

ADP® WorkForce Suite

ENHANCED COMMUNICATIONS

Operational messaging built for shift-based workforce

Deskless and shift-based workers operate in fast-paced environments where execution depends on prompt, accurate communication. Yet most communication tools are designed for office-based workers and are disconnected from scheduling, time, compliance and daily operational workflows.

As workforce complexity increases across roles, locations and regulatory environments, communication can slow execution, create inconsistent performance and introduce operational risk.

ADP WorkForce Suite Enhanced Communications connects messaging, tasks and documents directly to workforce data and operational workflows.

Smart communications designed for your front-line teams

Streamline workflows and documentation

- Deliver contextual communications triggered by specific events, schedules and exceptions
- Inform teams with real-time information directly into workflows
- Enable two-way conversations that turn feedback into action

Improve compliance and accountability

- Assign tasks with due dates, reminders and completion tracking
- Distribute version-controlled documents with role-based access controls
- Maintain audit-ready records of acknowledgments, training and operational execution

Support your people where and when they work

- Provide mobile-first access to critical operational communications and documents
- Activate micro-training and surveys in the flow of work
- Increase engagement by giving people accessible ways to provide feedback



Configurable communications embedded in your workforce operations

Rules-driven communications

Deliver targeted, contextual messages to make sure the right information reaches the right people at the right time.

- Configure automated message triggers based on time, attendance, scheduling or compliance events
- Segment communications by role, location, shift or workforce criteria
- Enable secure two-way messaging with visibility into acknowledgments and responses

Structured task management

Assign and track tasks tied directly to events, compliance requirements and workflows to verify critical actions are completed, documented and on time.

- Create and distribute role-based tasks with due dates, reminders and escalation paths
- Monitor task completion status in real time with centralized visibility and reporting
- Maintain audit-ready records of assignments, acknowledgments and completed actions

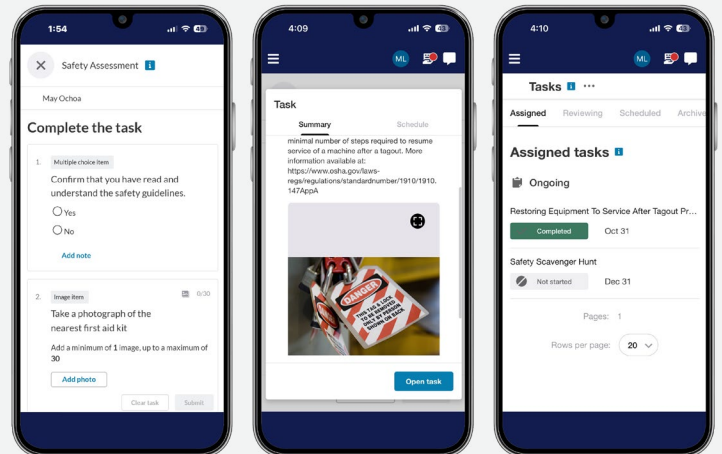
Controlled document governance

Distribute critical policies, procedures, training and documents with version control, acknowledgment tracking and role-based access.

- Manage version-controlled documents with configurable access by role, location or workforce segment
- Track acknowledgments, certifications and policy confirmations with audit-ready reporting
- Maintain a secure, centralized document repository integrated with workforce workflows

"Before implementing Enhanced Communications, we relied on disconnected emails and spreadsheets to manage frontline updates and compliance tasks. Now, communications, assignments and document acknowledgments are embedded directly into our workforce workflows. It has strengthened compliance oversight while improving speed and consistency across locations."

—Chief HR Officer, Global retail client



Visit us at workforcesoftware.com/workforce-suite/enhanced-communications to discover how we can embed intelligent communications into your workforce operations while strengthening compliance and driving accountable execution.