

## CHECKLIST

# 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:

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- **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.

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- **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.

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- **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.

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- **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.

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- **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.

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- **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.

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- **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.

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- **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.

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- **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.

## About Skedulo

Skedulo is the platform for intelligent mobile workforce management. Our solution helps enterprises intelligently manage, schedule, dispatch, and track resources in the field.

With native solutions that integrate seamlessly to Salesforce and ServiceNow, and our independent platform that connects to any system of record, Skedulo offers enterprises and mid-market companies a mobile workforce management product that complements any tech stack.

Founded in 2013, headquartered in San Francisco and with offices in North America, Australia, Asia and the United Kingdom, Skedulo has enabled over 150 companies to seamlessly schedule and service more than 5 million appointments all around the globe. For more information, please visit [www.skedulo.com](http://www.skedulo.com)