

# Zebra Workcloud Communication™

Help workers solve problems on the spot. Put answers at their fingertips and co-workers and customers within their reach. Connect people, data and workflows for a smarter, more responsive operation.





# Create a Smart, Connected Workplace

Improve employee efficiency and enhance customer service with the fully scalable Workcloud Communication solution. Connect front-line employees so they can coordinate and collaborate across spaces small or large.



## Retail



Easily answer customer questions and locate products with dynamic collaboration between the front and back of the store.



Meet demand for Buy On-Line Pick-Up in Store (BOPIS), curbside pickup and on-demand assist with the tap of a button.



Satisfy employees by giving them the ability to work multiple roles using preloaded profiles. Protect your staff by notifying others of emergencies via calling and alert features.

## Healthcare



Respond to patients faster with staff location tracking to quickly get essential and qualified caregivers on the scene.



Keep employees safe with emergency calling, duress features and location services to see where everyone is.



Offer staff flexibility to work in multiple departments and roles with secure access and device sharing capabilities.

## Manufacturing



Prioritize safety with critical real-time alerts and alarm notifications such as Drop Detection and duress signals.



Optimize delivery times by rerouting drivers to meet customers' delivery expectations.



Simplify communications by sending instant alerts about new priorities and broadcasting messages to your entire team at once.



# Faster Communication, Easier Collaboration

With the power of Workcloud Communication, use one platform on a single device to keep communication secure and reliable, ensure workflows are intact and minimize disruption on the front line. Broadcast messages to everyone in an instant, and give teams all the communication options they need to stay in touch and focused on the job.

## Workcloud Communication PTT Express:

The cost-effective solution with simple communication capabilities to connect workers and broadcast messages, instantly.

**Push-to-Talk:** Connect teams at the push of a button using cellular data

**Made for Android™:** Adopt easily on your Zebra Android devices

**Fast Deployment:** Use right from the box with no server or PBX integration required

**Protect Calls:** Keep calls secure with enterprise-grade security

**Cross-Device Communication:** Connect and communicate between departments and on different types of Zebra mobile computers

## Workcloud Communication PTT Pro:

The feature-rich communication solution that enables greater collaboration by turning your front line's mobile devices into two-way radios.

**Push-to-Talk:** Access reliable, instant PTT calling and multimedia messaging between individuals using cellular data or Wi-Fi™

**Enterprise-Grade Communication:** Get faster, more efficient and secure communications on a trusted solution, rather than relying on personal devices

**Bring Your Own Device:** Run on your own Zebra Android devices or add to a third-party iOS®/Android device or Windows® desktop

**GPS:** Track and locate workers near and far, in the aisle or out in the field

**Drop Alerts:** Know when a Zebra device drops, or workers are unresponsive so you can act quickly

**Emergency Alert Prioritization:** Send emergency alerts, overriding any calls in progress, to reach every employee at once

**Hands-Free Communication:** Drive productivity by enabling workers to communicate without touching their mobile devices

**IoT Integration Service:** Connect sensors to staff devices, pushing automatic alerts about customer assistance, product issues and more

**Identity Provider (IDP):** An add-on that empowers teams with a comprehensive directory of the resources they may need to reach instantly and securely



## Workcloud Communication PTT Premium:

A powerhouse combination of Workcloud Communication PTT Pro and Workcloud Communication Profile Manager, providing employees with maximum flexibility for work and role selection.

**Push-to-Talk:** Access reliable, instant PTT calling and multimedia messaging between individuals using cellular data or Wi-Fi

**Enterprise-Grade Communication:** Get faster, more efficient and secure communications on a trusted solution, rather than relying on personal devices

**GPS:** Track and locate workers near and far, in the aisle or out in the field

**Role Selection:** Provide teams with the flexibility to work across roles and departments with multi-user role selection on a shared device

**Device Sharing:** Share devices with multiple employees and automatically configure each to match the individual worker's role and needs

**Configurable:** Customize rules for each role, control feature access and more

## Workcloud Communication Enterprise Voice:

Powerful PBX-based voice calling features on Zebra mobile devices give employees the ability to connect and collaborate anywhere, without being tethered to their workstations.

**Easy Implementation:** Plug into existing infrastructure for quick, easy deployment

**Advanced Extension Management:** Assign incoming calls based on role for fast, accurate responses from the right employee

**Intuitive:** Save time on training and onboarding with simplified PBX features such as the ability to manage up to four different extensions, join different departments or select multiple roles on the fly

**Customize Your Way:** Design the interface to work best for your teams with the features and PBX functions that align with your organization

## All-in-One Solution:

The complete solution packed with all the functions and features of Workcloud Communication PTT Premium and Workcloud Communication Enterprise Voice.

**Powerful Combination:** Create synergies and unlock untapped potential when you combine Workcloud Communication PTT Premium and Workcloud Communication Enterprise Voice on one integrated communication platform

**Device Sharing:** Share devices with multiple employees and automatically configure each to match the individual worker's role and needs

**PBX Integration:** Minimize hold times and speed up workflows by automatically routing incoming calls to the right department or specific person with the Voice add-on

**Configurable:** Customize rules for each role, control feature access and more

## Features Overview

Features	PTT Express	PTT Pro	PTT Premium*	Enterprise Voice**	All-in-One***
Peer-to-Peer Service (no cloud)	✓				
Zebra Cloud Provisioned Service		✓	✓	✓	✓
Group Call / Private PTT Calling	✓	✓	✓		✓
Zebra Android	✓	✓	✓	✓	✓
iOS & Desktop		✓	✓		✓
Extensive Administration Capabilities		✓	✓	✓	✓
Multi-Language Support		✓	✓	✓	✓
Voice Commands (Android only)		✓	✓	✓	✓
Multimedia Messaging (Text, Audio Notes, Video and Image)		✓	✓		✓
Broadcast Messaging		✓	✓		✓
Location Tracking (GPS & Wi-Fi)		✓	✓		✓
Simple Task Tracker		✓	✓		✓
Worker Safety (Emergency PTT, Duress, Drop Detection)		✓	✓		✓
APIs & Webhook Integration		✓	✓		✓
Full Duplex Voice Calling (Connecting to Customer PBX)				✓	✓
Configurable Client				✓	✓
Single Sign On		✓	✓		✓
Authentication with Customer User Management System		✓	✓		✓
Role Selection				✓	✓
<b>PTT Pro Add-On Identity Provider (IDP)</b>		<b>+</b>			

\* The powerhouse combination of Workcloud Communication PTT Pro and Workcloud Communication Profile Manager gives employees maximum work and role selection flexibility for device sharing made easy.

\*\* Available on both Zebra Android and non-Zebra Android devices.

\*\*\* Maximize your front-line potential with the most complete Workcloud Communication offering. Packed with all the functions and features of Workcloud Communication PTT Premium and Workcloud Communication Enterprise Voice.



# Integrator Partners

Now you can span even more front-line essentials when you integrate the power of Workcloud Communication with third-party software companies.



## Offer a Secure, Seamless UX

Securely access Workcloud Communication via your preferred user interface

**BlueFletch**  
[bluefletch.com](http://bluefletch.com)

**Imprivata**  
[imprivata.com](http://imprivata.com)

**Ivanti**  
[ivanti.com](http://ivanti.com)



## Directly Connect Customers to Front-Line Workers

Integrate the Internet of Things into Workcloud Communication

**Gimbal**  
[gimbalco.com](http://gimbalco.com)

**Doddle**  
[doddle.com](http://doddle.com)



## Communicate Clearly and Hands-Free

Improve productivity with headsets and accessories

**BlueParrott**  
[blueparrott.com](http://blueparrott.com)

**Aina**  
[ainaptt.com](http://ainaptt.com)

**Savox**  
[savox.com](http://savox.com)



## Securely Support a Shared Device Model

Authenticate and manage users' access

**Microsoft Active Directory**  
[microsoft.com/en-gb](http://microsoft.com/en-gb)

**Okta**  
[okta.com](http://okta.com)



## Extend Communication Outwards

Connect corporate employees to front-line workers and customers

**Microsoft Teams**  
[microsoft.com](http://microsoft.com)

**Slack**  
[slack.com](http://slack.com)

**Twilio**  
[twilio.com](http://twilio.com)

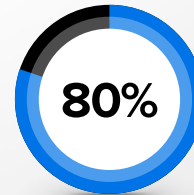


# Stay in the Know and in Reach

With Workcloud Communication, enable your front line to work together with easy and effective communication tools. Widen your profit margins by creating better workflows, fostering engaged associates, and improving customer satisfaction and loyalty.

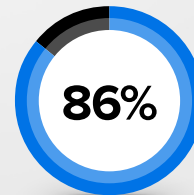


## Associate Satisfaction is Tied to Technology Use



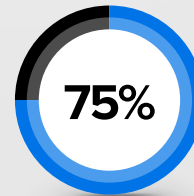
of associates agree that employers who leverage technology and mobile devices attract and retain more workers

Source: 2023 Zebra Vision Study



Lack of communication or collaboration is responsible for most workplace failures, according to 86% of employees and executives

Source: Salesforce



of employees regard collaboration and teamwork as important

Source: Queens University of Charlotte

To learn more about Workcloud Communication, please visit [www.zebra.com/workcloud-communication](http://www.zebra.com/workcloud-communication)



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