



Totalmobile

Notify**Me**



NotifyMe Solutions Insight

An introduction to smart alerts for
your customers and workforce





Learn how to increase workforce capacity with NotifyMe's intelligent alerting and escalation capabilities

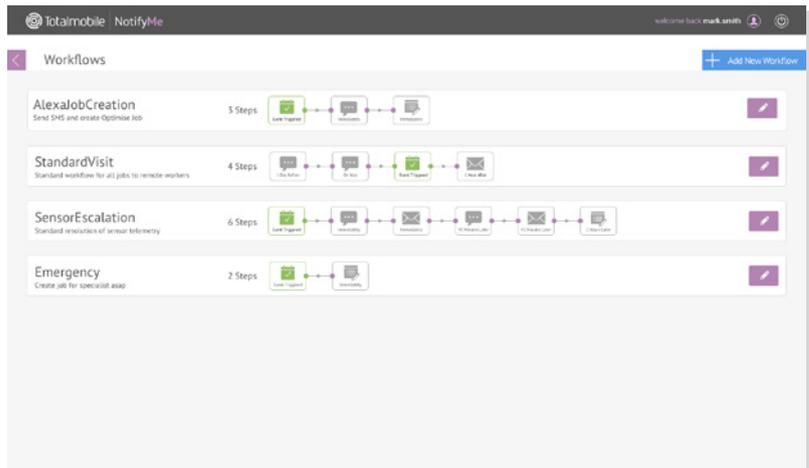
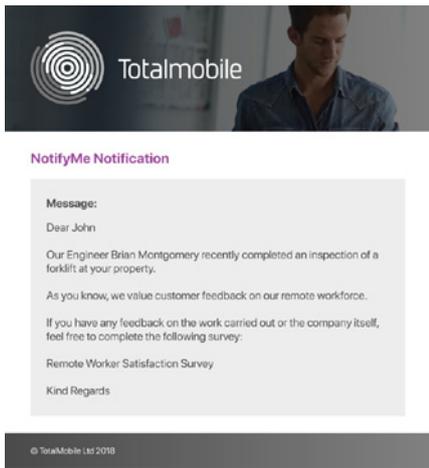
NotifyMe, our cloud-based alerting platform empowers Totalmobile customers to improve their service offering by monitoring their workforce and send smart alerts to both the organisation staff and service users.

NotifyMe seamlessly integrates with both Totalmobile and other solutions which gives you full oversight into the day to day performance of your workforce.

Create custom workflows to alert, escalate and resolve situations based on your workers and their jobs. Are they running late? Is an SLA about to be broken? These issues can be resolved using NotifyMe's relevant notifications to ensure compliance and increase attendance rates. You decide how and when you notify your customers about the upcoming service, giving them peace of mind they'll be notified in good time. Here is a list of features NotifyMe includes.....

Features

- NotifyMe is a cloud service that integrates with Totalmobile's cloud and on-premise workforce management solutions.
- Through NotifyMe's API, any application can integrate with it and utilise the features to monitor events and send alerts.
- Create workflows with multiple steps and escalation points to manage who you alert and when.
- With the Totalmobile integration you can view a dashboard of all live jobs and have the relevant details at hand to reach out to your operatives in the field, or your service users.
- NotifyMe provides multiple communication channels for alerting. Email, SMS, Totalmobile and Web Hook. Use Tags so that your messages are built dynamically.
- Totalmobile - This is a special integration with Totalmobile that allows you to create a job for a mobile worker. For example, to be compliant a mobile worker needs to inspect a building every year, once completed, NotifyMe recognises this as an item to monitor, and will tell the Totalmobile Web Service to create a visit next year to do another inspection.
- Web Hook – Get creative - This channel allows you to post the data of the monitored item to an endpoint of your choosing. For example, you could use this channel to use your own SMS gateway.
- Totalmobile uses NotifyMe for our IoT platform. Based on the telemetry from sensors, NotifyMe can provide peace of mind, alert that something is abnormal, escalate in order to try and resolve a situation and ultimately organise a job in the WorkNow platform to be dynamically scheduled.



Business benefits of our NotifyMe solution

Cost

With NotifyMe timely notifications alert service users of upcoming appointments, reducing missed appointments and access issues. Jobs can be completed on time and costs in unnecessary travel and repeat visits reduced.

Capacity

Thanks to smart alerts, difficulties with access to buildings or missed appointments are greatly reduced; by eliminating the time wasted travelling to missed appointments or inaccessible sites, more time is spent doing the jobs that matter.

Compliance

Using NotifyMe, businesses and service users can enjoy greater visibility of the day; relevant notifications ensure compliance and increase attendance rates. It improves health & safety for lone workers by keeping them notified and visible. Compliance is increased in relation to inspections, for example in the health and social care industry, by ensuring someone is there to let the staff worker in, or to provide care for that individual.

Consistency

Deliver a consistent service for your customers and workforce so they have peace of mind they're always kept in the loop.

Reference	Description	Workflow	Monitor Date	Status	Type	Step	Last Action	Next Action	
HouseVisit25	This monitor will send a SMS 10 minut...	LoneWorkerStart	12:55	Completed	Info	Visit start imminent	12:56	None	View Details
HouseVisit25	Visit on way	LocationWorkFlow	12:59	Completed	Info	Travelling	13:00	None	View Details
HouseVisit25	This monitor will send a SMS when the ...	LoneWorkerEnd	13:25	Completed	Warn	Lone worker is 15 minutes overdue	13:41	None	View Details

Capabilities For the Workforce

Notification on:

- Late visits
- Missed appointments
- Job completions
- Lone worker checks
- SLA breaches

For the Customer

Notification on:

- Appointment reminders
- New / rescheduled appointments
- Mobile worker 'on their way'
- Escalation alerts to appointed family members
- and more ...





How a facilities management company uses NotifyMe

1. A cleaner for a building has got stuck in traffic and isn't able to contact the Facilities Manager to report she'll be late for the job.
2. The Facilities Manager receives an email notification when the cleaner hasn't attended the site on time.
3. The Facilities Manager logs into the dashboard, pulls up the details of the late visit and contacts the cleaner to find out why she hasn't shown up, the cleaner explains the situation.
4. The Facilities Manager contacts the service user to let them know the situation and advises the cleaner will be there as soon as possible.
5. When the job is complete, the service user receives an email asking them to complete an email survey.

For more information about NotifyMe and how service alerts can help your business, please get in touch with one of our sales representatives who will be more than happy to assist and get you up and running.

Call +44 28 9033 0111
www.totalmobile.co.uk



Totalmobile create mobile workforce solutions that release the potential of your workforce.

We do this by providing organisations with the ability to improve how they mobilise, schedule and analyse their workforce.

This enables our customers to experience significant increases in workforce capacity and cost savings, while also ensuring compliance and driving levels of service consistency.

We will transform how your organisation works and help your people do more of the work that really matters.

Totalmobile
Pilot Point
21 Clarendon Road
Belfast BT1 3BG

T: +44 (0)28 9033 0111
E: info@totalmobile.co.uk

