

TOSHIBA



TCx™ Elevate

Mobile Operations Manager Application

The Mobile Operations Manager Application (App) serves as a birds-eye-view of the retailer's front-end. It captures data, facilitates notifications, and processes requests from traditional and self-checkout lanes. It allows for your store staff to be more responsive to potential issues and gives managers a dashboard for insights into day-to-day lane operations.

Mobility provides retail operations managers with more choices about how their workforce utilizes time, where employees perform their work, and how to best meet customer needs. Applications like TCx Elevate Mobile Operations Manager extend role-based or job-specific functionality from desktops to handhelds, allowing mobile capabilities to influence retailer business processes.

With the right technology, real value can often be extracted from front-end operations, allowing retailers to drive down costs in other areas and remain competitive. In addition, data analytics are essential to making business decisions, driving efficiency, and enhancing security. With the TCx Elevate Mobile Operations Manager App, retailers can monitor their vital lane operations data in real-time from virtually anywhere in the store.

TCx ELEVATE MOBILE OPERATIONS MANAGER



Retailers

Allows daily procedures that would have been time consuming in the past, to be completed in a fraction of the time.



Associates

Shopper assistants can now provide more personal attention to their customers.



Customers

Expedites the sales process while providing a frictionless customer experience.

Track productivity and find out what's happening across your store lanes with manager dashboards

The TCx Elevate Mobile Operations Manager App supports all self-checkout intervention types and basic POS functions along with an operator-optimized, contextual menu (inside or outside transaction) that provides a rich set of functions to the shopper assistant.

Key actions that can be tracked include, but are not limited to:

- > Voiding or Suspending Transactions
- > Taking an Extract
- > Opening and Closing Lanes
- > Keyed Item Entry
- > Quantity Item Entry
- > Price/Dept Item Entry
- > Price Override of an Item
- > Processing of Age-Restricted Items

TCx Elevate Ecosystem Program

TCx Elevate Ecosystem includes applications developed by Toshiba, certified third-party retail software developers, and TCx Elevate software partners.

Toshiba OS clients have the capability of extending the value of their investments by adding the TCx Elevate family of applications, which allows for the introduction of new capabilities more quickly to meet the need in today's dynamic, fast-paced retail environment.

Between the shopper assistant and the store operations management team

The TCx Elevate Mobile Operations Manager App provides contextually significant notifications for front-end and self-checkout lanes. Front-end notifications will be produced when an associate interacts with the 'help request' functions and self-checkout notifications will be published any time a customer requires manager assistance.

The TCx Elevate Mobile Operations Manager App lets shopper assistants use a handheld device to monitor and control selected functions of all store lanes, both front-end and self-checkout, from anywhere in the store that is within range of their wireless network. Transaction status information is displayed in real time on the mobile device as the shopper's order is being processed. Shopper assistants can now proactively engage with customers which improves experience, speed, utilization, and reduces shrink for the retailer.

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