ZEBRA
CAPTURE
YOUR EDGE

Workforce Connect Voice Powered by Savanna

Turn Zebra Technologies' mobile computers into fully featured desk phones

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 desk phone. Now, with Zebra's Workforce Connect Voice Powered by Savanna, you can turn your Zebra mobile devices into powerful fully-featured deskphones. Co-workers, customers, supervisors and remote experts are never more than a few button presses away. The result is the power of one — one single device for voice communications and access to your crucial business applications.

When it comes to managing Workforce Connect Voice, with Profile Manager, it couldn't be easier. When users log into a device, it will automatically load and present all the appropriate telephony features. And with visibility into a wide range of call metrics, you can better distribute the call load, identify opportunities for training and better manage your workforce.

The result? You no longer need to purchase and manage desk phones or separate dedicated wireless voice devices. Your workers no longer need to carry or hunt for desk phones. Customers can reach the right person in seconds — no more long wait times, reducing capital and operational costs. A more efficient, effective and productive workforce. Better on-the-job employee satisfaction. And more satisfied customers.

Workforce Connect, Powered by Savanna — delivering on the promise of the truly unified enterprise device

Workforce Connect adds powerful pbx-based voice, push-to-talk and messaging features to Zebra mobile devices, allowing you to provide your workers with a single device for application access, communications and collaboration. 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.

Since Workforce Connect is configurable, you can enable the features you need today and easily add features to meet new business needs tomorrow.

Easy to configure

With Workforce Connect Voice, you get comprehensive functionality and simple enablement. Support for leading PBXs and most of the wired desk phone 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.

Unparalleled customization

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.

Painless enablement with Profile Manager

It's easy to configure and manage the Voice client with Profile Manager, which allows you to dynamically enable or disable Workforce Connect Voice and PTT Pro based on user profiles. You can set detailed rules for each individual user or role 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 Do Not Disturb (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.

In addition, Profile Manager makes it easy integrate push-to-talk calls from PTT Pro, another Workforce Connect application. Users can see and manage all PBX and PTT calls in these two applications with an intuitive look-and-feel for easy toggling between Voice and PTT. For example, when a push-to-talk call is received, a real-time visual alert allows users to see incoming calls and who is calling, making it easy to determine whether to answer or continue helping a customer. PTT calls can be answered by pressing an on-screen button, the dedicated PTT buttons on the side of the mobile computer or the dedicated PTT button on supported headsets. And a missed call notification reminds users to return unanswered PTT calls.

Virtually eliminate training

Customizable control over a modern 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.

Simplify complex and advanced voice functions

With Workforce Connect Voice, even the most complex features can be easy to utilize. For example, you can enable users to see and graphically manage up to four 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.

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

Get the power of one device for voice and data with Workforce Connect Voice. For more information, visit www.zebra.com/workforceconnect

Workforce Connect Voice PBX Compatibility

Feature	Cisco CME	Cisco CUCM	Avaya IP Office	Avaya Aura	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	•	•	•	•	•
Call Park and Retrieve Directed — Transfer Call to Specific Slot	•	•	•	•	•
Feature Access Codes Enablement	•	•	•	•	•
Enhanced Features					
Ad hoc conferencing: Merging 2 calls	•	•	X	•	•
Call Forwarding (unconditional)	•	•	•	•	X
Call Park and Retrieve — Park to Orbit	•	•	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	•	•	•	•	•
Voice command: Call Contact	•	•	•	•	•
Incoming Call Voice Announcement	•	•	•	•	•
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	•	•	•	•	•

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

Workforce Connect Voice PBX Compatibility (continued)

Feature	Cisco CME	Cisco CUCM	Avaya IP Office	Avaya Aura	Mitel
Client experience features (continued)					
Unique Ringtone per line appearance	•	•	•	•	X
Contact List: Local Add, Edit, Delete or via LDAP	•	•	•	•	•
Support Wired Headset with Call Control Button	•	•	•	•	•
Bluetooth Headset support — only audio, no button actions	•	•	•	•	•
Speakerphone	•	•	•	•	•
Support Ring Volume adjustment	•	•	•	•	•
Support Unique Ringtones per contact	•	•	•	•	•
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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