

## Real-Time Task Manager



### RETAIL IN REAL TIME

Reflexis Real-Time Task Manager™ simplifies and streamlines store execution by empowering retailers with a 360-degree, real-time view of all work needing to be accomplished in the store. By incorporating tasks generated by head office, the store, IoT devices, and other systems, Real-Time Task Manager ensures that all work is prioritised according to best practices and that store employees focus on the projects with the most impact on sales and customers.

### NEXT-GEN TASK MANAGEMENT

Real-Time Task Manager has built-in intelligence, based on years of experience working with the world's leading retailers, to streamline all communication, manage by exception, and simplify store execution.

**Generate Tasks Automatically:** Real-Time Task Manager monitors and analyses real-time data from across the organisation, creating tasks that are sent instantly to the right person.

**Intelligently Throttle and Prioritise Tasks:** A powerful rules-based engine prevents store employee overload by ensuring that all tasks are prioritised and directed to the correct staff member based on factors such as store workload, employee skill set, and customer traffic.

**Real-Time Alerts and Notifications:** When pre-set conditions are met, store employees and managers are automatically sent customisable alerts with actionable steps to address any unplanned issues in the store.

### SIMPLIFY ALL WORK IN STORES

Using the MyWork unified interface, Real-Time Task Manager provides store managers and staff with a single view of tasks, alerts, and other critical store execution information. This eliminates wasted time and reduces confusion, offering a quick access point to all store-facing applications.

**Consolidate All Communications:** All tasks and critical store execution information from head office, store, IoT devices, and other systems are centralised on a single platform, giving store managers and staff a simple interface for accessing all work.

**Manage by Exception:** Regional and area managers can view and measure task completion status and task completion rates in real time, so they can pinpoint opportunities to improve key performance metrics and maximize ROI.

**Enable Intelligent, Mobile Store Employees:** Real-Time Task Manager's simple, intuitive interface and mobile-first design ensures that your store employees are always in the right place at the right time, working on the right task.

**Manage Tasks in Real-Time:** Tasks can be immediately allocated to store employees based on availability or skillset and managers can easily forward or reassign tasks. This empowers store managers and staff by giving them more time on the sales floor to interact with customers and improve the retail experience.



Maximize ROI by ensuring that the tasks with the most impact are completed fully and on time. Managers at every level can track completion rates in real time.

## ACT AND REACT IN REAL TIME

With Real-Time Task Manager, you can quickly respond to various situations that occur in the retail environment.

 **Product Recalls:** When a recall is issued, managers and staff see the tasks in real time and can execute the recall quickly. Area and regional managers have immediate visibility into completion and compliance across stores.

 **Omnichannel Orders:** When a mobile or Click and Collect order is placed, employees are alerted to prepare the order for the customer when they arrive.

 **IoT Tasks:** Smart sensors and other IoT devices can trigger tasks based on preset parameters, for example, if a refrigerator temperature rises out of the acceptable range, so staff can follow up as needed.

 **Customer Service Needs:** Tasks can be created to meet immediate customer needs, such as long lines at the register, either by managers or by smart sensors sending data back to the solution.

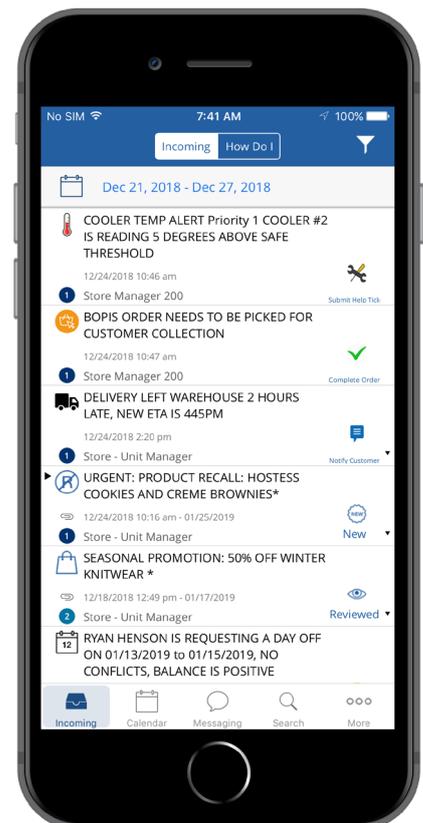
## DRIVE CUSTOMER ENGAGEMENT

Real-Time Task Manager has a mobile first design, so managers and staff are able to access their work wherever they are in the store. Instead of being stuck in an office checking email or voicemail, store managers and their staff have more time on the sales floor. As a result, they are able to work more efficiently and devote more attention to customer engagement.

## USE REAL-TIME TASK MANAGER WITH REFLEXIS ADVANCED ANALYTICS AND REPORTING

Real-Time Task Manager can leverage Reflexis Advanced Analytics & Reporting for the following powerful capabilities:

- Analyse trends in task assignment and completion across different units and time spans
- Discover systemic causes of task non-completion and audit non-compliance, with the ability to drill down into specific instances
- Identify trends regarding frequency and non-completion of critical alerts and tasks, based on task category
- Accept data from third-party sources to analyse the impact of task and labour operations trends on sales, customer satisfaction, and profitability
- Align labour budgets and forecasts with actual task workload in stores



To learn more about Real-Time Task Manager, visit [www.reflexisinc.com](http://www.reflexisinc.com).

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