# How Salesforce's Work.com can help your business reopen safely after or during the pandemic

**brimit**

The unprecedented crisis caused by COVID-19 will most likely usher in a new reality where a business will be prompted to adapt and compelled to introduce major changes in order to stay alive. These changes will affect the most important areas of business operations:

**How key decisions are made**

**How work is organized**

**How businesses communicate with customers**

**How businesses return the favor
to those on the frontline of the pandemic**

# Work.com has been modified and now offers pandemic-specific tools

Work.com is a suite of tools that helps employees learn companny-specific skills and improve their performance. This is done via recognition tied to real rewards, as well as detailed goals, real-time coaching, and full-featured performance reviews.

To help customers address the challenges associated with COVID-19, Salesforce has added new features to Work.com. Here is an overview of what is included.

# Command Center

**Provides real-time data received from Tableau's COVID-19 Data Hub and helps you decide when you can get back to the office**

Command Center is a dashboard view that can help give you a clear picture of your company's readiness to return to work. It is a single screen where you can get information from the COVID-19 Data Hub about the local and global situation, receive updates on company personnel, and track your employees' progress in learning new procedures.

# Command Center in Work.com
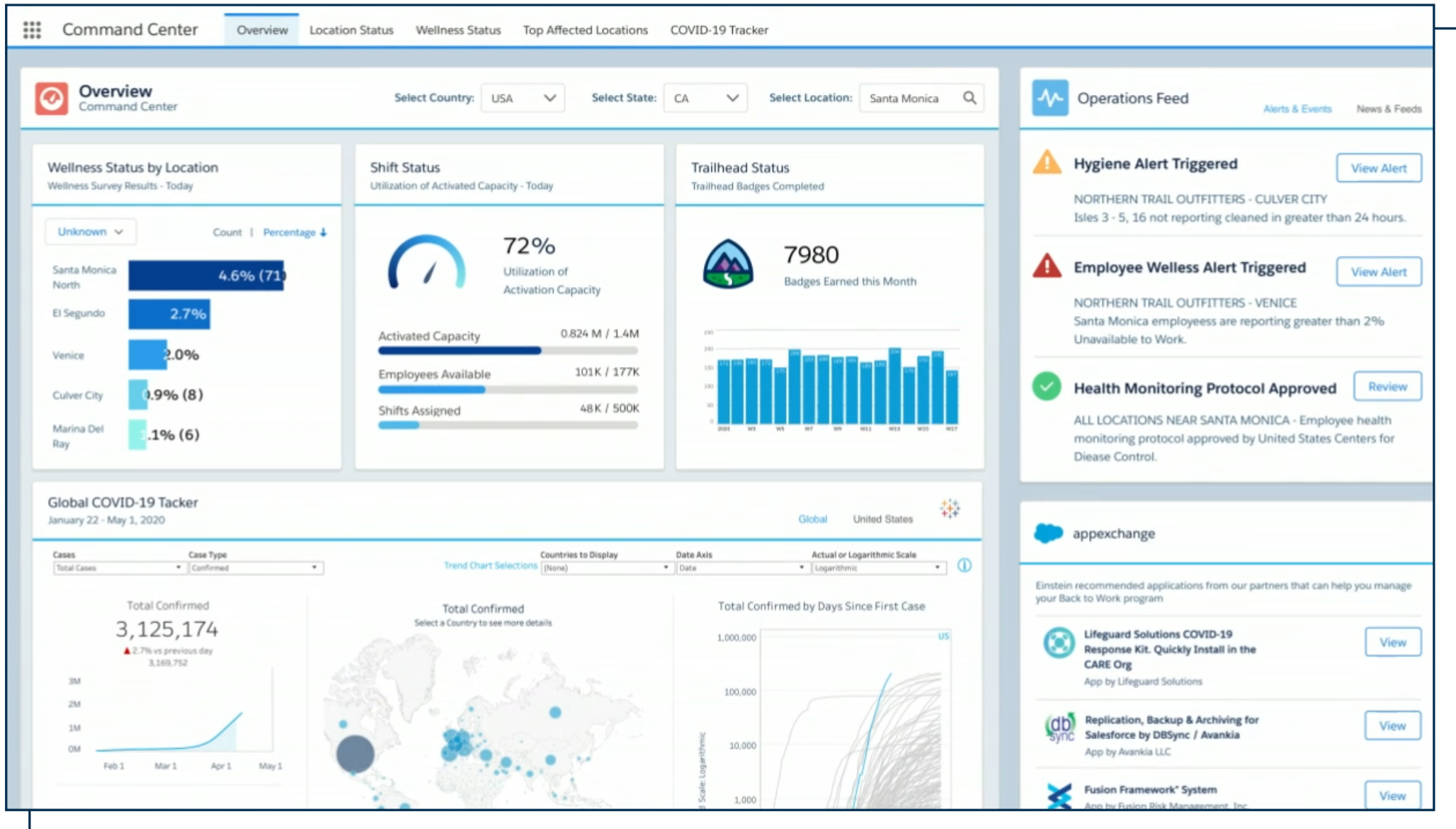
# Command Tracing

**Allows you to identify contacts that are infected or potentially infected**

In order to slow down the spread of infection, medical organizations gather information from people diagnosed with a disease in order to figure out who they recently had contact with. Those identified are advised to quarantine themselves to prevent further spread of the disease.

Salesforce's Contact Tracing feature allows employees to add information about people from their network who test positive for COVID-19 and understand the level of connection with those people. This gives employers insight into the situation across the entire organization.

# Command Tracing in Work.com
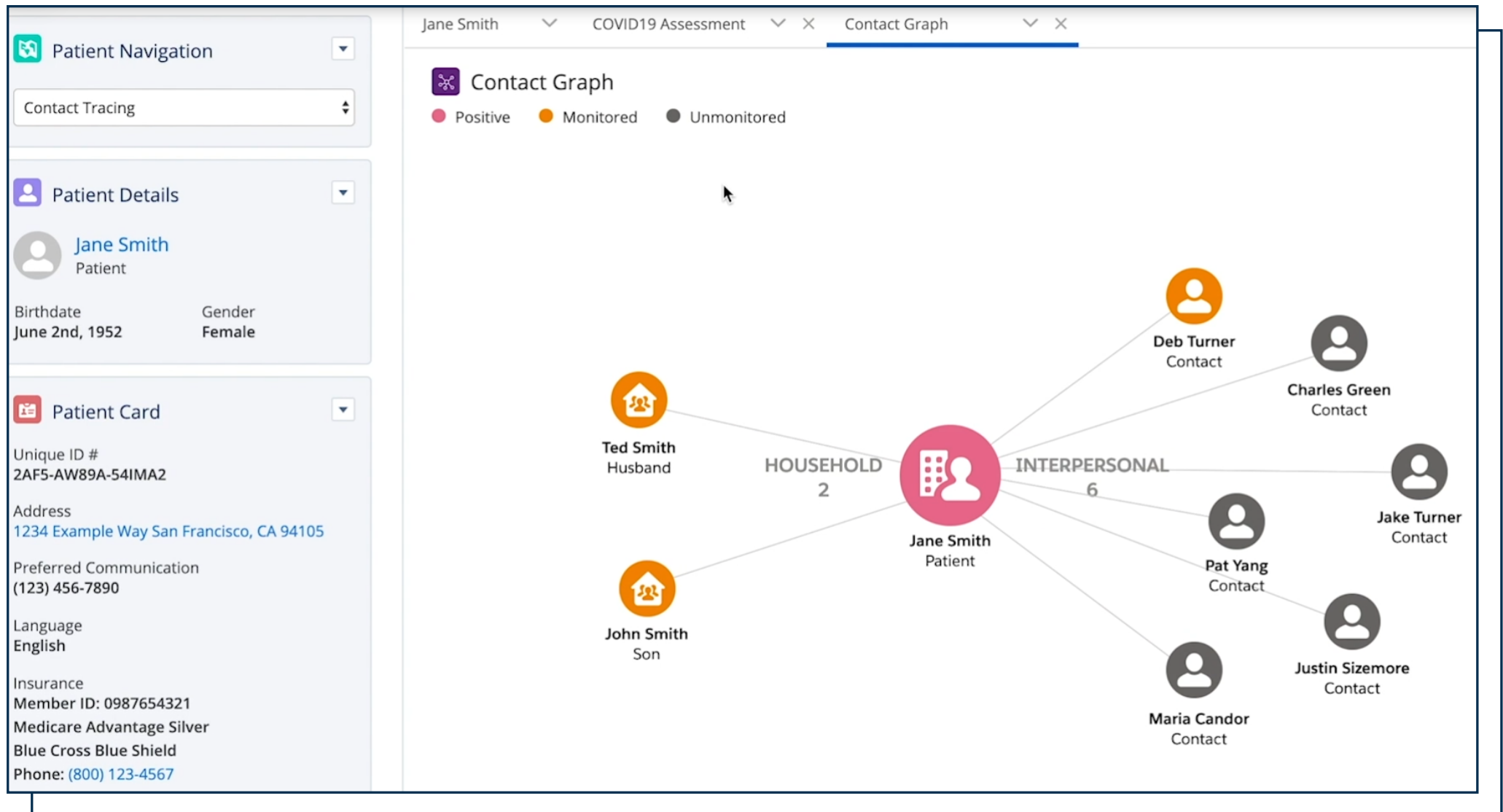
# Emergency Response Management

**Allows companies to quickly and efficiently allocate resources and services to the affected people**

This feature is designed mostly for public health institutions and government agencies in order to provide quick and efficient assistance to those who are affected. The tool helps protect people from the impact of an outbreak by accelerating responsiveness with a single view of all requests and approvals and facilitating communication with field employees using intuitive mobile apps.

# Emergency Response Management in Work.com
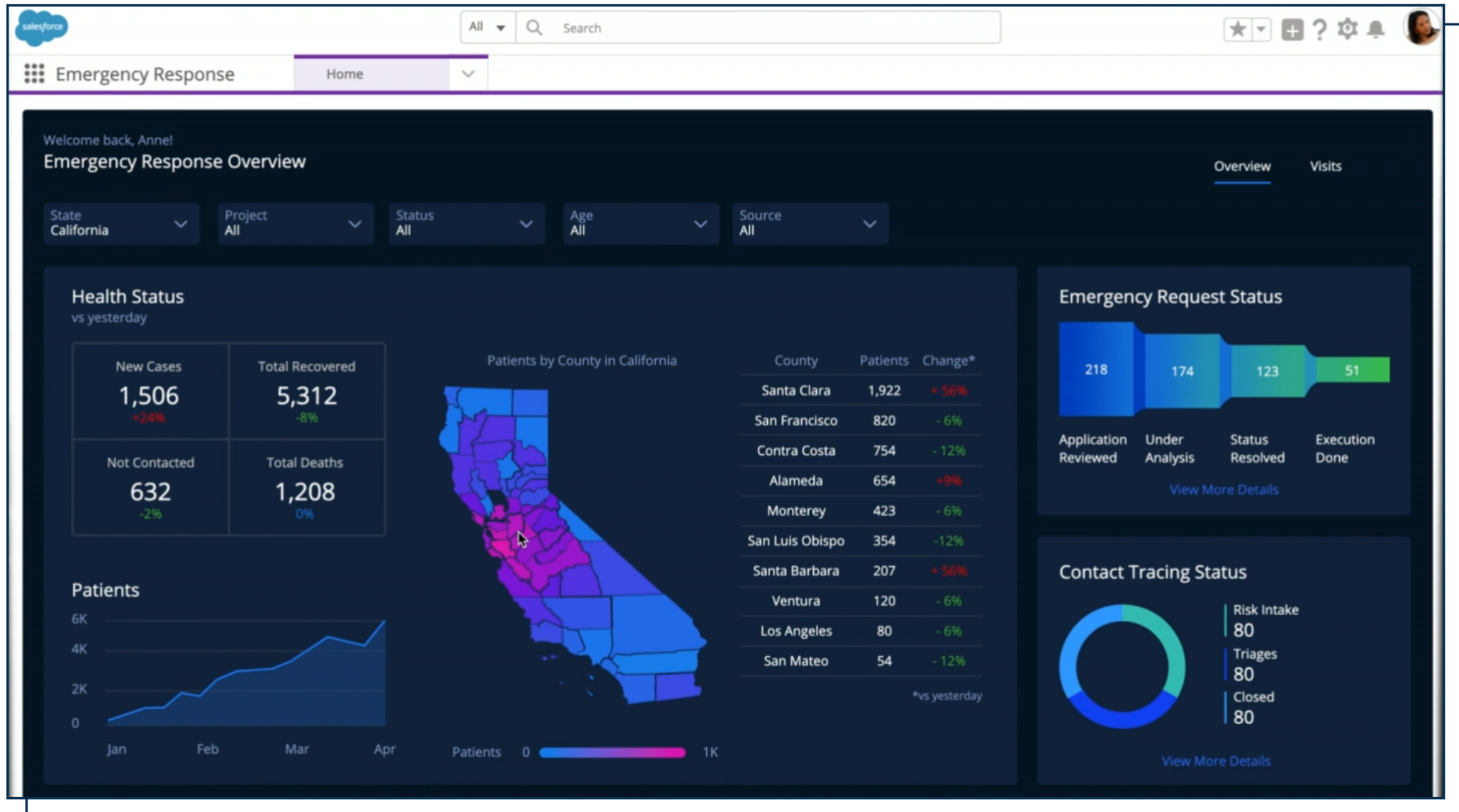
# Employee Wellness

**Enables users to survey employees in order to collect health and wellness data and exercise caution in reopening**

In order to make decisions about when to reopen multiple offices in different locations, businesses are required to assess employee health to determine the feasibility of returning to work based on general pandemic stats in their area. The feature enables management teams to securely survey employees before they go back to the office and conduct regular surveys after they are back.

# Employee Wellness in Work.com



**Wellness Check**

Amidst the COVID-19 global pandemic, this survey is being used to assess your readiness to return to work based on your health and wellness. By completing this survey and submitting your responses, you agree for the information collected to be used by the company to make decisions necessary to provide a safe work environment for yourself and others. The data will be kept internal to the company, be kept confidential, and be used for these purposes only.

You may decline to proceed with the survey, but doing so will require you to continue working in a remote capacity.

**I Understand and Consent**

I Decline

Have you previously been diagnosed with or tested positive for Covid-19?

Select an answer from the list

No ▼

Previous    **Next**    Pause

# Shift Management

**Enables management teams to coordinate staffing and employee schedules**

Shift Management enables organizations to coordinate the timing of their employees' return to the office, which can help reduce office density. By splitting the working day into shifts and scheduling breaks, companies can minimize the chance of large groups gathering in the office or in elevators. This feature also includes the coordination of third-party suppliers or vendor services.

# Shift Management in Work.com

# myTrailhead

Many businesses ended up in stressful situations where they had to change internal processes on the fly. In order to support their employees and help them learn and adapt to new working requirements, organizations can set up a new way of providing the latest training. This will also help ensure that employees comply with new regulations and have all the necessary info to remain safe.

# myTrailhead in Work.com

# Volunteer & Grant Management

**Provides an effective way to track volunteer activities and manage grants**

This feature allows management teams to make the process of matching people to the right volunteer activities more effective and transparent. This, together with an automated grant-allocation process, maximizes the contribution an organization can make to its community.

# Conclusion

**Work.com is a solution mostly for medium-sized and large enterprises that want to start recovering from quarantine and isolation, adapt to the new challenges, and enter the new reality equipped and trained.**

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**Important**

Please note that some of the features will be available in June 2020, and some are still marked as "coming soon." When making a decision to purchase, please make sure that you know the current state of the product.

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