Workforce Connect: Voice

TURN ZEBRA TECHNOLOGIES' MOBILE COMPUTERS INTO FULLY FEATURED DESKPHONES

Your workers depend on their Zebra Technologies' mobile computers to access the information they need to do their jobs as efficiently as possible. But when it comes to the many phone calls routed through the PBX to and from co-workers, managers and customers throughout the day, your workers are still dependent on their deskphone. Now, you can give your workforce single device simplicity with Voice, a key feature in Zebra's Workforce Connect Voice. This fully-featured voice client empowers qualified Zebra mobile computers with comprehensive deskphone functionality. So no matter where your workers are inside your facility, they can access crucial business data as well as place and receive important phone calls. The result? The multi-device functionality that drives capital and operational costs down — and unified device simplicity that drives workforce productivity up.

Get more out of your mobile computers
The Workforce Connect Voice compatible Zebra mobile computers you already own can double as PBX-enabled handsets, increasing value and the return on investment.

Easy to deploy
With the Workforce Connect Voice, you get comprehensive functionality and simple deployment. Support for leading PBXs and most of the wired deskphone features and functions that your business uses today deliver a fit-for-purpose voice experience, without compromise. You can allow the PBX to automatically create buttons for specific PBX features, which you can place wherever you want. You can also create new buttons and place in the columns and rows you specify in the flexible user interface. And PBX speed dial and corporate directories can be automatically adopted.

Workforce Connect — delivering on the promise of the truly unified enterprise device

Workforce Connect adds powerful voice and messaging features to Zebra mobile devices, allowing you to provide all the capabilities your workers need to maximize productivity and minimize cycle times, all on one device. Life is simplified for users, who only need to manage a single device. The cost of mobility is reduced, since there are fewer devices to purchase and manage. And the ability to integrate separate voice and data workflows reduces the number of steps required to complete a task, allowing you to achieve operational excellence.

Workforce Connect is modular, so you can deploy the features you need today and easily add features to meet new business needs. Features include:

PTT Express
This complimentary client enables instant PTT calling between Zebra mobile computers, two-way radios* and more over your Wi-Fi network.

Voice
Turns Zebra mobile computers into fully-featured mobile deskphones with comprehensive PBX functionality.

PTT Pro
This fully-featured and affordable PTT cloud-based service can be up and running with rich PTT services in a little as a day. Users can place 1-to-1 and group calls over Wi-Fi and cellular networks, so your entire workforce is always connected, never more than the press of a button away.

Enterprise Messaging
When a PTT call isn't appropriate, workers can send secure text messages to individuals or groups over Wi-Fi and cellular networks.

Boost efficiency and customer service with Workforce Connect Voice in:

T&L
- Delivery and transport drivers
- Warehouse workers
- Forklift drivers
- Dispatchers
- Managers

Retail Stores
- Store associates
- Regional specialists
- Headquarters

Retail Distribution
- Warehouse workers/forklift drivers
- Managers
- Engineering
- Maintenance

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
- Delivery drivers
- Sales

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

Unparalleled customization

The Workforce Connect Voice gives you the control you need to create the best voice experience for your users. You decide which features appear where — on the home screen, when calls are initiated and during a call — allowing you to provide your users with single button access to the features they use most. Buttons can perform whatever action is required to maximize worker efficiency — from executing a PBX function to opening a line of business application. And with control over screen design, colors and more, you're also in charge of the look and feel of every screen.

Reduce training

Complete control over interface design allows you to achieve maximum user interface simplicity for different roles and user experience levels, virtually eliminating user training — ideal in industries with high turnover, such as retail.

Unsurpassed interface simplicity

When it comes to making or receiving calls with a mobile device, users often need to search for features. Now, all the features your users need are just a button press away.

Simplify complex telephony functions

Many Zebra-only features bring unprecedented simplicity and functionality to more complex PBX features. For example, you can enable users to see and graphically manage up to six different extensions. And when it comes to hunt groups, users can join or drop a hunt group on-the-fly, allowing retailers, healthcare and other organizations to ensure that calls are always answered promptly.

Superior integration with Zebra PTT solutions

Whether your workers are on a PTT call via Workforce Connect Push-to-Talk (PTT) Express or Push-to-Talk Pro, they will never miss a phone or PTT call — a real-time visual alert allows users to see who is calling and determine whether they need to answer, and a missed call notification reminds users to return the call. PTT calls can be answered by pressing an on-screen button or the dedicated PTT buttons on the side of the mobile computer.

EASILY EMPOWER YOUR QUALIFIED ZEBRA MOBILE COMPUTERS WITH UNSURPASSED PBX FUNCTIONALITY. FOR MORE INFORMATION, VISIT WWW.ZEBRA.COM/WORKFORCECONNECT OR ACCESS OUR GLOBAL CONTACT DIRECTORY AT WWW.ZEBRA.COM/CONTACT

Workforce Connect Voice PBX Compatibility

FEATURE	CISCO CME 9.1 AND 10.5	CISCO CUCM 10.5	AVAYA IP OFFICE 9.0	AVAYA AURA 6.3	MITEL
STANDARD FEATURES					
Basic Call (Start and End, Make and Receive)	•	•	•	•	•
Call Forwarding (Busy)	•	•	•	•	•
Call Forwarding (No answer)	•	•	•	•	•
Call Transfer Attended	•	•	•	•	•
Call Transfer Blind	•[1]	•[1]	•	•	•
Call Waiting	•	•	•	•	•
Caller ID	•	•	•	•	•
Hold/Resume	•	•	•	•	•
Message Waiting Indication (MWI)	•	•	•	•	•
Multiple Call Appearances (up to 4)	•	•	•	•	•
Do Not Disturb (DND) PBX side	•	•	•	X	X
Call Park and Retrieve Directed — Transfer Call to Specific Slot	•	•	•	•	X
Feature Access Codes Enablement	•	•	•	•	•
ENHANCED FEATURES					
Ad hoc conferencing: Merging 2 calls	•	•	X	•	X
Call Forwarding (unconditional)	•	•	X	•	X
Call Park and Retrieve — Park to Orbit	•	•	X	•	X
Distinctive Ring for Call Park	•	•	X	•	X
Distinctive Ring for Call Hold	•	•	X	•	X
Shared/Multi-Line Appearances — (up to 6)	•	•	X	•	X
Speed Dial list download from PBX	•	•	X	X	X
PBX failover list up to 3 Hosts	•	•	X	•	X
Dashboard of Parked Calls	X	•	X	X	X
CLIENT EXPERIENCE FEATURES					
Call Log available (missed calls, incoming and outgoing calls)	•	•	•	•	•
Dial from Phone Contact List	•	•	•	•	•
Ring Volume Adjustment	•	•	•	•	•
Multiple Line support	•	•	X	•	X
User Definable Speed Dial List	•	•	•	•	•
# of Voicemail messages displayed — set dependent	•	•	X	X	X
Vibrate tone and/or Ring tone	•	•	•	•	•
Keep Voice Client Alive when device goes to sleep	•	•	•	•	•
Phone ID/Name on banner display	•	•	•	•	•
Device Locked — Place Call, Answer Call, Night Answer and Emergency Call	•	•	•	•	•
Unique Ringtone per line appearance	•	•	•	•	X
Contact List: Local Add, Edit, Delete or via LDAP	•	•	•	•	•

X = Not supported by PBX   1 For Cisco PBXs, Workforce Connect Voice performs semi-attended transfers

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CLIENT EXPERIENCE FEATURES (CONTINUED)					
Support Wired Headset with Call Control Button	•	•	•	•	•
Bluetooth Headset support — only audio, does not include button actions	•	•	•	•	•
Speakerphone	•	•	•	•	•
Support Ring Volume adjustment	•	•	•	•	•
Support Unique Ringtones per contact	•	•	X	X	X
Corporate Directory accessed from PBX or other source	•	•	X	•	X
Feature Buttons that can launch Android applications	•	•	X	•	•
Customizable User Interface: through UI or XML file download	•	•	•	•	•
Call Accept types (3 choices)	•	•	•	•	•
Accept call (short message)	•	•	•	•	•
Speed Dialing	•	•	•	•	•
Call Waiting Volume/Interval adjustment	•	•	•	•	•
Set Ringer OFF while charging (Incoming call will not ring if device is charging)	•	•	•	•	•
CLIENT OPERATIONAL FEATURES					
Direct IP to IP Media (Media Shuffling)	•	•	•	•	•
Coexistence with Native PTT Application	•	•	•	•	•
Configuration support via MDM	•	•	•	•	•
Lock phone configuration features (ringer type/volume, accepting calls, etc.)	•	•	•	•	•
Remote and multi-user configuration via TFTP/HTTP	•	•	•	•	•
Coexistence with cellular phone service	•	•	•	•	•
Headless mode (client running always in background)	•	•	•	•	•
RxLogger integration	•	•	•	•	•
Multiple languages support	•	•	•	•	•
SUPPORTED STANDARDS					
E.164 Dialing	•	•	•	•	•
Over Dial / DTMF (RFC 2833)	•	•	•	•	•
Vocoder Support (G.729,G.711, GSM, G.722)	•	•	•	•	•
Emergency Calling (911) on WLAN	•	•	•	•	•
VOIP/QOS (over Wi-Fi) — Tagging	•	•	•	•	•
DHCP (option 150)	•	•	•	•	•

X = Not supported by PBX

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