

ARE YOUR EMPLOYEES TAKING FULL ADVANTAGE OF YOUR WORKFORCE MANAGEMENT SYSTEM?

Workforce management has become increasingly complex. New legislation and regulations, improved technology, and increased demand for more functionality by employers have resulted in comprehensive systems with in-depth features and options. Robust solutions, while highly effective, can take time for employees to fully learn and use. Employees with questions typically must wait for a support specialist or dedicated HR resource to assist them. Your investment in a workforce management solution represents a major step toward more cost-effective workforce management, but measurable value can only be realized if your staff uses the solution consistently and effectively, taking advantage of all of its capabilities.

GET YOUR TEAM QUICKLY UP TO SPEED AND UTILIZING THE FULL POTENTIAL OF YOUR INVESTMENT

KnowledgePass provides access to online, role-based educational content and support resources to get employees and managers quickly trained and using your solution how you intended them to. Accessed directly from our workforce management platform, this service is a great resource for:

- ▶ Onboarding new hires without pulling other staff from their tasks
- ▶ Assisting with employee transitions to management roles
- ▶ Delivering a skills refresher on a particular application or feature set
- ▶ Staying up-to-date on product enhancements

KnowledgePass not only reduces the need to rely on outside support, but also solves employees' issues quickly and gets them back to performing core business functions. Employees who are knowledgeable on the system are able to use it more effectively, providing a greater return on your workforce management investment.

KnowledgePass Features



Easily accessible within the workforce management platform, KnowledgePass empowers your employees to select the additional training they need, right when they need it.



Materials from KnowledgePass come in two formats. Three-minute simulations provide quick and simple demonstrations of common tasks for effective training and skills reinforcement. Job aids provide handy, printable reference sheets with instructions for performing standard procedures to supplement employee training.



Training recent hires to use new technology can be a difficult task, one that requires the time of other staff. KnowledgePass is the perfect solution for quickly onboarding new employees by providing step-by-step, hands-on training for a variety of common tasks. Errors can be costly; ensure employees are trained properly from day one to avoid them.

