TASK WORKER

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TASK WORKER

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A Task Worker operates a specific business process, often using a purpose built application or a specific function within a corporate application. They are normally based in a single location. They require a solution that delivers them a reliable and consistent experience, each day and every day.

Examples of Task Workers within specific industries:

Back office, e.g. Accounts Payable: Requires desk-based tech i.e. computer, keyboard, mouse and desk phone. Will require access to policies, procedures and sensitive data. Audit trails are essential for compliance reasons.

Data processing: Technicians operate computers and other communications equipment to perform data entry work as part of a larger data processing system. They will need to be organised, methodical and analytical to ensure accuracy and consistency.

Emergency services call handlers: Uses central computer systems to log essential details about the patient's condition and location. They need to multitask in life-or-death situations by using the call centre equipment and software. They use a triage system to prioritise need, coordinate appropriate action and alert appropriate response dispatch.

Procurement: Requires access to supply chain management software for global sourcing, inventory control or accounting purposes. They will engage with suppliers and customers in negotiations, trouble shooting issues and problem solving. They require an understanding of administrative procedures, applications and programs.

PLATFORM:

- Typically "classic" workplace technology such as traditional desktop devices which are centrally managed giving a consistent experience each day
- Secured and locked down environment, promoting stability

COLLABORATION:

- Escalation of issues to team leaders
- Team-problem solving with enterprise social media platforms
- External collaboration with customers via live chat technologies and escalation to telephony

INFORMATION:

- Often kiosk style access to specific applications and tools being used
- Security configurations to restrict data leakage such as DLP and secure printing

ENGAGEMENT:

- High availability and uptime needed
- Local dedicated support functions may be preferred to a centralised help desk