

# Zebra Workcloud Communication™



## Close Gaps. Open Possibilities.

### With Workcloud Communication Enterprise Voice

There's a change happening across industries, led by the frontline. Workers are transitioning from simple and repeatable daily tasks to meaningful interactions across organizations. They're using transformative technologies to solve problems, think critically and make decisions on the spot.

But it can only happen when you close the gaps between teams, workflows and data. Currently, the frontline is weighed down by inefficiencies. They carry multiple devices, miss important information when away from workstations and spend more time searching for answers than solving problems.

### Close these workflow gaps with a powerful communications platform.

With Workcloud Communication Enterprise Voice, you can turn mobile devices into full-featured mobile desk phones and untether frontline workers from their workstations.

The result? A more efficient, effective and productive workforce.

#### Give Your Frontline a Boost

Add Workcloud Communication Enterprise Voice to your Zebra devices to:

- Provide access to free-flowing information
- Boost efficiency with cross-team collaboration
- Improve workflows
- Reduce costs with fewer devices to purchase and manage
- Enhance productivity
- Empower workers to tackle high-value tasks
- Since Workforce Connect is configurable, you can enable the features you need today and easily add features to meet new business needs tomorrow



# Features to Unlock the Power of Your Frontline

No more chasing down information. No more people-searching. Just a unified communication platform to elevate your frontline workforce.

Workcloud Communication Enterprise Voice enables powerful PBX-based voice calling features on Zebra mobile devices, allowing you to provide workers with a single device for application access, communications and collaboration.

## Easy to configure

Get comprehensive functionality and simple enablement:

- Wired desk phone features and functions
- Support for leading PBXs
- Automatic buttons for PBX features or create your own
- Or create your own and place them in the flexible interface
- Automatically adopt PBX speed dial and corporate directories
- Set detailed rules for each role
- Control access to features, contacts, apps and conditional device behavior

## Unparalleled customization

Create the best voice experience for your frontline workers:

- Decide which features appear where on the interface
- Provide a single button to access most-used features
- Maximize efficiency by customizing buttons with PBX functions or line-of-business-applications

## Painless enablement

Easily configure and manage Voice:

- Built-in Extension Manager to provide extension status, control and configurations to the WFC Voice client using secure communications
- Enable multiple extensions to be presented to the user based on their role, valuable for shared device use cases

## Easy-to-use functionality

Virtually eliminate training with an intuitive interface—simplifying even the most complex PBX features:

- Enable users to see and graphically manage up to four different extensions
- Ensure important calls are always answered with hunt groups
- Join or drop hunt groups on the fly

**Boost efficiency and customer service with Workcloud Communication Enterprise Voice:**

### Retail Stores

- Store associates
- Managers
- Regional specialists
- Headquarters

### Retail Distribution

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

### Transport and Logistics

- 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
- Sales

### Healthcare

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

**Untether your frontline and close the communication gaps where it matters most. Open the possibilities with Workcloud Communication Enterprise Voice. For more information, visit [www.zebra.com/workcloud-communication](http://www.zebra.com/workcloud-communication)**



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