



EXECUTIVE SUMMARY

Partner Affiliations:

- Cisco Technology Developer Preferred Solution Partner

Associated Cisco Solution:

- Retail Employee Optimization
- Unified Communications

Customer Benefits:

- Improve customer service by helping sales associates spend more time on the store floor
- Increase workforce productivity
- Improve employee-supervisor communications
- Give store associates faster and better access to information
- Automate compliance with regulations
- Preserve investments by using existing infrastructure and Cisco Unified IP phones

Targeted Industries:

- Retail

Geographical Regions Served:

- Global

Store Workforce Management Connection—Kronos

Partner Overview

Kronos Incorporated empowers organizations to effectively manage their workforce. Kronos focuses solely on delivering software and services that help organizations reduce costs, increase productivity, improve employee satisfaction, and ultimately enhance the level of service they provide. With 30 million people using its solutions in more than 60 countries, Kronos is widely recognized as a market and thought leader in workforce management.

Partner Solution Description

Store Workforce Management Connection with Kronos combines Kronos Time Capture for Cisco software with Cisco Unified IP phones, making it possible for employees to punch in and out from anywhere in the store, distribution center, or corporate office. It is also possible to deploy a mixed Workforce Central access environment, using both Kronos time clocks and Cisco IP phones as endpoints. Installation is quick and easy, and requires no modification to the existing Kronos Workforce Central system.

Employees access Kronos Time Capture for Cisco functions from the service menu of their Cisco Unified IP phone. Store associates can punch in or out, perform a labor account transfer, or view their schedules for the current period. By providing a greater number of Kronos Workforce Central access points, sales associates can spend more time on the store floor and deliver better service to customers.

Ultimately, Store Workforce Management Connection with Kronos benefits customers by helping retailers better track, allocate, and manage store associates. By understanding the correlation between staffing and sales, retailers can fine-tune their merchandising and optimally match staff to current needs.



Kronos Workforce Central 61 has tested compatible with Cisco Unified Communications Manager 6.1.5, Cisco Unified Communications Manager 7.1.5, Cisco Unified Communications Manager Express 7.1 and the following Cisco Unified IP phone models: 7945, 7960, 7961, 7965, 7970, 7971, 7975, and IP Communicator. The Cisco Compatible logo signifies that Kronos' product has undergone interoperability testing by Kronos together with Cisco and a third-party test house based on testing criteria set by Cisco. Kronos is solely responsible for the support and warranty of its product. Cisco makes no warranties, express or implied, with respect to Kronos' product or its interoperation with the listed Cisco product(s) and disclaims any implied warranties of merchantability, fitness for a particular use, or against infringement.



Core Components of the Partner Solution

Kronos Time Capture for Cisco is integrated with Cisco Unified Communications Manager (CUCM) or Cisco Unified Communications Manager Express (CUCME). The fully web-based, highly secure architecture of Store Workforce Management Connection with Kronos includes:

- **Employee interface:** An easy-to-use Cisco Unified IP phone GUI lets store associates enter time sheet information, change job assignments, and review their schedules.
- **Full compatibility** with Kronos's industry-leading Workforce Central solution.
- **Human resources interface:** Through Kronos Workforce Central, the solution integrates and exchanges data with existing human resources software systems.
- **Payroll interface:** The solution also exchanges data with the payroll system, giving finance teams more granular data for labor cost analysis and reporting.

Related Cisco Products

- Unified Communications system running Cisco Unified Communications Manager or Cisco Unified Communications Manager Express
- Unified IP phones

For More Information

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