

# Personal Security and Productivity

## What keeps you awake at night!

In the area of Unified Communications there are not many physical risks facing users, and any that do exist are usually easily dealt with by using the correct equipment; headsets to protect against acoustic shock and muscular strain from cradling a handset under the chin. There are other situations however that require a more technical solution.

### Lone Workers

This is a commercial necessity but also a nightmare for extending the safety and wellbeing of an office environment out to the lone worker on a remote location. Many industries have tasks that are carried out by lone workers, a few diverse examples are health visitors, lift engineers, estate agents, breakdown and recovery workers, teachers, there is a very long list.

There are features in the Samsung Hosted Communicator product that can assist business's in providing additional safeguards for these workers.

**Location tracking** allows an authorised person to view and monitor the location of their mobile devices, how long the devices have been stationary and historical activity.

If the lone worker requires assistance they can send an **emergency signal** back to the office by pressing a defined combination of buttons on their handset, this will send an alert and the location of the device.

### Proof of Work

How long does it take to get work undertaken outside of the business signed off and payment approved? Using the **video clip recording** and **photo recording** functionality built into the Hosted Samsung system, this makes the customer sign off process much easier, eliminating disputes and provides a visual record of work completed for future reference.

Many contractors working in safety critical industries such as rail and aviation maintenance use this as an indispensable tool, it is also used in many other industries, two examples are insurance claims assessors and road maintenance. There are many businesses that can benefit from this functionality.

### Dispute Resolution

Having a record of every transaction is a must for any business. It is mandatory for the financial industries and is a common-sense approach for everyone else. Having the ability to access **verbal transactions** with your customers stops any doubt on what was agreed or not agreed,

normally resolving any dispute before it becomes aggravated and escalates to potentially losing a customer.

### Verbal Abuse

Abuse is not tolerated in any industry, the notification to any caller that their calls are recorded is normally enough to stop verbal abuse from happening. On the rare occasion that this is not enough the **voice recording** is stored in accordance with English Law that allows it to be used in a court of law as evidence.

### Staff Training

Providing efficient staff training not only enhances your productivity, it also helps with staff retention and development. Built into the voice recording system is the ability to **review a call**, assess it, grade it and mark areas for specific attention. This functionality has been very successfully used to train frontline telephone staff within the business, by the business, without the expense of sending staff on external courses or days of lost productivity with classroom-based training.