

SHIFT CHECK-IN WORKFLOW

Enhance Productivity for the Frontline Workforce



CHALLENGE

Frontline workers are often required to check in with dispatchers or supervisors at the start of their shift. When groups of workers start their shifts at the same time, bottlenecks and delays occur — especially if managers or dispatchers must manually respond.

Frontline operations require a solution that automates routine processes like shift check-ins to unlock cost savings and boost productivity hindered by traditional tools.

SOLUTION

Orion's Shift Check-in Workflow automates manual check-in processes, whether checking in at the start of a shift or checking in before each task.

Users speak a voice command like "Status Check", and the Orion Voice AI Workflow responds and completes the check-in without any other human intervention. This process eliminates a manual response from managers or dispatchers, gets workers productive sooner, and enables focus on higher-value tasks. This workflow can also be configured to integrate voice-driven check-ins with Time & Attendance systems of record.

The Orion Shift Check-in Workflow offers immediate relief to frontline operations bogged down by time-consuming manual processes while still adhering to this safety-, procedural- and compliance-related check-in task. Applications of this workflow benefit industries with drivers/dispatchers that are required to confirm communications before each shift, security guards who are required to confirm their connectivity with their security operations center, or any frontline workers who are required to check in at the beginning or throughout their shift.

CUSTOMER SUCCESS STORY:

Massachusetts Bay Transportation Authority (MBTA) saves \$800,000 per year by automating Radio Checks, their operational application of Orion's Shift Check-in Workflow:

"Before Orion, if 25 drivers came online during 10 minutes at the start of a new shift, dispatch was overloaded responding to each radio check and delaying other drivers from starting their route. Dispatchers also had to respond to hundreds of radio checks throughout the day manually. By eliminating the need for manual radio checks, dispatchers can focus their higher-value responsibilities, and drivers get out on the road faster."

- Jim Nihan, MBTA

Shift Check-in Workflow

- Users speak a voice command, and the Orion Platform automates and records a response.
- Employees log the start/stop/break of their shift or confirm their communications network is operational without waiting for a manual response.
- Managers and dispatchers no longer interrupted by manual check-ins can stay focused on higher-value tasks.

Support for Frontline Industries

- Save frontline workers time each day with a transformative multiplier effect
- Improved productivity
- Improved job satisfaction
- Support for safety and compliance requirements like pre-ride vehicle communications checks
- Ability to archive and store activity for review and compliance

Orion Voice AI Workflows are available on the Orion PTT 2.0 Platform. Our workflows also connect via our API integrations into back-end systems of record, task management, collaboration, or industry-specific solutions like Transportation Management Software, Hospitality Operations Software, and more.

More Frontline Voice AI Workflows are available. Contact us to discuss your organization's needs.