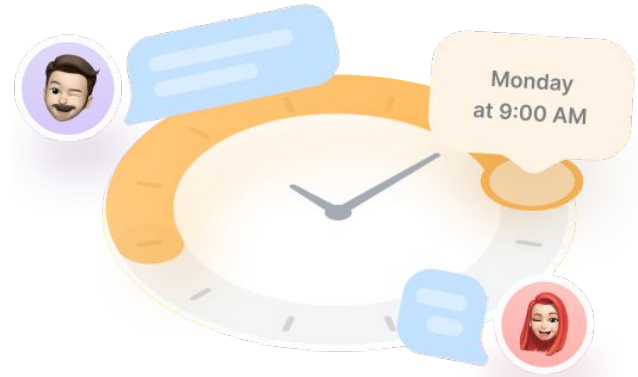


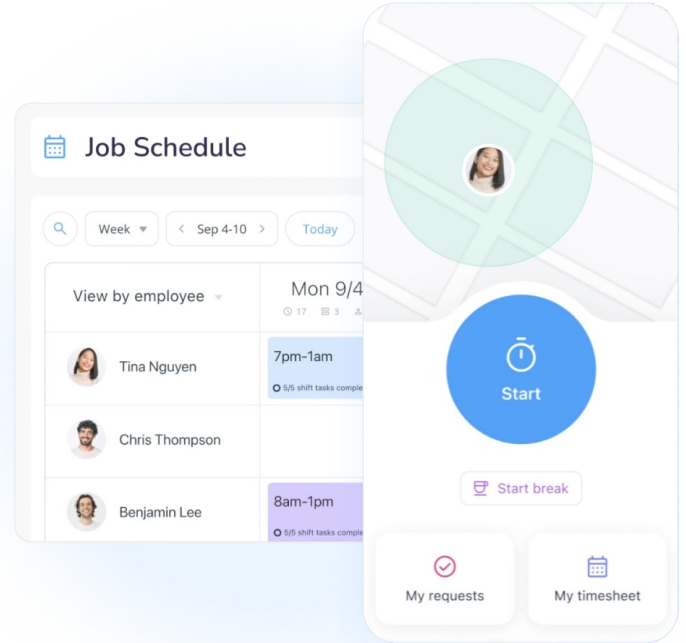
Connecteam - schedule messaging case study



Background

Connecteam is an employee management app focused on deskless employees.

Connecteam gives one complete solution for managers to easily run everyday tasks with operation, communication and HR features.



User voice

Support team received 380 tickets requesting schedule messaging feature.



Can you add an 'schedule message' on the chat feature? for example, Im assigning shifts on Sunday evening for next week. I always forget to send important messages on Monday morning, I what to be able to send them on Sunday.



Hi! is it possible to set schedule message on Connecteam chat? or maybe set an automatic message that others will get when they are working.



I always forget to send messages to my team, can you add a schedule message to your chat?



We just want to avoid staff sending messages to their teams while they are not working. this is mainly due to regulation in our country.

What & why

Allow admins to communicate with their employees only when they are working to separate between professional life and personal life and to be compliant with regulations.

Give admin the ability to send schedule messages on employee start shift / clocks in

Schedule message

🕒 At 9:00 AM

🕒 On next clock in

📅 When next shift starts

[Set custom time](#)



Competitors & research

Our main competitors has basic chat with no schedule messaging.

Homebase

- 1 on 1 chat
- Group messaging
- Announcements
- Send events and documents

When i Work

- 1 on 1 chat
- Group messaging
- Announcements

Capabilities and behaviour mapping

Platform / Behaviour	Schedule button	Default values	Message indication	Message area
Slack desktop	Hidden under dropdown	- Monday at 09:00 AM - Tomorrow at 09:00 AM - Custom time	Above message composer	Under 'draft and sent'
Slack mobile	Long press on send icon	- Monday at 09:00 AM - Tomorrow at 09:00 AM - Custom time	Above message composer	Under 'draft and sent' area
Telegram desktop	Right click	- Send today at <5 min from now> - Send when online	Inside message composer	Dedicated chat room
Telegram mobile	Long press on send icon	- Send today at <5 min from now> - Send when online	Inside message composer	Dedicated chat room

Capabilities and behaviour mapping

Platform / Behaviour	Message actions		After sending	Messages count	Indication on chats
Slack desktop	- Edit message - Reschedule message - Send now	- Save to draft - Delete	Back to chat room	Yes	Yes
Slack mobile	- Edit message - Reschedule message - Send now	- Save to draft - Delete	Back to chat room	Yes	Yes
Telegram desktop	- Send now - Delete		Stays on schedule area	No	No
Telegram mobile	- Send now - Reschedule - Copy	- Edit - Delete - Select	Stays on schedule area	No	No

Challenges

We were facing mainly technical challenges due to Job schedule and Time clock infrastructure, so we needed to move some of feature capabilities for next phases.

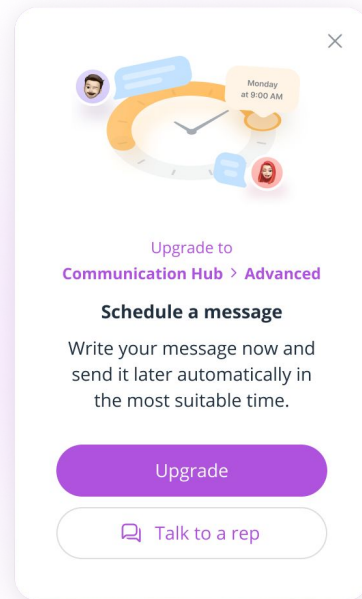
Phase 1

- 1o1 chat only
- Schedule message for tomorrow at 09:00 AM
- Schedule message when user clocks in
- Schedule message when user starts shift
- Custom time
- Send now / reschedule message / delete
- Available from advance plan



KPIs

- # of clicked on schedule button
- # of scheduled messages
- # of companies that schedule at least 1 message
- # of companies that upgraded from schedule popover



Desktop

Selected screens from full flow.

connecteam

Search Anything

Upgrade

Help

 Alex lifeson

Overview

Activity

Users

Groups

Documents

Rewards

Recognition

Communication

Chat

Updates

Directory

Add new

Operations

Time Clock

Job Scheduler

Quick Tasks

Add new

Add Section

Add new

Options

 Terry Brown

Search

 Terry brown

Hey, Alex. No he did not...

09:07

 Stephen Kerubo

Who's staying?

09:02

 Darlene Robertson

Hi, Alex

08:55

 Stephen Kerubo

She will start next week

08:52

August 19, 2024

Good morning, Terry :)
Did Brian tell you that he is going to be late today?

09:04

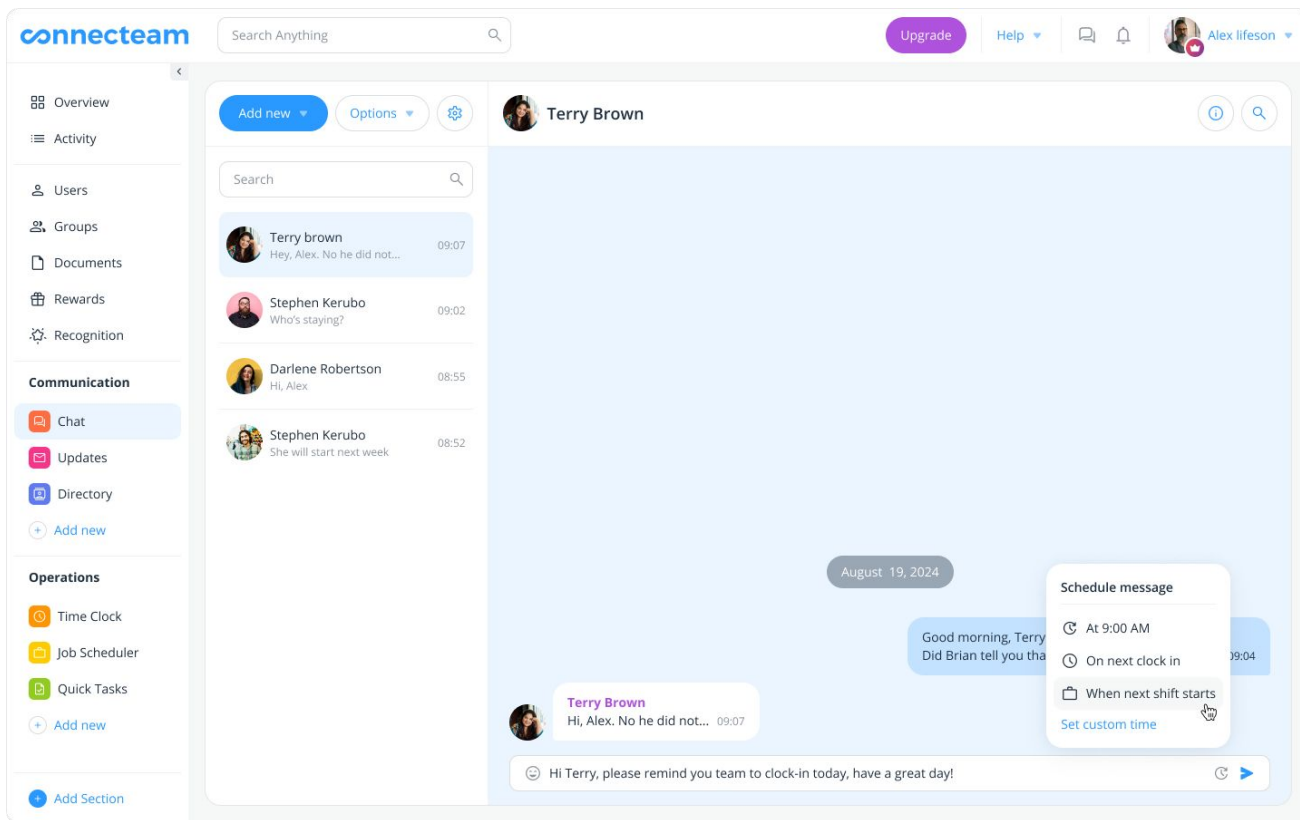
 Terry Brown

Hi, Alex. No he did not...

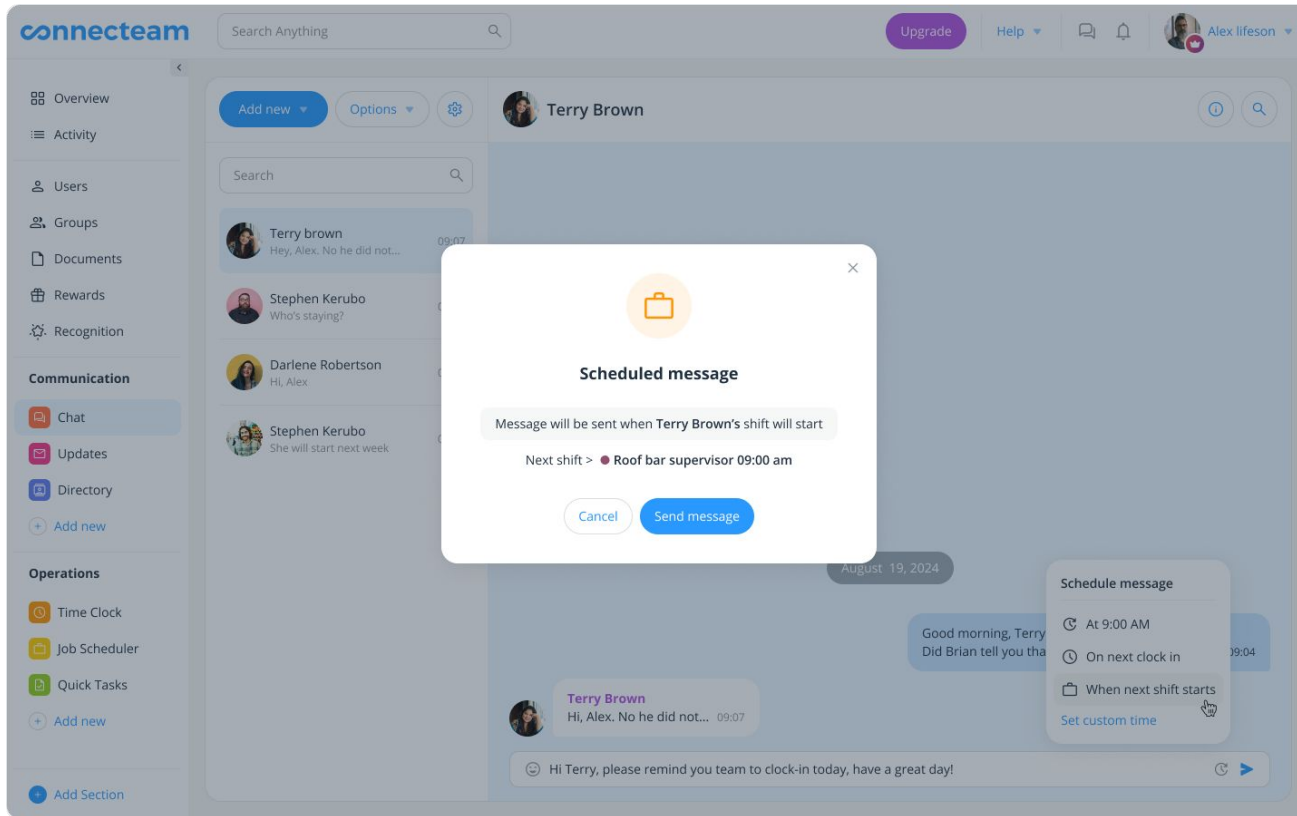
09:07

Write something...

Chat main page



Schedule popover



Schedule message modal

connecteam

Search Anything

Upgrade Help

Alex lifeson

- Overview
- Activity
- Users
- Groups
- Documents
- Rewards
- Recognition
- Communication
 - Chat
 - Updates
 - Directory
 - Add new
- Operations
 - Time Clock
 - Job Scheduler
 - Quick Tasks
 - Add new
- Add Section

Add new Options

Terry Brown

1 Message

Search

Terry brown 09:07
Hey, Alex. No he did not...

Stephen Kerubo 09:02
Who's staying?

Darlene Robertson 08:55
Hi, Alex

Stephen Kerubo 08:52
She will start next week

Schedule messages
Here you can see all of your schedule messages
[Got it](#)

August 19, 2024

Good morning, Terry :)
Did Brian tell you that he is going to be late today? 09:04

Terry Brown 09:07
Hi, Alex. No he did not...

Write something...

Message sent / first time popover

connectteam Search Anything Upgrade Help

Overview
Activity
Users
Groups
Documents
Rewards
Recognition
Communication
Chat
Updates
Directory
Add new
Operations
Time Clock
Job Scheduler
Quick Tasks
Add new
Add Section

Add new Options

Scheduled messages with Terry Brown

Search

Terry brown 09:07
Hey, Alex. No he did not...

Stephen Kerubo 09:02
Who's staying?

Darlene Robertson 08:55
Hi, Alex

Stephen Kerubo 08:52
She will start next week

Send on next clock In
Hi Terry, please remind you team to clock in today, have a great day!

Scheduled for August 21

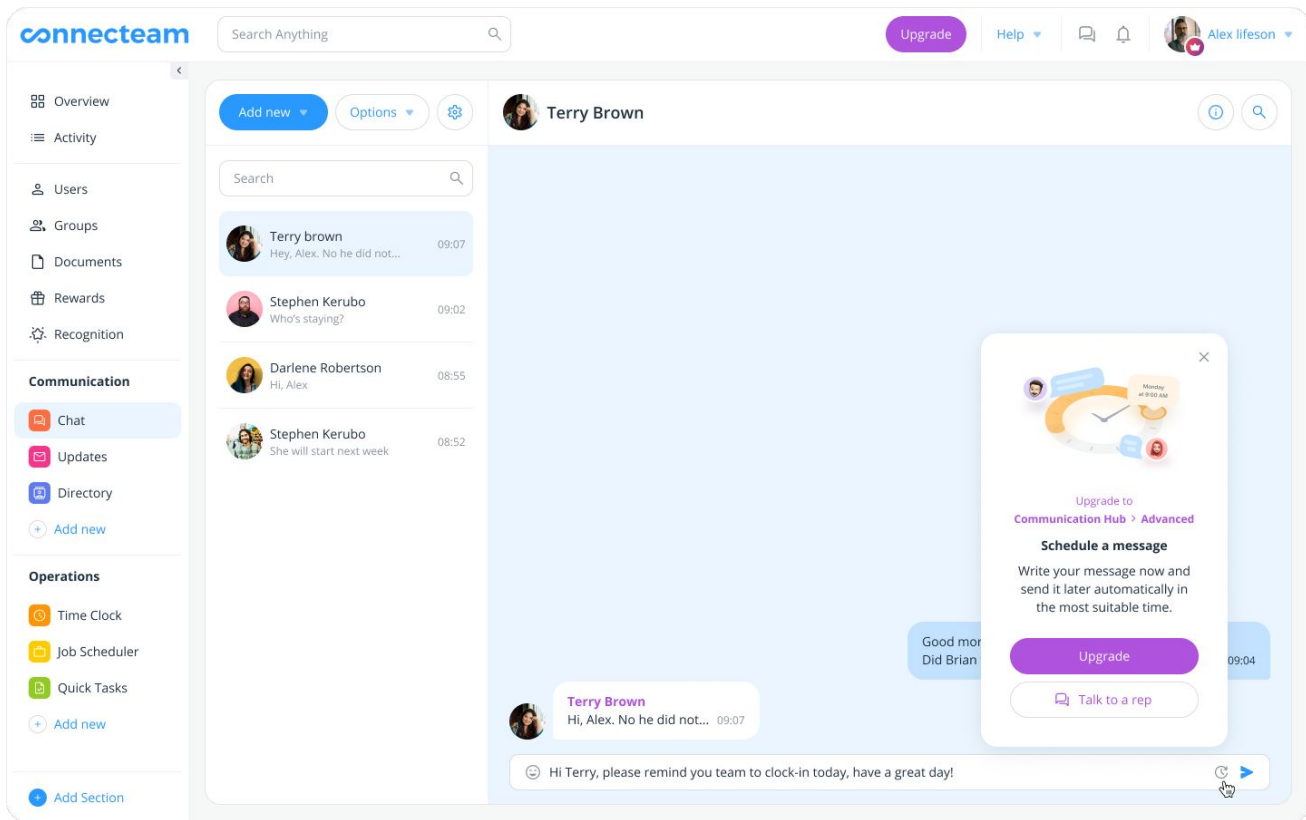
Sent on 08:00 AM
Hi Terry, have a good day

Send when next shift starts > Roof bar supervisor 09:00 am
Hi Terry, don't forget to turn on the AC :)

Sent on 10:45 AM
Hi, just a reminder to clock in today

Send now
Reschedule message
Delete message

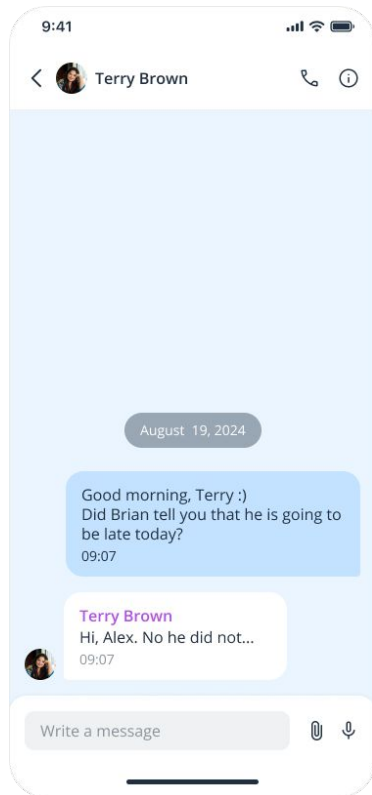
Schedule messages area / action dropdown



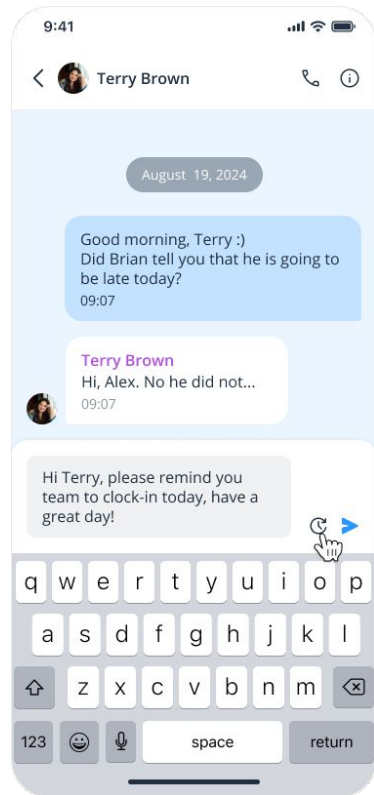
Upgrade popover

Mobile

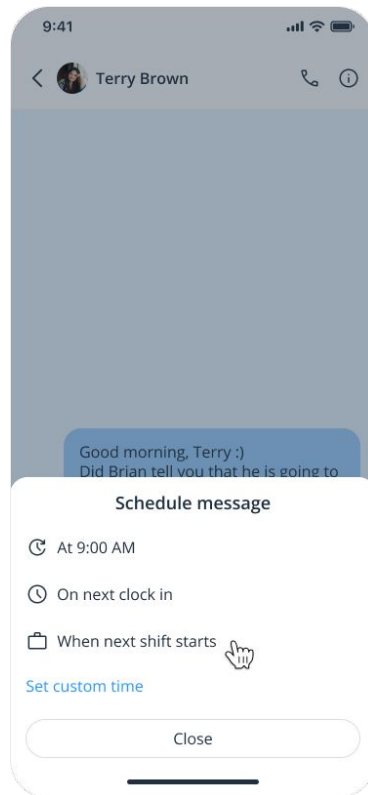
Selected screens from full flow.



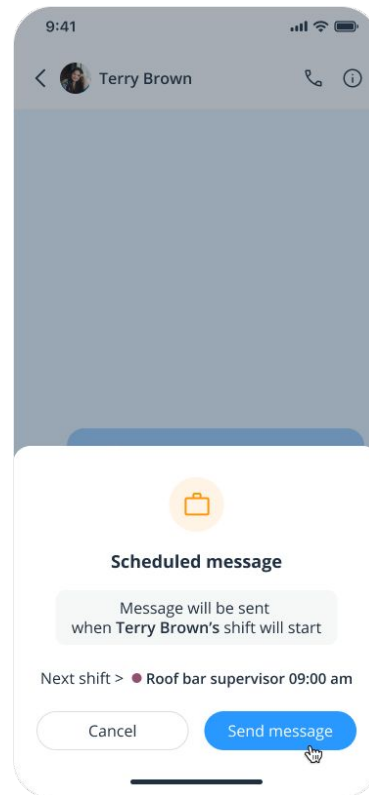
Chat room



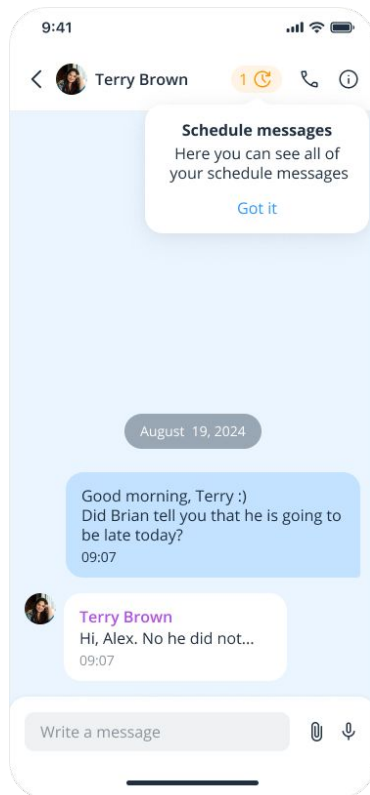
Typing



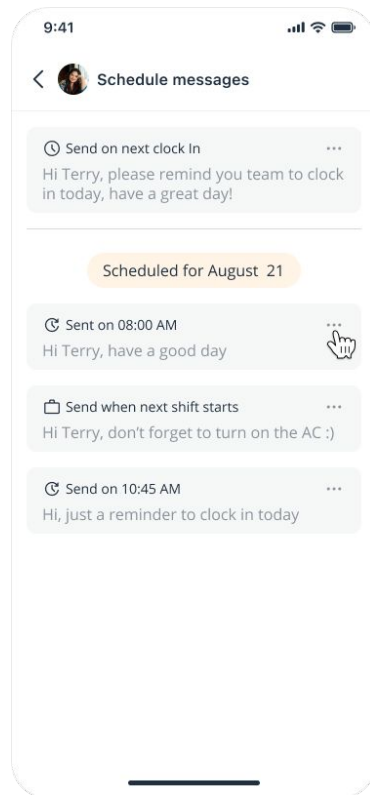
Options modal



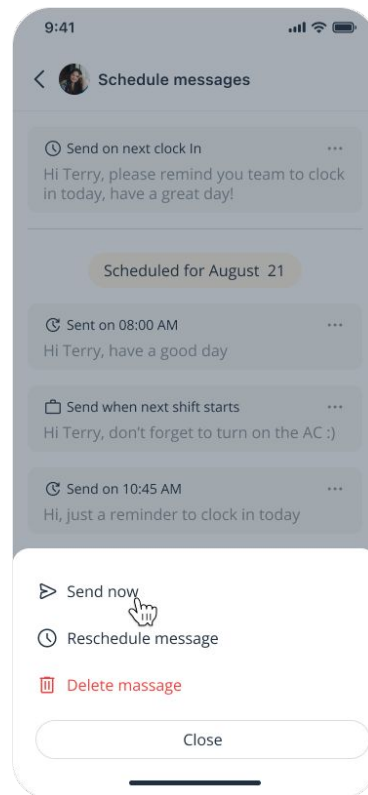
Schedule modal



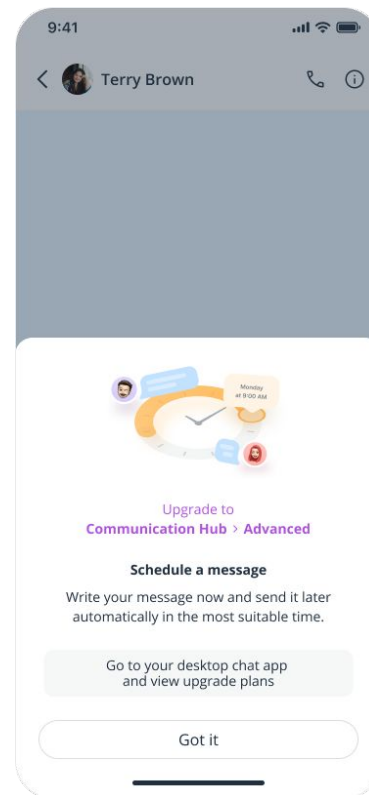
First time popover



Schedule area



Actions modal



Upgrade modal

Results - 14 days after release to 100%

- 823,405 clicks on schedule message button
- 688,329 scheduled messages sent
- 15,562 companies scheduled at least 1 message
- 204 companies upgraded from scheduling popover

Schedule message

🕒 At 9:00 AM

🕒 On next clock in

📅 When next shift starts

[Set custom time](#)



Thank you
