ONEVISION
ALL IN ONE

Product Guide
eLearning, Feedback, and Scheduler
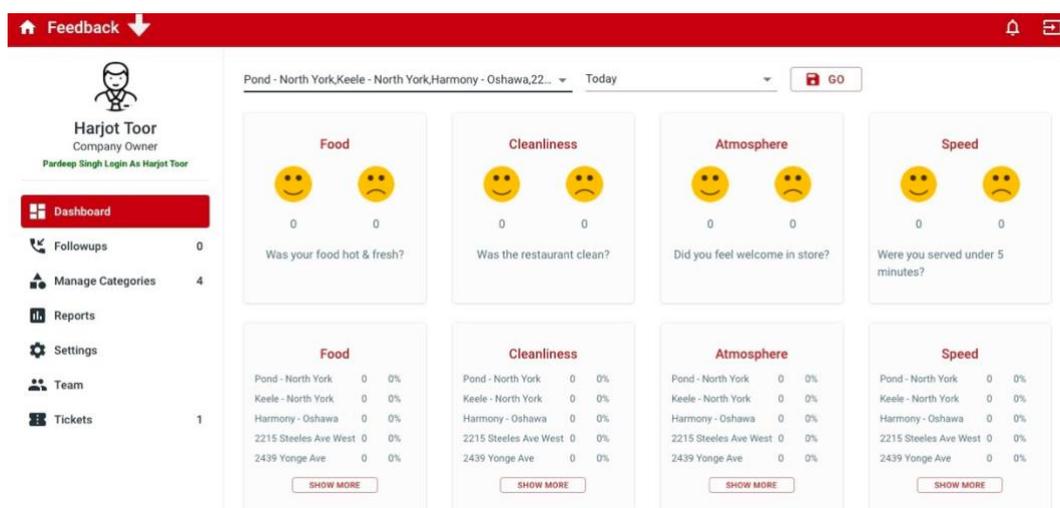
Feedback

Our easy-to-use feedback software will automate the customer feedback process for you, allowing you to monitor store feedback without manually having to chase customers or enter information anywhere.

FEATURES!

- **Choose which questions you want to ask**. Our feedback system is entirely customizable, which means you can choose the categories you wish to monitor at all stores. You simply add which questions you want to ask and then customize them based on which stores or location you are monitoring.

- **Automatic data sync**: all customer feedback based on the questions you choose will be uploaded automatically. You will be able to view how many customers have filled out the forms and the percentage of positive and negative feedback when you log-in. You can also push-notifications to receive this information via email or mobile.

- **View feedback follow-ups:** any detailed feedback forms requiring a follow-up will be displayed separately, and you can check if someone has followed up on this or if this is still pending.

- **Easy-to-use for customers.** Customers can quickly answer 'yes' or 'no' or a detailed form using our dedicated Feedback app for in-store tablets, making it convenient compared to long forms that take time and deter customers.

- **IPTV app**. OneVision offers a TV app where feedback can be displayed for customers to see when they are in-store. *Customers value transparency* - 62% say that they will stay loyal to a brand they trust, and 34% reported not trusting the brands they use.

On your dashboard, you can easily view all feedback from all or specific stores based on the categories you have chosen to monitor, which can be changed at any time.

BENEFITS!

We pride ourselves in offering our customers a software that can help them save time and money. We will tell you precisely what Feedback™ provides and how it can help *you* as a business manager.

- ⊘ **Save time.** Instead of manually collecting and recording feedback, OneVision's software records customer responses via in-store tablets, automatically uploading them and ranking them for you to view online.

- ⊘ **Review feedback anytime.** You don't need to worry about tracking and keeping a record of this information. It's available online – you have clear categories that you can view anytime from any date. This is especially useful if you need to share this information with stakeholders.

- ⊘ **Spot issues you might've otherwise missed**.

    - → Whether through a detailed feedback form or by reviewing the ranking, you can spot which areas of customer service need more work. For example, you might see that one of your stores is consistently ranking low in speed. You can work on this by offering more training or supervising to figure out why speed is slow.

    - → The quicker you find issues, the better for your business. Many customers will not return after a bad experience, but OneVision is here to help you find recurring issues that you can resolve to stop this from happening.

- ⊘ **Eliminate errors.** Using our automated system means that the chance of any forms being lost is eliminated. You don't need to worry about whether you have sent out forms or missed responses when collating them.

- ⊘ **Save money.** As your business grows, collecting feedback may become a more challenging task. You might find yourself spending more time and money to keep up. Luckily, our automated feedback system ensures a smooth, hassle-free process that can keep up with any number of customers, whether that's 100 or 1000.

- ⊘ **Improve customer satisfaction**. Customers appreciated being listened to, and this, in turn, helps your business grow. Feedback™ lets you see if there have been any detailed customer responses that require a follow-up and whether someone has followed-up with the customer on this.

- ⊘ **Increase customer loyalty.** Millennials are more likely than any other age group to share good service experiences with friends and family, which can help your business grow through word-of-mouth. It costs more to acquire a new customer than to keep existing ones, which is why a good feedback system is essential for a growing business. Listen to your existing customers' concerns and keep them happy with Feedback™.

Scheduler

Scheduler is there to create and manage the weekly team schedule for your workplace. It works as a manager logbook for any industry. Scheduler will help you save time and money by improving communication between team members and streamlining shift-assignments.

MANAGER FEATURES

- **Create schedules.** Simple and easy to view, the weekly team schedule is easily accessible when you log-in to OneVision. You can check who you have assigned to what days and even whether the employee has viewed the schedule. You can also choose when to mark an employee as late (choose a time cap). You can add 'open shifts', where employees can request to take shifts based on preference.

- **Track shift changes**. You can view a record of requests for shift trades or covers, including who they were requested by and when. You can also view time-off requests and whether they were approved or rejected.

- **Set up clock-in and clock-out**. Employees will be able to clock-in using their OneVision smartphone app when they start their shift. You can also add breaks. After clocking-out, the wage will be calculated based on hours worked.

- **Set up a geofence for clock-in.** Managers can choose to enable geofence for employee clock-in, which means that employees can only clock-in once they are in a defined parameter around the store location. This is to prevent misuse. Each site can set up one geofence.

- **View timesheets**. You can view employee timecards, scheduled and actual hours, paid hours, unpaid breaks, and any issues encountered during shifts. You can set up how many breaks are allowed, how often, and whether they are mandatory.

- **Set up payroll**. Admins can choose when payroll is run (weekly, bi-weekly, monthly) and the day that it starts. You can enter hourly pay for different positions (trainee, supervisor, manager), which will calculate pay. Employees can also see how much they make after each shift based on this.

- **Push notifications**. You can choose to be alerted via email or text when an employee does not clock-in for work, or when someone requests a shift change.

EMPLOYEE FEATURES

- **Add to availability calendar.** Employees can add the times they are available, which is then added to a team availability calendar to view and base shift assignment decisions on. "Open shifts" can also be added, where employees can choose which times they want to cover.

- **Request shift changes.** Once shifts have been assigned, employees can request to trade or cover shifts. They can also request time-off, specifying the date and reason for you to review.

- **Clock-in and clock-out.** Employees will be able to clock-in once they arrive at the location. They can take a selfie as they do, and the time will be logged. They can use the app to start and finish breaks in between and to clock-out when they leave. Their hours are recorded, and their pay will be calculated based on the rate you enter.

BENEFITS!

Higher employee satisfaction.

- Employees can enter their available times, which means you can assign them to their favoured shifts times, resulting in higher contentment at work.

- Scheduler ensures better communication. Employees can easily request shift changes or time-off, hassle-free and online.

- The clock-in clock-out system eliminates human error when calculating pay, as it is done automatically. Employees can see this information via their accounts without having to ask managers or Human Resources.

Higher efficiency. Manually, the payroll process requires you to calculate hours worked and check attendance. In contrast, Scheduler's clock-in feature and payroll system automatically calculates how many hours an employee has worked and exactly how much they need to be paid.

All the data in one place. Whether this is for checking attendance, shift history, or payroll, you have access to all the information you need in one place, accessible anywhere and anytime. Transparency helps your business grow by keeping both employees and customers happy and loyal.

eLearning

eLearning provides you with all the tools you will need to train your employees efficiently. It can be used to create, distribute and manage the delivery of training content.

FEATURES!

- Add courses for your employees with a customizable course-builder. You can choose the level (easy to expert), the course name and the file type, such as a presentation, video or document.

- Add tests, including drag-and-drop match, multiple-choice and open-worded questions to test retention.

- Edit, delete or share the courses at any time. Employees can also access training material whenever they want.

You can track both individual and collective employee performance on your dashboard. You can check whether an employee has completed a course and is ready for certification.

Your dashboard will display your team's data on the courses, including how much time they have spent, which device they completed it on and how well they did.

Use our revolutionary **Helpdesk Builder** to create a vast, expansive database of information for your employees. You can upload anything from training videos to common customer questions and answers that your employees can access on any device by downloading our dedicated **Helpdesk** app.

Each location will be assigned a Helpdesk pin and code, which employees can use to login to the app and access the database.

For larger businesses, you can even utilize Helpdesk for customer use.

BENEFITS!

The employee-training process can be time-consuming and costly. Luckily, eLearning was created with the vision to cut down on both of these while still making sure that training is completed at a high standard. Don't just take our word for it, though. eLearning can help you with the following:

Training costs and time. Face-to-face training cuts into a supervisor's time, costing you money. Often, it can include venue costs too. eLearning eliminates these costs, as training material can be provided online. No wonder more than 40% of the Fortune 500 companies use online learning to train employees.

Higher retention. As employees can view the courses from home, they can easily make notes and better understand the material. Traditional learning has retention rates of 8-10%, while online learning can push this to 25-60%. This is because employees can revisit topics they don't understand.

Quicker to complete. You don't need to spend in-store time teaching employees how to work. Similarly, larger businesses no longer need to hold designated training days for new employees that take up time and money. Online training can take 60% less time to complete.

Viewable performance reports. Both the employee and supervisor can review employee performance, identifying areas of weakness to work on. Written down and recorded, employees are more aware of how they are doing and what needs improving.

Higher revenue. Not only will eLearning help you save on costs, but it will bring in higher revenue. With a comprehensive training program, income per employee can be up to 218% higher and profits 24% higher compared to companies who don't have training programs.

Lower rate of turnover. Retail, customer service, manufacturing and sales jobs had the highest turnover rates in North America in 2018. A lack of career progression and training remains one of the top reasons that employees leave. More training means more involvement and chance of progression.