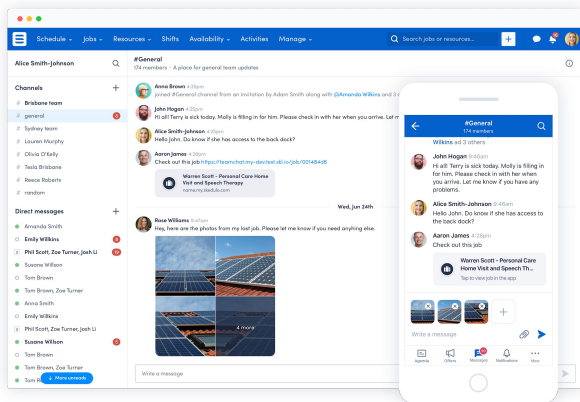# Skedulo Dynamic Messaging

Instant communication for your remote workforce

Communication remains one of the greatest challenges for distributed workforces – and technology leaders continue looking to new technologies to help. In fact, **72% of technology executives at organizations with deskless workers reported new investment in messaging tools** to facilitate better communication.[1]

But technology leaders are also quick to recognize deskless workers are already overburdened by too many applications, with nearly **three-in-four CIOs acknowledging their deskless workers are challenged by the complexity and capabilities of tools** they are expected to use daily.[1]

Enter **Skedulo Dynamic Messaging**. Accessible via both the Skedulo web application as well as the Skedulo iOS and Android applications, Skedulo Dynamic Messaging provides a powerful tool for deskless workers to communicate in real-time with their entire team, including schedulers and deskless colleagues.

Fast, efficient team communication

Direct calls, texts, and emails can be extremely inefficient for mobile workers who need instant access to reliable information. Save their time and your resources with Dynamic Messaging and enjoy communicating via individual messaging, group messaging, and channels.

Instant information for a better customer experience

Arm your mobile staff with everything they need to represent your company at its best and provide an exceptional customer experience. Broadcast messages to teams and connect with your team instantly.

Equip new employees

When workers leave or move to another area, it can be challenging and resource intensive to get new workers up to speed. Maximize efficiency by providing a fast and comprehensive look into what's happened before they came on board.

Engage the whole team, wherever work takes them

Centralize communication and consolidate apps

Ensure clear, quick communication to increase efficiency and escalation resolution across departments and teams by consolidating the systems employees use to communicate and manage work.

Boost customer service quality

Provide workers with real-time access to shared knowledge of customer history, client preferences, and additional work details.

Communicate confidently: strong security & compliance

Effective collaboration depends on the right information being shared with the right people at the right time – and knowing it's shared securely. Skedulo ensures sensitive company and customer information remains secure with security features including encryption (TLS 1.2 for data in transit and AES-256 bit for data at rest) and HIPAA compliance with industry and cloud service standards.

Unify communications

Skedulo allows you to combine all communications about specific jobs in one place, including linking conversations to pieces of work or tracking multiple conversations separately.

Provide a single source of truth

The integrated messaging solution means the Skedulo mobile app provides deskless workers with a single "pane of glass" to access information needed for a job, reducing the potential for mixed messages and mistakes.

Scheduling Staff

Communicate instantly with your workforce and colleagues via a convenient, centralized solution

Deskless Workers

Efficiently access intuitive and centralized messaging directly within your existing system

System Administrators

Consolidate and save budget on the systems used to facilitate business workflows

Your Customers

Experience superior service via aligned workers and real-time escalation resolution

Source: 1) Skedulo, Solving the Software Gap for the Growing Community of Deskless Workers, August 2020.

The Skedulo Deskless Productivity Cloud

Skedulo builds deskless productivity software for the 80% of global workers who don't work in a traditional office setting. From employees in fixed location facilities to mobile field workers on the frontline, deskless workers number 2.7 billion worldwide. DHL, Sunrun, The American Red Cross and hundreds of other organizations have used Skedulo's Deskless Productivity Cloud to book over 5M appointments worldwide.

The Deskless Productivity Cloud

Skedulo helps organizations greatly simplify scheduling, gain visibility into and control over job scheduling and workforce utilization, equip employees with an intuitive app to help them better perform their day-to-day operations, provide actionable analytics on their workforce, and reduce operating costs.

The **Skedulo Deskless Productivity Cloud** delivers mobile workforce management and field service capabilities across four functional areas: Plan, Engage, Analyze, and Configure & Extend.
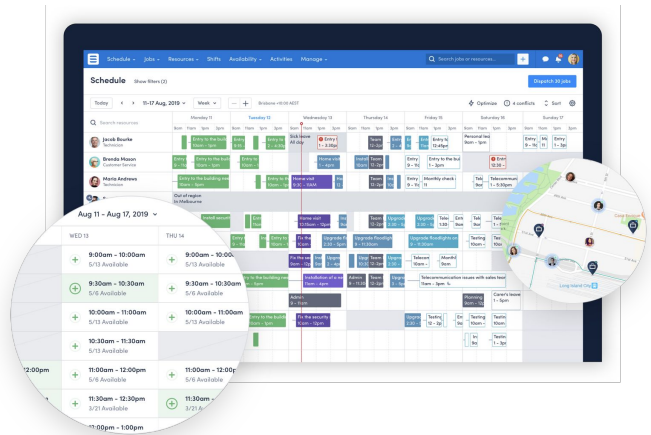
Plan

- Intelligently manage the schedules of your deskless workforce on one central platform
- Skedulo uses an optimization engine to automatically match the right resource with the right job, every time
- Skedulo automatically adjusts based on real-time availability in the event of last minute cancellations or staff issues

Engage

- Skedulo empowers frontline workers with a responsive app to complete work, deliver services, track details, and be as productive as they can
- Communicate and collaborate in real-time with integrated Dynamic Messaging for employees and customers
- And because remote work can mean remote locations with little connectivity, the Skedulo app works seamlessly online and offline

Analyze

- Gain a clear and deep understanding of your end-to-end operation and measure how effective and efficient your work resources are in real-time
- Increase workforce utilization by analyzing scheduling patterns to intelligently improve service delivery
- Extract insights to build new, innovative business models and workflows
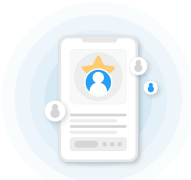
Configure & Extend

- Skedulo is a highly extensible, flexible, and configurable platform to connect and extend your technology ecosystem
- Scale to meet complex use cases and high volumes of appointments across multiple sites, jobs, and resource types
- Protect data with security capabilities including data encryption in flight and at rest as well as support for single sign-on, two-factor authentication, and user roles and permissions
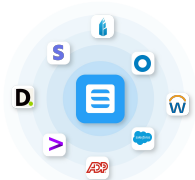
Top Use Cases

Skedulo supports a wide range of use cases across a number of industries, including:

- Healthcare (home care, labs & diagnostics, autism therapy & behavioral health, vaccine administration, & more)
- Solar (sales, installation, service)
- Non-profit (field staff, appointment, & training mgmt.)
- Real Estate (appraisals, inspections, photography, sales)
- Retail (workforce management, training)
- Inspections and safety services
- Commercial and residential services
- Field service

Deskless from Day 1
Developed for the Deskless Workforce - not with mobile as an afterthought

Most Extensible
The largest library of Deskless Workforce app extensions and integrations

Most Performant
Fastest optimization capabilities and scalable architecture to amplify growth

Most Configurable
The only enterprise platform for the Deskless Workforce built to configure to business processes