

Zebra Workforce Connect™



Workforce Connect PTT Pro

Enterprise-class push-to-talk, and secure text and multimedia messaging

Better communications, greater contributions

Workers need to be able to reach co-workers, customers, supervisors, remote experts and more to get answers to many questions throughout the workday. While your workers may be able to use their mobile device or personal mobile phone to place calls or send text messages over the public cellular network, those consumer services fall well short of meeting enterprise needs for performance and security.

When workers just place a telephone call to get the answers they need, they may get no response or a response from the wrong person, which can impact productivity and service quality. Standard consumer text and multimedia messaging services can be just as problematic—issues include security, visibility into presence and the availability of message records.

The solution: PTT Pro—enterprise class push-to-talk (PTT) and messaging services

Workforce Connect PTT Pro addresses all these issues by connecting your workforce with enterprise-class instant PTT and secure messaging services that support text, images, audio, and video—regardless of whether your users are carrying a Zebra mobile computer or their own Android or iOS mobile device. Now, workers can talk to any user or group with the press of a button—no more waiting for a callback or phone tag. You can override an ongoing PTT call in the event of an emergency—and you can set a priority caller level so that specific users will always override any call in progress. With user presence information, workers can identify who is available before placing a call or sending a text, audio or video message to ensure an instant connection. And unlike consumer cellular standard text message services, all text messages are encrypted in-transit, meeting enterprise security needs. Services are available over cellular* and Wi-Fi networks, so they are always available to your workers, regardless of where they are located. Visibility into the status of every user provides workers with the intelligence to select the best contact that is available to provide an answer, right now. And deployment couldn't be easier—just subscribe to these Workforce Connect PTT Pro cloud-based services and your workers are up and running.

PTT PRO: Enterprise Push-to-Talk Features

Private and group calling

Workers can place a private call to one user or a group. Groups can be created by an administrator, pre-defined by a user or created on the fly. Groups can include up to 250 subscribers, while broadcast groups can contain up to 60,000 subscribers.

Monitor user location and availability on an easy-to-view map

Workers and managers can view an outdoor map that pinpoints the location of all users and whether they are available for a call. One or more user icons on the map can be selected to communicate via PTT voice or messaging. When a call is in process, users can also view the map to see the location of all call participants. And optional historical data provides valuable records that can help better manage the mobile workforce, provide proof of location and more.

Extend calling features to PC users

With the PC Dispatch client, your Windows computer users can use all the same push-to-talk features available to your mobile users, making it easy to connect your entire workforce.

Web-based management portal

Administrators can access our easy-to-use web-based administration portal for anywhere and anytime management of every aspect of Workforce Connect PTT Pro. And managers or supervisors can see the locations of all users at any time.

Zebra Enterprise Messaging Service (ZEMS)

This cloud server solution delivers API and webhook functionality to integrate PTT Pro with third party services, such as IoT solutions or messaging services such as SMS. ZEMS also enables advanced broadcast messaging functionality so you can reach the whole organization with just one message.

User Directory

The Workforce Connect user directory service called Zebra IDP (Identity Provider) is an optional add-on that empowers teams to use Workforce Connect in a 'shared device' environment. Ideal for small and medium enterprise organizations without their own user directory for managing employee credentials (usernames and passwords), Zebra IDP makes sharing devices easier and more secure, ensuring that conversations and messages will remain private under the employee credential.



PTT Pro: Messaging Features

Enterprise security

Businesses that are bound by stringent privacy laws or where information confidentiality is critical can enable the power of multi-media messaging—without the potential security risk. Now, managers can be assured that workers are only communicating with co-workers and are not texting over public cellular networks during working hours.

Private messaging

Create and receive secure messages from any other PTT Pro user.

Flexible group feature

You can pre-define groups that make it easy for workers to reach their department or their peers—for example, managers or security guards.

File support

Get support for images, PDF, Microsoft Office and video. Securely send files via messaging, so service technicians can get assistance with a repair, delivery drivers can send photographic documentation of proof of condition, files can be shared between team members easily and more.

Ad-hoc group feature

Create a message and send to an ad-hoc group on-the-fly by simply selecting users from a contact list.

Pre-configured messages

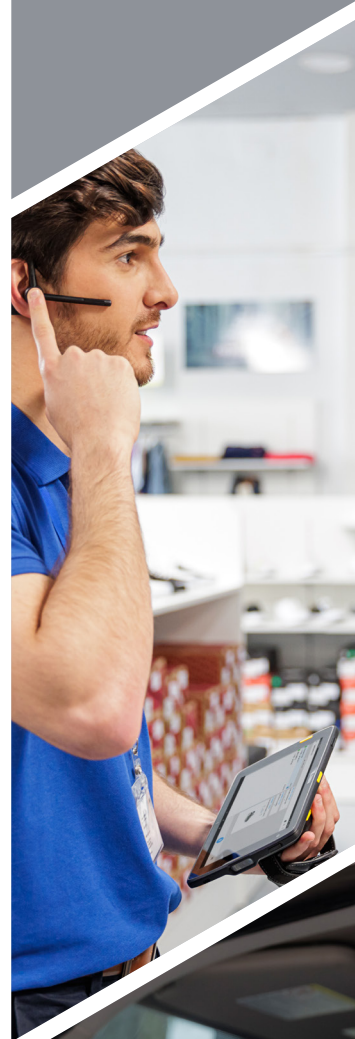
Create lists of pre-configured messages that allow workers to respond to a message with a tap on the screen—ideal for recipients that are on the phone or in a meeting.

Broadcast messaging

Now managers, regional managers and other users can send important text, audio and video announcements to all or a large number of employees. The broadcast messages can either be sent immediately or scheduled for a future time. The sender of the message can also see valuable receipt statistics.

Messaging log

Messages that are received and sent are shown in the message log. Any text conversation can be continued by simply clicking on the message and hitting reply. And recipients can re-read the text at any time—ideal for task lists or verifying stops for delivery drivers.



PTT Pro: System Features

Easy to deploy, cost-effective, cloud-based service

Just activate your service, install the PTT Pro client on your compatible devices and you're ready to go. The low monthly per device license fee enables cost-effective deployment. And, everything is delivered from the secure Zebra hosted cloud, removing the stress of server maintenance and support.

Enterprise reliability your business requires

PTT services provide your workers with the instant answers they need to best serve your customers. That's why our cloud-based architecture is built for dependability, offering redundant servers, multiple routing options, 24x7x365 monitoring and more.

Service anywhere in the world, over Wi-Fi and cellular wireless networks

No matter where your business is located, or whether users are in your facility or out in the field, they are always connected with PTT Pro, with its support for Wi-Fi and cellular networks.



Scalable architecture

Whether you have a small business with just a few workers, a mid-size business with hundreds of workers or a large distributed enterprise with thousands of workers, Workforce Connect PTT Pro provides affordable private and group communications to however many workers you have today. And the ability to easily scale up to meet your needs next year or ten years from now provides superior investment protection.

Presence for visibility into user status

Users can easily see the status of every PTT Pro user in their address book—whether they are available to take a call, busy on a phone call, in Do Not Disturb (DND) mode, or offline, where messages are received, stored and sent to users upon login.

OPTIONAL SERVICES

Painless enablement with Profile Manager

With Profile Manager, the recommended deployment platform for Workforce Connect Voice and PTT Pro, it's easy to configure and manage PTT Pro push-to-talk and text messaging services. You can set detailed rules for each individual user to define what features they can access, which contacts to load into the directory, specific apps and the device behavior in specific conditions—for example, automatically switch to DND in certain areas of a retail store. Each worker then simply logs in via their credentials or a scan of a barcode or NFC badge. Once authenticated, the user's unique features and rules are dynamically uploaded to the Zebra mobile device, making it easy to create a shared pool of devices—instead of purchasing one device for every worker.



Specifications

Workforce Connect Push-to-Talk Specifications

Push-to-Talk Features	
Private Calling (One-to-One)	The ability to select a user from your PTT Pro contact list and have a one-on-one PTT conversation.
Group Calling (One-to-Many)	Active transmission of half-duplex audio directed from one member of a Group to two or more active members in a Group.
Ad-Hoc Group Calling	Ability to select various users in a contact list to conduct an instant group conversation without pre-planned configuration.
Barge Calling	Enables users to barge into a call in process for urgent communications.
Alert Calling	For non-urgent communications, recipients have the option to answer a call.
Late Join/Re-Join Group Calls	Allows users to join a group call that is already in process.
In-Call Talker Override	Users that are designated 'Priority' by administrators can override any non-priority user that is speaking on a group call by simply pressing the PTT button.
Priority Call Override	Users are assigned one of five levels of priority. Higher level users calling lower level users can opt to override an existing call in process. (For example, a manager would be able to always reach his or her team.)
Alerts	Provides tones, vibration and visual indicators when inbound messages are received.
Group Types	
Personal Groups	Created by a user and are only visible from the creator's Group List. Only the creator may initiate a call to a Personal Group. (Group size limit is 255.)
Member Groups	Groups that are visible to all users. Any group member can initiate a call to the group. (Group size limit is 255.)
Enterprise Open Groups	Groups that are available for any user to join. The owner/manager of the group may or may not be a participant in the group. (Group size limit is 255.)
Enterprise Closed Groups	Groups that may be created by any user, where the owner/manager of the group must add members. The owner/manager of the group may or may not be a participant in the group. (Group size limit is 255.)
Enterprise Dispatch Groups	Groups that are defined by the time of day/day of the week to enable members of a group to change for different shifts. The owner/manager of the group may or may not be a participant in the group. (Group size limit is 255.)
Broadcast Groups	Designed for the delivery of high priority messages. Broadcast Group calls are high priority unicast voice messages that will override calls in process. Broadcast messages automatically re-try until all messages have been delivered. (Group size limit is 60,000.)
Ad-Hoc Groups	Allows users to create a group on the fly by selecting the desired users from the contact list. (Group size limit is 255.)

Presence Features	
Presence Indicators for Contacts	- Available: the subscriber has successfully signed in and is available to receive messages and audible alerts. - On a call - Do Not Disturb (DND): This is a subscriber initiated status. PTT call messages are not received while in DND mode. No audible alerts are generated. - Silent/Vibrate Mode - Offline: A system generated status when the subscriber is out of range or has shut down the device/service. PTT calls cannot be initiated to devices in this state. - Blocked - Not responding to communications
	Presence Indicators for Groups - In a call - Inactive - Blocked
Networks	
Network agnostic: 3G, 4G, 4G LTE, 5G; Wi-Fi	
Locationing	
Administrator Controlled	Administrators can hard code location information to be ON or OFF without giving individual users the ability to change settings.
User Controlled	Allows each individual user to select whether their device location is made available.
Duty Mode	Allows individuals to switch between “On Duty” with location information available and “Off Duty” with no location information available.
Displaying Location Information	Enterprise administrators can enable or disable the map display on smartphones that have Google Mobile Service (GMS) enabled.
Historical Location Information (optional)	
Breadcrumb Interval	The interval for saving GPS position breadcrumbs can be set from 30 seconds to 4.5 minutes.
Upload Interval	The interval when bread crumb information is uploaded from the mobile device to the cloud, which can be set from five to 12 minutes.
Viewing Historical Location Information	Breadcrumb trails can be viewed using the PTT Pro web portal. Administrators can overlay breadcrumbs for up to ten users simultaneously. Information included with each bread crumb includes: - Date/time stamp - Coordinates - Speed - Direction

Boost efficiency and customer service with Workforce Connect Voice in:

Retail Stores

- Store associates
- Managers
- Regional specialists
- Headquarters

Retail Distribution

- Warehouse workers/forklift drivers
- Engineering
- Delivery drivers
- Maintenance

T&L

- Delivery and transport drivers
- Warehouse workers
- Forklift drivers
- Dispatchers
- Managers

Hospitality

- Managers
- Housekeeping
- Security
- Front desk
- Engineering
- Events
- Food and beverage
- Concierge

Manufacturing

- Production line
- Managers
- Engineers
- Shipping/receiving
- Security
- Maintenance
- Quality
- Field service drivers
- Sales

Healthcare

- Nurses
- Physicians
- Lab technicians
- Engineering
- Maintenance
- Patient transport
- Home healthcare
- ER staff and EMTs

Workforce Connect Push-to-Talk Specifications (continued)		Zebra Enterprise Messaging Service (ZEMS), a PTT Pro feature	
Web Administration Portal		Messaging Features	
User Management	Single user configuration includes enablement management, feature keys and client settings. Features include the ability to: - Add contacts to a user account - Manage group membership and permissions - View diagnostics for a user - Track messages and calls - Bulk user upload and management	Messaging	Basic text messaging from users to users or to groups, including the ability to reply. Send audio, video, or image files as an attachment to a message.
Group Management	- Create new and modify existing groups - Add users to a group	Broadcast Messaging	Enable managers to send a one-way message to users in regions or sites.
Map and Associations	- The Map tab shows department users that are currently logged in and reporting location. - The Association tab allows for contacts to be added/shared for enterprises that have multiple departments.	Webhook Support	Integrate easily with applications such as Microsoft Teams and messaging services such as Twilio.
Call and Message History	- View the call history metadata (time, direction, initiator, recipient, group, type and end reason) for a user. - View three graphs: number of users by date, number of calls by date and call duration in minutes by date - View the history of messages sent from and to a User, as well as the message text contents.	Device Support	
Contacts	The Account Contacts tab will show the authorized contact person(s) for an enterprise. Contacts can be assigned one of three roles to allow different levels of system access: - Primary Role—the main contact for a company - Admin Role—has access to all departments within the Enterprise - Technical Role—has administrative access to one or more departments	Zebra Enterprise-Class Android Mobile Devices	For the most current list of compatible Zebra devices, see the PTT Pro release notes: https://www.zebra.com/us/en/support-downloads/software/productivity-apps/push-to-talk-pro.html
		Consumer Mobile Devices	Apple iOS mobile devices on v14 or later (iPhone, iTouch; iPad); Android OS mobile devices on 8 or later
		User Management	
		Admin Console	Provides a portal for control and performance monitoring, and is key to central management of the system. The administration interface is available over any current browser from a PC anywhere on the network. Features include: - Query subscriber status—on line/off line - Adding, modifying, deleting subscribers - No external toolkit required for Web Admin - Browser responsiveness unburdened by large number of subscribers

For more information on Workforce Connect PTT Pro,
please visit www.zebra.com/workforceconnect



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