer experiences.

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 to-dos for the day and track progress and execution in real time by department, role, and person

Increase employee productivity and **improve** **collaboration** across your frontline



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 to-dos

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 to-dos for "buy online, pick-up in store" orders to employees who manage online orders
- Foster a seamless customer experience by reducing the amount of time customers wait for their orders

Foster a more agile workforce

- Empower a more flexible workforce by giving employees 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

Combine **Workcloud Sync** with Zebra devices for the ultimate in frontline 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



**Empower real-time collaboration
for your frontline workers.**

→ [Learn how](#)

Scale effortlessly from 100s of users to 1,000s

As your organization grows, Workcloud Sync can grow with you. It's easy to add additional licenses and onboard employees 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 frontline.



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