TOSHIBA

TCx® ELEVATE

Mobile Operations Manager Application

The Mobile Operations Manager app provides a birds-eye-view of the front end and monitors vital lane operations data in real-time from virtually anywhere in the store. By capturing data, facilitating notifications, and processing requests from traditional and self-checkout lanes, it allows your store staff to be more responsive to potential issues and gives managers insights into day-to-day lane operations.

Mobility provides retailers with more choices about how their workforce utilizes time, where employees perform their work, and how to best meet customer needs. Our TCx Elevate Mobile Operations Manager app extends role-based or job-specific functionality from desktops to handhelds, leveraging mobile capabilities to streamline business operations.

KEY **BENEFITS**

Creates more flexibility for retailers to choose how resources are used

Offers dashboards for insights into daily lane operations, tracking productivity and find out what's happening across store lanes

Extends functionality from desktops to handhelds to leverage mobile capabilities

Allows critical tasks such as scanning an item or opening and closing a lane at the front-end terminal to be performed onscreen without using a keyboard or handheld device

TOGETHER COMMERCE

BENEFITS

AN OPERATIONS APP FOR THE ENTIRE FRONT END

Allows once time-consuming tasks to be completed in a fraction of the time

Ensures shopper assistants can provide more personal attention to their customers

Expedites the sales process while providing a frictionless customer experience

AN OPERATIONS APP FOR THE ENTIRE FRONT END

The TCx Elevate Mobile Operations Manager app supports all self-checkout intervention types and basic POS functions along with an operator-optimized, contextual menu that provides a rich set of functions.

› **Assist Shoppers** - perform critical tasks such as adding items and reviewing notifications

› **Manager Dashboard** - offers a view of all lanes across the store

› **Audio Alerts and Push Notifications** - helps associates multitask and never miss a customer need

› **Queue Management Mode** - direct shoppers to open lanes and reduce congestion at checkout

Key actions include, but are not limited to:

Voiding transactions

Opening and closing Lanes

Item entry (keyed, quantity, price/dept)

Price override of an item

Processing of age-restricted items

Reviewing security notifications

FEATURES

WHY CHOOSE **MOBILE OPERATIONS MANAGER**

With the Mobile Operations Manager app, shopper assistants can now proactively engage with customers, improving experience, speed, utilization, and reducing shrink for the retailer.

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