

Mobile Workforce Management Tools

Smart companies are working hard to keep up with the mobile work movement sparked by smartphones by investing heavily in mobile-friendly, cloud-based workforce management solutions. But with so many options on the market, how do you choose the right one for your mobile employees?

Use the checklist below to evaluate workforce management systems:

Is mobile-first, and works seamlessly with all your devices.

Look for a mobile workforce solution that is purpose-built for work in the field and can work across devices and operating systems.

Can match the right worker to the right job.

The best mobile workforce management tools can assign jobs based on the worker's skills, certifications, and location, as well as customer preferences.

Can notify mobile workers of new jobs and appointments.

Your mobile workforce management solution should automatically notify mobile employees of new jobs, cancelled appointments, or schedule changes.

Offers various notification options.

Make sure the tool offers multiple notification options, including push notifications, email, and SMS text notifications, depending on how your employees like to receive updates.

Gives mobile workers access to important information.

Your mobile employees should be able to easily access customer history, information about job logistics, and other critical information via a mobile app.

Has real-time tracking capabilities.

Look for workforce management tools that increase visibility into what's happening in the field and allows you to see when workers accept, travel to, check-in, start, and finish each job.

Helps mobile workers capture data from the field.

The mobile app should give employees the power to collect signatures, photographs, surveys, and other important data and sync it to the back office.

Can set precise appointment times based on location and availability.

Look for a system that can set precise appointment times. You'll find that exact appointment times make your customers happy.

Integrates with other tools for extra functionality.

Look for a system that integrates easily with other tools and platforms. For example, if you need connectivity with HR and payroll, make sure it is compatible with those tools.

Integrates with CRM platforms like Salesforce and ServiceNow.

The best workforce management tools offer native integration with CRM platforms that gives you a single source of truth for your workforce and customer data.



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Founded in 2013, Skedulo is headquartered in San Francisco with offices in Australia, Vietnam, and the United Kingdom. Skedulo's leading Deskless Productivity Cloud solution powered by AI and machine learning empowers organizations to manage, engage and analyze their deskless workforce, supporting the 80% of global workers who don't work in a traditional office setting.

Skedulo's platform helps enterprises intelligently manage, schedule, dispatch, and support deskless workers on the go, whether they are in fixed location facilities or mobile field workers on the frontline. Skedulo has enabled hundreds of organizations, including The American Red Cross, DHL, and Sunrun, to seamlessly schedule and service over 5 million appointments worldwide.

The company has secured more than \$40 million in funding to date, led by M12, Costanoa Ventures, and Blackbird. For more information, please visit www.skedulo.com, or our blog, @Skedulo, Facebook, and LinkedIn pages.