Product Profile

WorkTech Messenger and Alerts™

Automated alerts and broadcasts from WorkTech Time

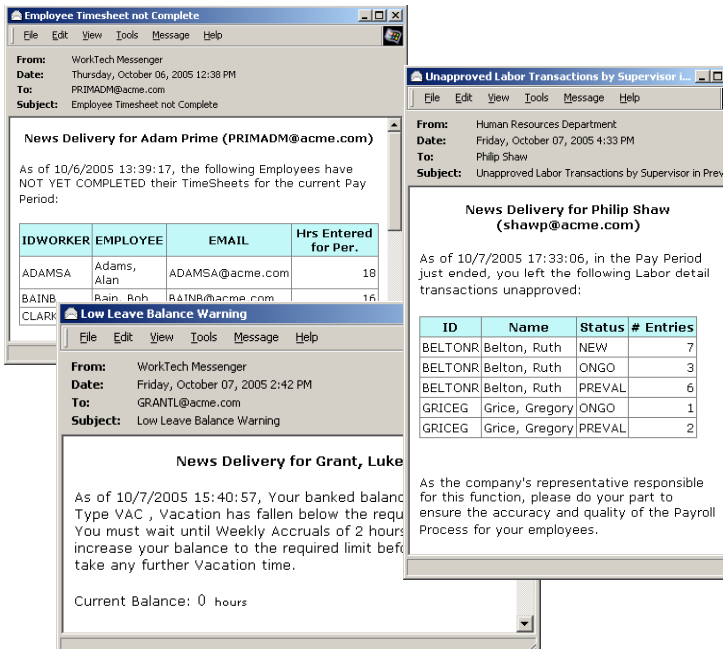
WorkTech Messenger and Alerts is a multi-function communication tool that enhances WorkTech Time with automatic, personalized email alerts and information to management, staff and employees

It can, for example, remind an employee about their vacation balance or a missing time entry, remind supervisors to approve time, and let managers know about missing time reports and upcoming employee leave. Payroll can benefit from automatic distribution of reports for items such as overtime and unapproved leave requests. HR can broadcast messages and recognitions.

WorkTech Messenger and Alerts helps manage exceptions. When an item needs attention or action, it automatically notifies the right people at the right time.

Immediate Information for Fast Payback

WorkTech Messenger and Alerts is a unique and valuable business intelligence tool. Unlike traditional reports or information portals, it does not introduce time delays or require that users actively hunt for information. Instead, WorkTech Messenger and Alerts is an easily implemented, real-time intelligent agent for your organization. It proactively watches for newsworthy information in your WorkTech Time labor tracking system and sends personalized messages to the right people at the right time.



Capabilities include:

- Automatic dissemination of information.
- Information is sent via email, pager, text message or web page.
- Content is personalized and recipients get only information that is relevant to them.
- Zero end-user training or setup.
- No setup or subscriptions are needed; recipients are identified according to their relationship to the information.
- The messages are highly customizable HTML, text or pager messages.

Example Applications

WorkTech Messenger and Alerts is used by thousands of users in many industries including oil & gas, pharmaceuticals, defense, utilities, higher education, and the public sector. Some common uses include real-time alerts, management exception reports, customer status updates, user and customer surveys, task lists, weekly and monthly key performance indicators, and others. Following are just a few examples:

> *We use the messenger capability with WorkTech Time to send out approval reminders three, two and one day prior to approval due date. The messenger sends approvers a notice about missing time entries for the previous pay period*
>
> Energy Delivery Company

- When overtime is requested, an email is sent to the supervisor.
- Supervisor is reminded by email when time reports are missing.
- A spreadsheet sent weekly reporting hours charged to managers.
- Alerts to remind supervisors when items are overdue.
- Update with employees' approved leave for following month.
- Overtime reports by department and location.
- Exception listing of incomplete or incorrect labor transactions sent to the supervisor.
- Escalation alerts when projects or budgets are nearing or have exceeded budget.
- Monthly key performance indicator emails with summary information sent to managers.
- MTD and YTD performance metrics sent to managers each month.
- Notice to employees when their training certification is nearing expiration.
- Weekly listing of unapproved labor transactions sent to appropriate approver.
- Top 10 locations in terms of labor cost each month.
- Employee satisfaction survey email form sent to employees on their anniversary.
- Customers are automatically sent a satisfaction survey when a job is completed.

Easily Implemented Technology

- Implement in less than 1 day.
- No changes to your environment.
- Works with WorkTech Time 3.x+.
- Runs as Windows Service for minimum system overhead and optimum response.

Learn More

For more information on how Work Technology can help you reduce costs and increase efficiency, e-mail sales@WorkTech.com, or phone 617-625-5888.

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