VoCoVo

Connecting through voice

How VoCoVo integrates with workforce management

In the future, VoCoVo's communication ecosystem will integrate directly with your workforce management apps. But what does that mean for you?

- New tasks are instantly converted into audio
- Colleagues receive personalised task notifications via Headset
- Clear accountability with every task, showing when complete
- Update tasks as you go, keeping colleagues informed in real time
- Deliver information to your team, in a safe and remote way

What is workforce management integration?

Workforce management tools help businesses like yours break down tasks, assign responsibilities and ensure everyone stays on top of things. You might already have one. Our open API makes integration possible with:

Microsoft Teams   jda.   REFLEXIS

VoCoVo's Headsets, Handsets and Call Points are all managed as a single ecosystem. Because of our open API, we can connect to your workforce management apps and bring your messages directly to your team's attention.

Workforce management integration simply means that our communication technology maps instructions between user Headsets and apps like JDA or Microsoft Teams.

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How does it work?

Our integrations are completed directly with the workforce management provider, meaning you don't have to do anything. When your team enrol into their Headset with password authentication, our system will automatically pull down jobs personalised to that colleague, on that day:

- Colleague enrols into their Headset
- Colleague verbally says, 'Workforce Management Mode'
- By voice command, a colleague then says, 'What is my next task?'
- A voice notification is given, directly from your workforce management tool
- When complete, a colleague simply says, 'Complete.'
- Throughout the process, your system is automatically updated for full accountability

By enabling colleagues to focus on each task individually, this technology empowers and frees up colleagues to get on with their day. It also saves valuable management time.

We have our own workforce management system, can this work for us?

In short, yes. Because we worked hard to make our API open, we can theoretically integrate with any workforce system. This means your integration would be entirely bespoke, but would work seamlessly with the technology you already love.

Our ecosystems are designed to work effortlessly with third-party integrations. This future-proofs your communication technology, helps you to drive efficiency and connect your team better.

For detailed specifications and guides, head to our customer gateway
https://www.vocovo.com/customer-gateway/

At VoCoVo, we design our systems to reduce friction, improve efficiency and productivity. Find out how we could help your business:

Plan ahead for 2021 with VoCoVo

T. +44 (0) 3301 373789 | E. sales@vocovo.com | W. vocovo.com