



Up to the Task

Nine ways UKG Dimensions Task Management powered by ThinkTime boosts associate engagement and productivity





Keep stores operating at top efficiency while delivering an **exceptional in-store customer experience.**

UKG Dimensions Task Management™ (formerly Kronos Task Management™) powered by ThinkTime® delivers a cloud-based task, support, and communications solution that keeps stores operating with peak efficiency — and solves nine key challenges retailers face today. With convenient, reliable, in-the-moment cloud delivery of communications, associates can prioritize their tasks, organize their time, and complete necessary work to increase productivity and improve customer satisfaction.

As part of the UKG Dimensions™ (formerly Workforce Dimensions™) suite, an integrated, end-to-end workforce management solution, UKG Dimensions Task Management delivers a unified user experience for corporate staff, managers, and associates, allowing you to forecast, assign, and track tasks more efficiently to improve store operations and build customer loyalty.

CHALLENGE #1

Inconsistent execution

Hundreds of franchise and chain stores have based their business models on the goal of consistency — your McDonald's hamburger should taste the same in Beijing as it does in Boston. Whether or not that's true, too often consistency falls victim to poor communication. When standards are unclear, leaders and associates are free to interpret them, allowing inconsistencies to creep into operations.

UKG Dimensions Task Management combats inconsistencies by creating:



One clear stream of communication from corporate to associates

Your hierarchy, roles, and users are uploaded into the platform during implementation. You can cascade standards through every level, delivering communications and tasks that reach your intended audience without filters.



Personalized communication

Associates get only the information and instruction they need to deliver consistent execution, every time. Field leaders can use UKG Dimensions Task Management to audit stores and ensure that the vision has been translated into reality.



Store Walk and QuickWalk tools

Scripted Store Walks using prebuilt questions structure the flow of store walks and build consistency chainwide. Leaders capture opportunities and translate them into QuickWalk tasks that can be tracked to completion.



CHALLENGE #2

Lack of real-time visibility

To make informed decisions, managers need full access to the most accurate information about the work they oversee. With real-time visibility into task status, both managers and associates are better informed and more productive.

UKG Dimensions Task Management delivers information that is:



Timely

Robust dashboards, widgets, and in-task drill-down reports put a real-time view of the truth at your fingertips.



Trackable

A personalized calendar view for every user allows proactive planning at all levels.



Meaningful

Data is personalized to show each user the information that is most important to them, while blocking out irrelevant data.

CHALLENGE #3

Overloaded store workers

Workers with too much on their plates may fail to perform at their best, reducing productivity. At the same time, many retailers need to meet payroll ratios by increasing the workload. UKG Dimensions Task Management helps you visualize the impact of scheduled work, week to week, and identify opportunities to move a task from one week into the next.

The solution also lets managers:



Plan and align schedules and tasks in a **single system**



Balance workload through workflows, gatekeeping functions, and a comprehensive calendar



Ensure associates **complete the most important tasks**



Make decisions that **support a more engaged, productive workforce**



CHALLENGE #4

Lack of targeted content

In a data-driven world where information is often broadcast to everyone — whether it applies to them or not — your workforce can easily get distracted. Cut through the clutter with real-time, personalized content based on their roles, locations, and profiles, and help your employees be more productive.

From the moment users log in to UKG Dimensions Task Management, they see what you want them to see and not what you don't.

Associates get the benefit of real-time updates **without the distraction of filtering through irrelevant information.**



CHALLENGE #5

No task validation

Every retail operation has certain mission-critical tasks that must be completed correctly and on time to protect your organization from unwanted consequences.

UKG Dimensions Task Management delivers checks and balances by:



Allowing managers to require **validation of critical tasks**



Enabling photo validation of tasks so **managers can review, approve (or reject), and validate** their direct reports' work in real time



CHALLENGE #6

Poor support for field task requests

Until recently, retail was connected to a time and place. Now, shopping happens everywhere, with no restrictions on location, device, or business hours. Customers have information at their fingertips — so must your associates. For retailers to win in today's fast-paced environment, there can be no delay between question and answer.

UKG Dimensions Task Management includes fully integrated support tools to allow your associates to provide fast, accurate assistance to customers.



Knowledge base

Associates can access documents, procedures, and Q&As.



Support groups

Associates reach out in real time for the answers they need — no more awkwardly dialing the home office to try to find the right person to answer their question.



Task integration

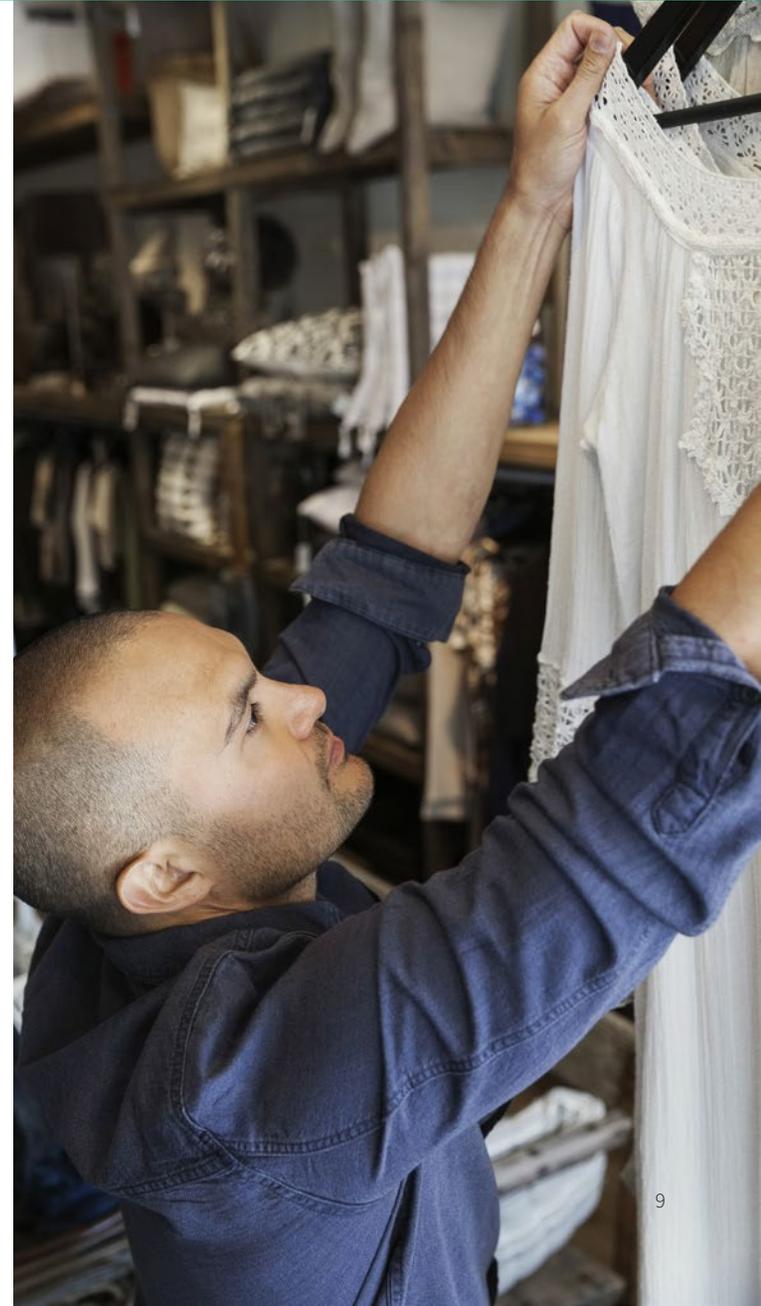
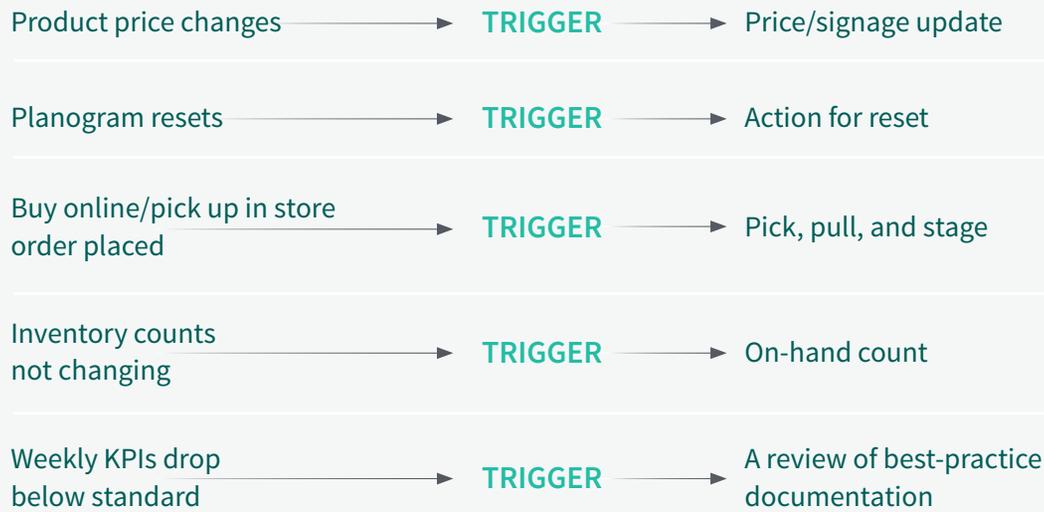
Tasks include the ability to link a knowledgeable support group directly with associates on the frontline.

CHALLENGE #7

Lack of automation based on external triggers

Many operating tasks are planned months in advance, but some tasks occur on a daily basis and need to be addressed right away. Changes in inventory, pricing, point-of-sale, e-commerce, and KPI dashboards frequently require action, but without visibility into them, your associates can't respond in real time.

UKG Dimensions Task Management lets you generate tasks based on events that occur in external systems. Examples of events that might trigger tasks include:



CHALLENGE #8

Lack of mobile communications platform

Today, employees want the flexibility to get things done on the fly. Mobile devices have come to occupy a vital place in our lives, which begs the question:

How ready are your internal systems to handle mobile?

The UKG Dimensions suite, including UKG Dimensions Task Management, was built to be mobile from the very beginning. Every function, screen, and flow was designed with a handheld device in mind.

With responsive web and native mobile applications like these, meeting employee expectations is easy.

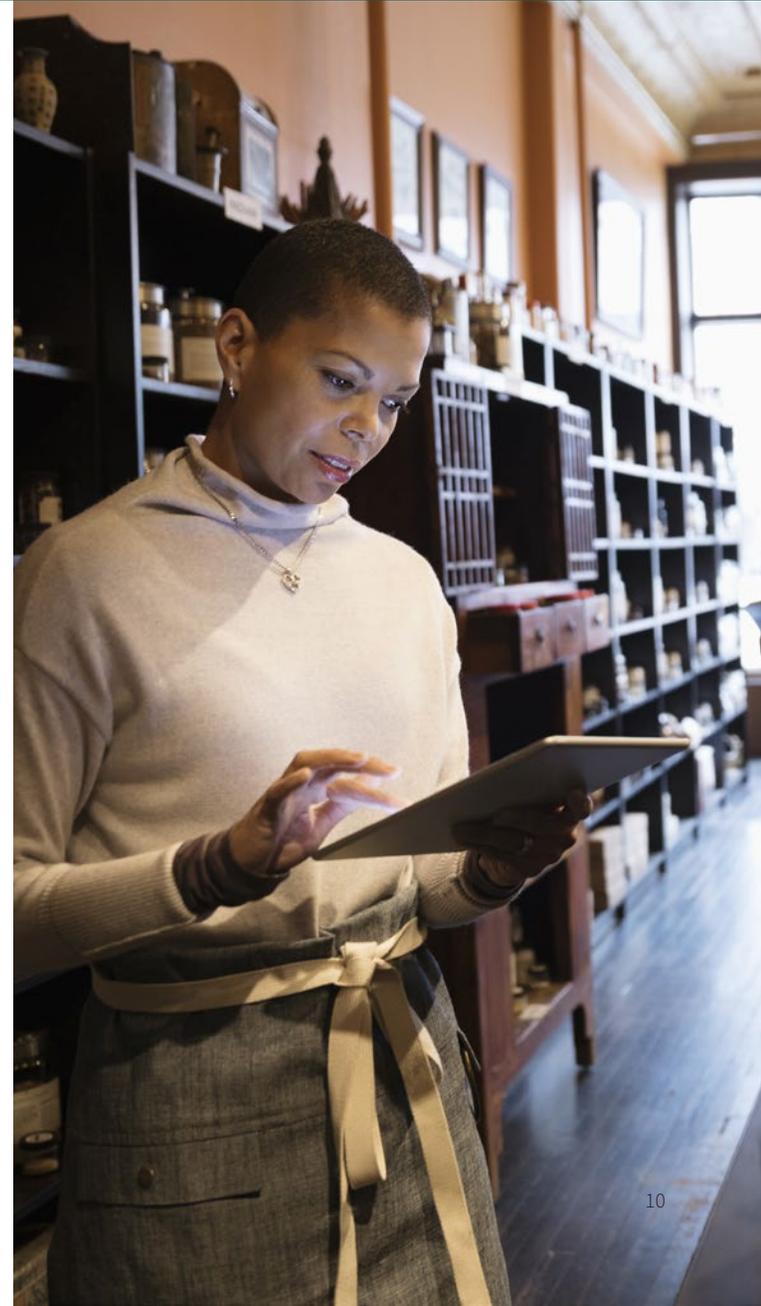
Associates can:



Access details and information **where the work actually happens**



Use a single application to view their schedules, request time off, swap shifts, and view daily tasks



CHALLENGE #9

Too many points of entry

Most retailers struggle to manage the multiple operational systems they use, especially if these systems don't talk to each other and require multiple points of entry for users. The result is that managers and associates waste time going back and forth between solutions. And the inability to integrate these disparate systems creates data silos that isolate valuable information.

The UKG Dimensions open API framework is built on the UKG D5™ Platform with a flexible domain model, allowing the platform to provide extensibility and consistency to simplify integrations with systems like ThinkTime. With UKG Dimensions Task Management, users have a single point of entry for their workforce and task management systems.

Use **over 25 integration points** on the UKG Dimensions home dashboard to view communication, videos, tasks, and more.



About UKG

At UKG™ (Ultimate Kronos Group), our purpose is people™. Built from a merger that created one of the largest cloud companies in the world, UKG believes organizations succeed when they focus on their people. As a leading global provider of HCM, payroll, HR service delivery, and workforce management solutions, UKG delivers award-winning Pro, Dimensions, and Ready solutions to help tens of thousands of organizations across geographies and in every industry drive better business outcomes, improve HR effectiveness, streamline the payroll process, and help make work a better, more connected experience for everyone. UKG has more than 12,000 employees around the globe and is known for an inclusive workplace culture. The company has earned numerous awards for culture, products, and services, including consecutive years on Fortune's *100 Best Companies to Work For* list. To learn more, visit ukg.com/retail.



Our purpose is people

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