

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



Toshiba's technology has allowed us to put the customer at the center. As a result, we are able to create awareness to help them see how technology can facilitate easier shopping experiences and payments so they end up adopting and enjoying its use.

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

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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