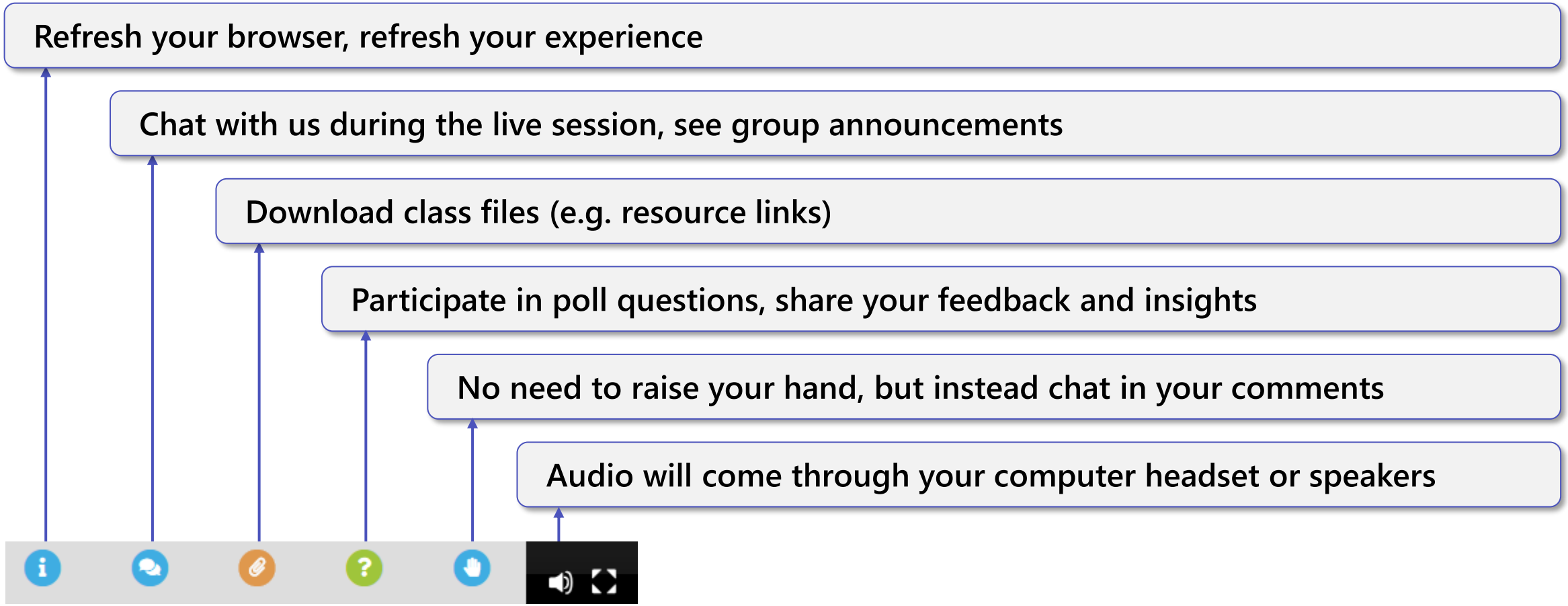
Microsoft 365
How to enable your Frontline Workers with Teams

Optimize your learning experience for today's live streaming event

Workbook



Learning objectives

After today's session, you will be able to:

- Understand why empowering Frontline Workers with Teams is important and the best approach to implementing Teams from pilot to scale across your entire organization
- Identify scenarios and map them to Microsoft Teams use cases through experiencing a real-life scenario
- Craft the right experience for your Frontline Workers in Teams by configuring 1P apps and policies

Empowering Frontline Workers during COVID-19

With COVID-19 continuing to impact people and countries around the world, organizations are pivoting to remote work and putting the safety of their employees, customers and communities first.

One group of employees that are particularly impacted are Frontline Workers. These workers are the backbone of all major industries and compose the majority of the global workforce. They exist in large numbers in the Retail, Manufacturing, Travel & Hospitality, Healthcare and Government sectors.

We're committed as a company to making public health our first priority and doing what we can to address the economic and societal impact of COVID-19.

We also recognize the vital role that our technology plays in supporting people and organizations each day, especially those working tirelessly on the Frontline of business. As such, we want to ensure Frontline Workers are not overlooked and have access to the tools, resources and expertise they need in this challenging time.

Your Microsoft account team is here to support you with any implementation or help you may need.

AMSTEL
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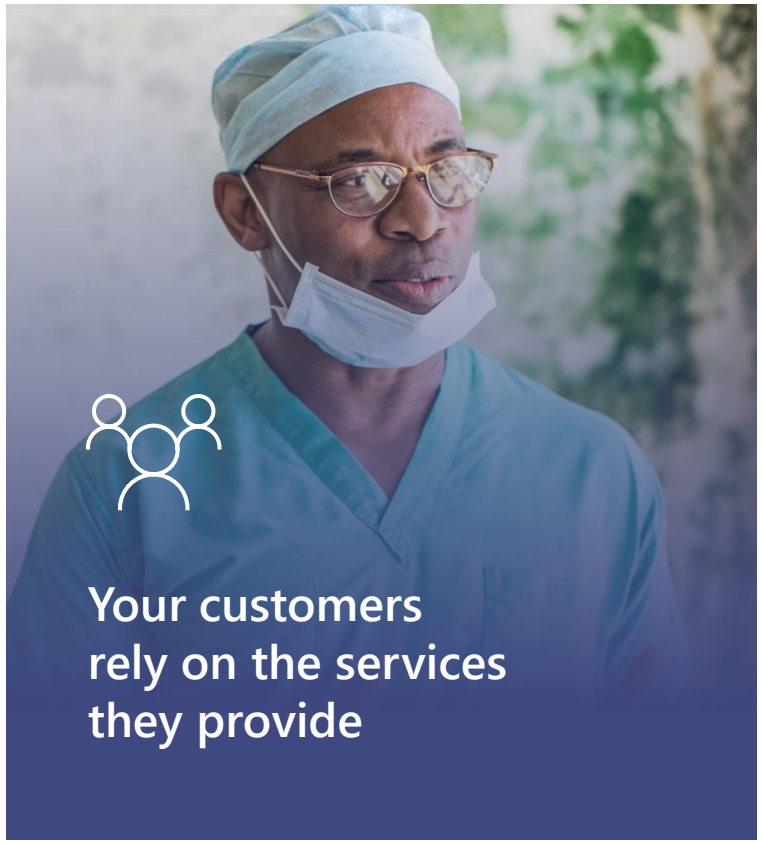
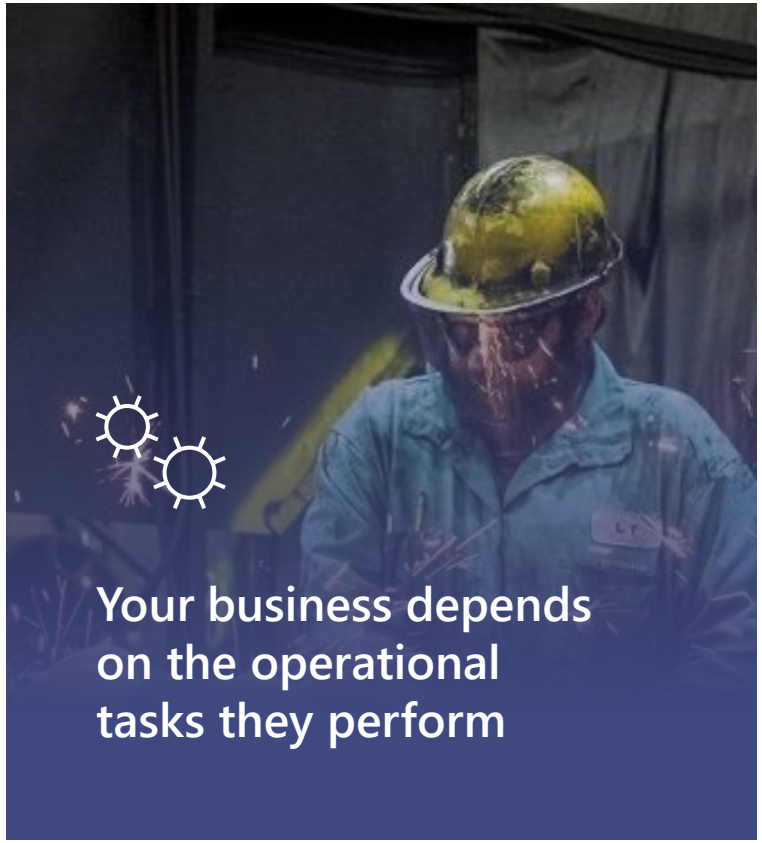
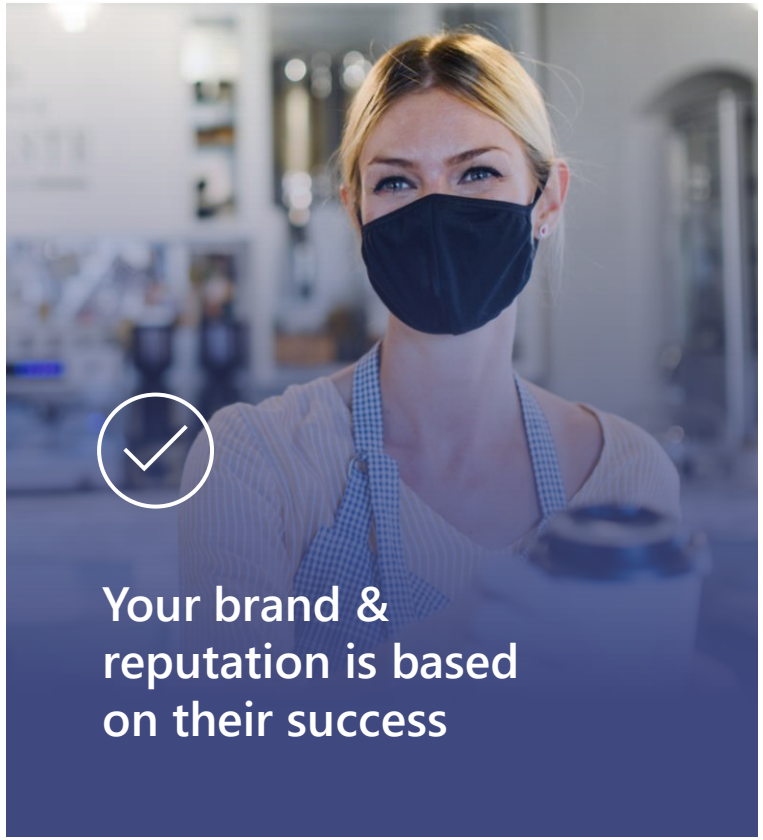
Why Frontline Workers are essential to your business







Key success factors

Best practices across high achieving customers

1. Put Frontline workers at the center
2. Focus on WHAT is needed by WHOM and WHY (before the HOW!)
3. Bring together project stakeholders across LOB, IT and Leadership
4. Include Frontline Managers as a core stakeholder
5. Map the WHY to the capabilities in Teams
6. Start simple for rapid time-to-value
7. Ensure FLW feedback is part of the pilot
8. Expand FLW solutions to drive evolving business outcomes

"We've calculated that in this store, we could save SEK364,000 [USD37,700] by replacing our current scheduling process with Shifts. And you can imagine how much we could save as a company if we used Shifts at IKEA stores all over the world."

Fabian Haeberlein, Deputy Marketing Manager

"With Microsoft Teams, we're able to share information with the entire factory at once. Without Teams, all the crucial information would have been spread across various platforms and difficult for people to find."

Friopjófur Tómasson, Pot Room Supervisor

"Since we used Teams to build Technician Plus and created more than 77 apps to automate processes, we've returned 10 million minutes to the business and generated substantial financial benefits."

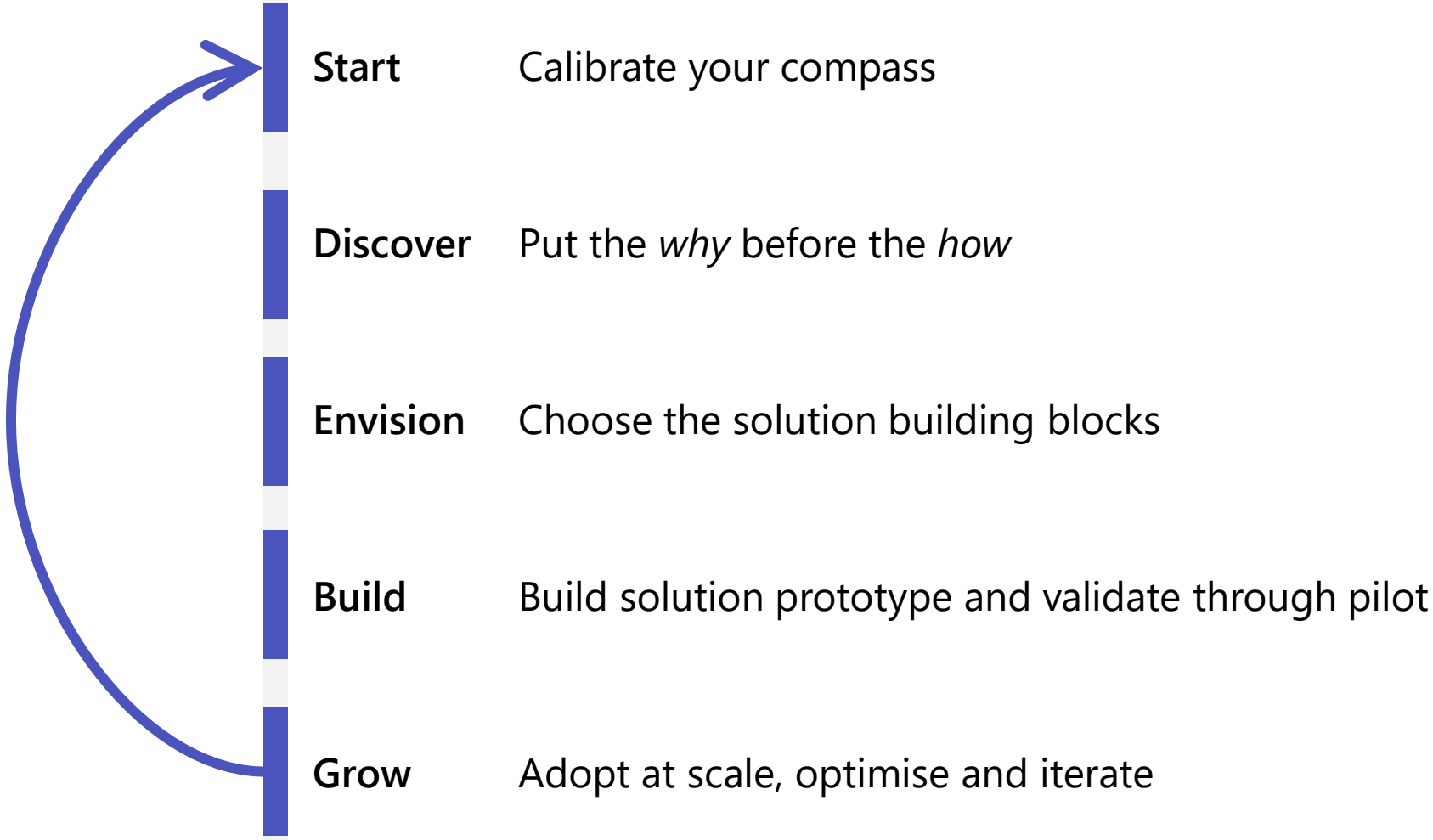
Nathan Backers, Senior Business Specialist, Field Digitalization Team

How are we doing?

Step-by-step to developing valuable Frontline Worker solutions`

Journey to valuable Teams solutions

Workbook p. 5



Start Calibrate your compass

Discover Put the *why* before the *how*

Envision Choose the solution building blocks

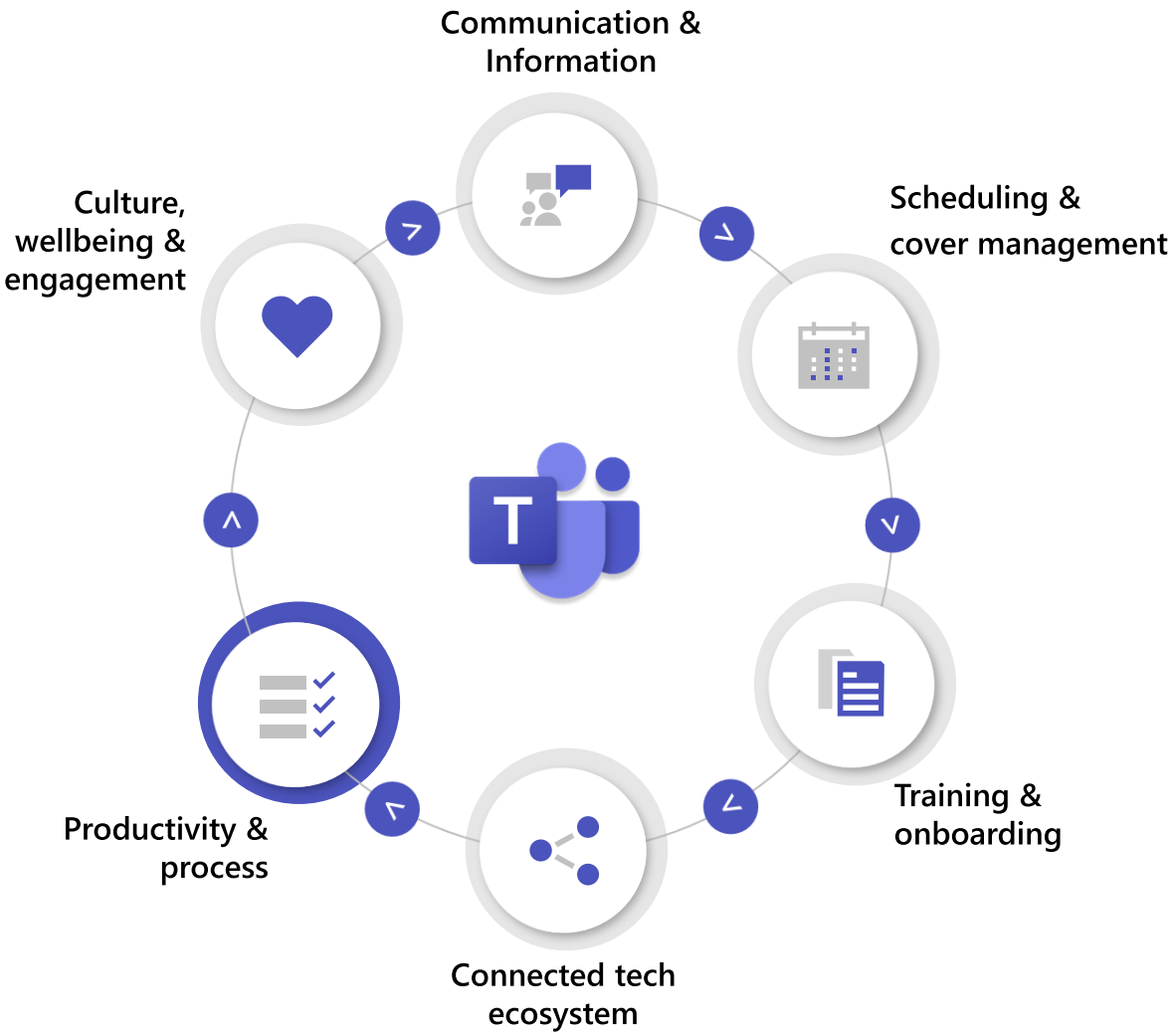
Build Build solution prototype and validate through pilot

Grow Adopt at scale, optimise and iterate

Calibrate your compass

Putting your Frontline Workers at the center

Workbook p. 8



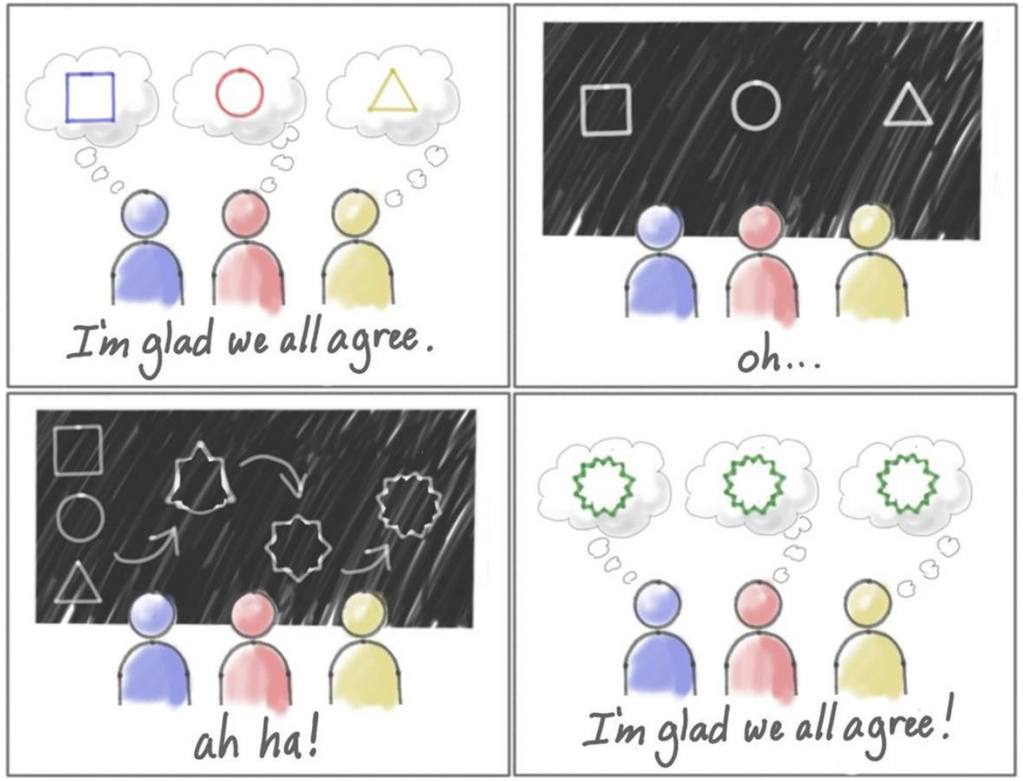
- How do you define productivity for your frontline workers?
- How do you keep on top of actions and track activities?
- Are there are lot of paper and manual processes? What are they?
- What information does your frontline workforce need to do its job well?
- What information do frontline workers need to share or could potentially share with the wider organization?

Identify the problems worth solving

Put the ***why*** before the ***how***

Workbook p. 15

What's needed by whom and why?



It's all about conversation:

- Fewer of the "yes/no" questions
- TEDW is your friend:
  - "Tell me …"
  - "Explain …"
  - "Describe … "
  - "Walk me through … "

Discovery work makes solutions SPICIER:

- Tells us a **s**tory about a **p**erson.
- This story is free of **i**mplementation, told from the **c**o-workers's point of view and reflects the deep **i**nsights you've uncovered.
- Considers the worker's **e**nvironment and their **e**motion
- Rooted in **r**esearch, not stereotype or assumptions

5 Whys

Follow along with my scenario

Workbook p. 21

WHAT **is the problem we are trying to solve?**
What's the [initial ask]?

WHY **does this problem occur? This becomes your secondary what.**
Why is / are / does [1st what]?

WHY **does this problem occur?**
Why is / are / does [2nd what]?

WHY **does this problem occur?**
Why is / are / does [3rd what]?

WHY **does this problem occur? This becomes your secondary what.**
Why is / are / does [4th what]?

WHY **does this problem occur? This becomes your secondary what.**
Why is / are / does [5th what]?

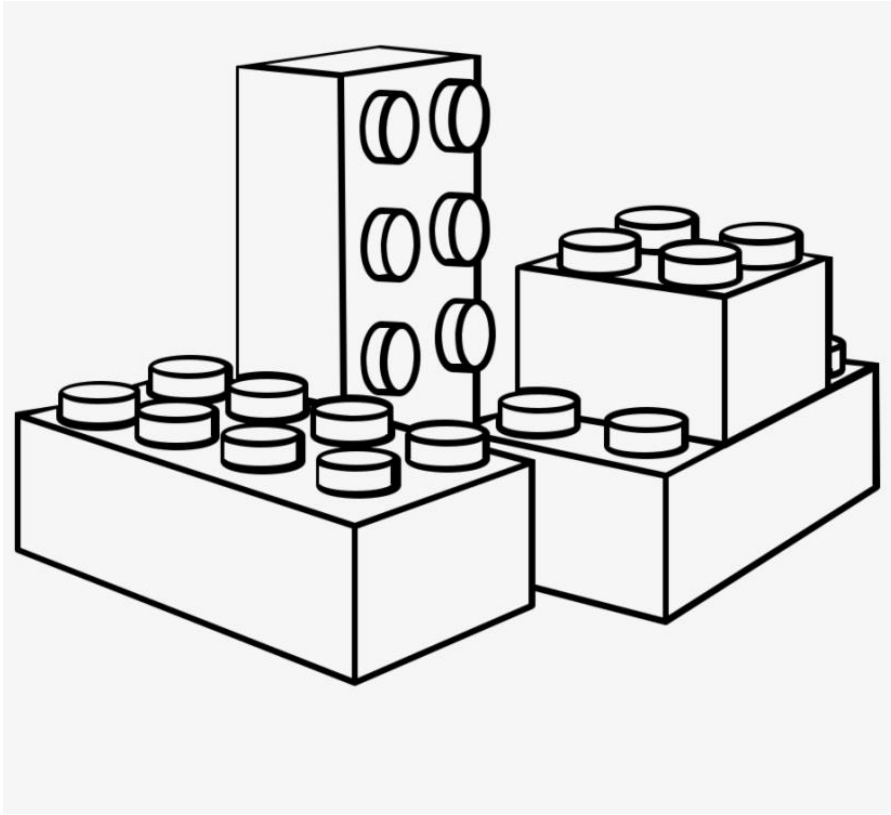
Envision your solution with 1 + 2 + 3 … + 4

Layer the blocks to deliver the most valuable FLW solution for your business

Workbook p. 28

Solution Areas

- Communication
- Culture, wellbeing & engagement
- Scheduling & cover management
- Training & onboarding
- Connected tech ecosystem
- Productivity & process digitization



Envision your solution with 1 + …

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Solution building blocks

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Crafting the right experience in Teams for your Workers with:

- Core Teams apps
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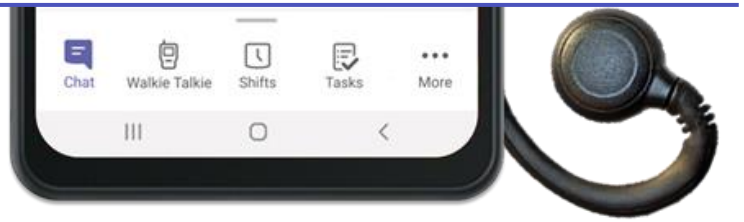


2 Microsoft apps
45 available

3 Third party apps
500+ available

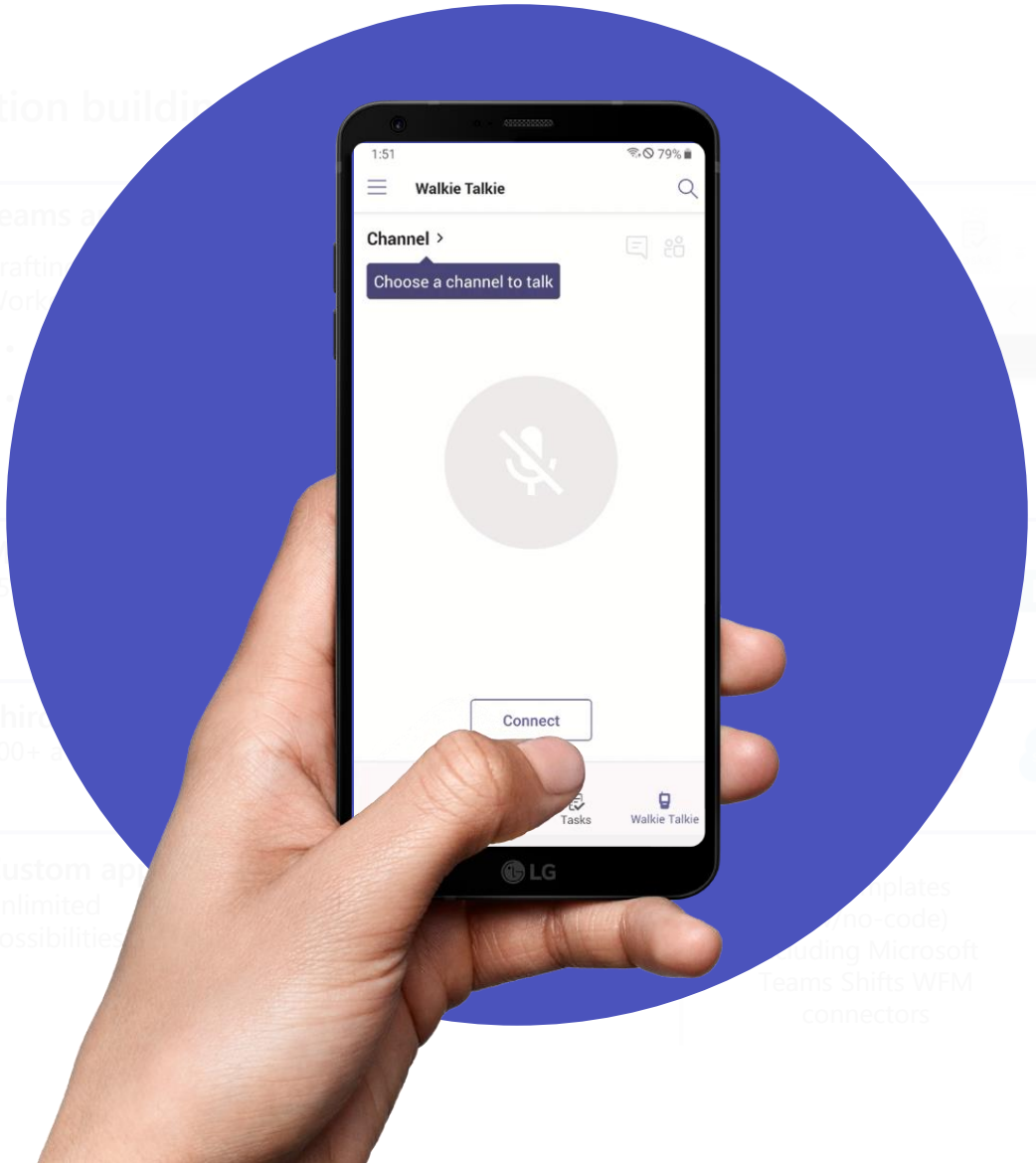
4 Custom apps
Unlimited possibilities!

Power Platform (low/no-code)

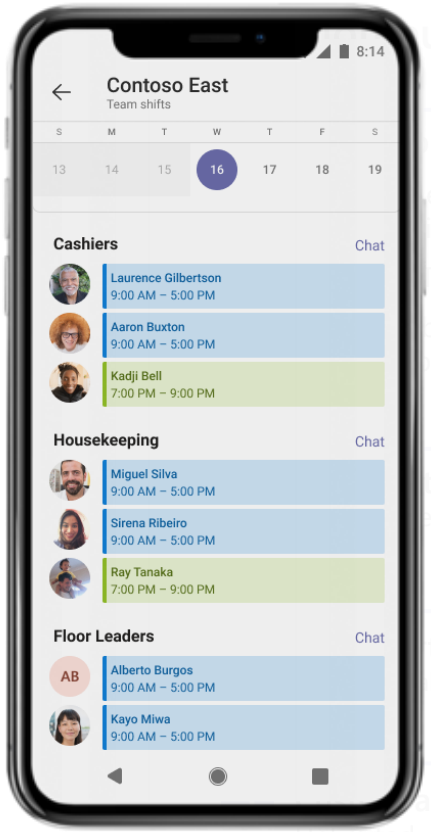
App templates (low/no-code) including Microsoft Teams Shifts WFM connectors

Built from scratch and integrate with existing WFM and LoB investment

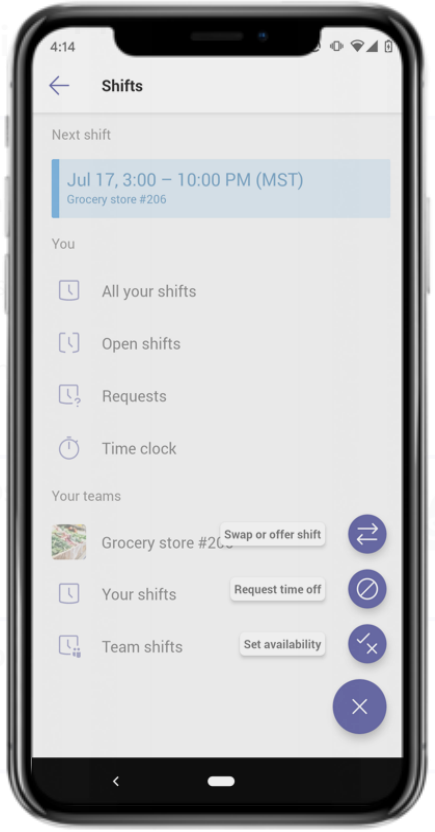
Envision your solution with 1 + …



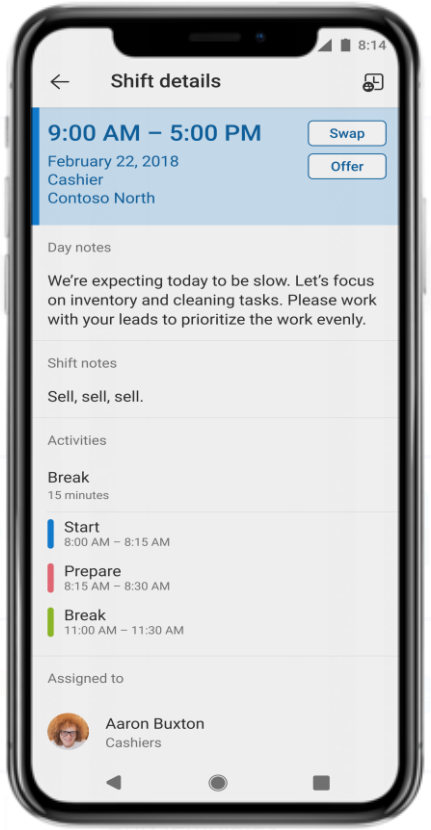
Envision your solution with 1 + …



View their individual and team schedule



Request time off, swap or offer shifts & set availability all on the go



Grab open shifts so Frontline Workers can own their schedules while filling every shift

Envision your solution with 1 + 2 + ...

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KRONOS

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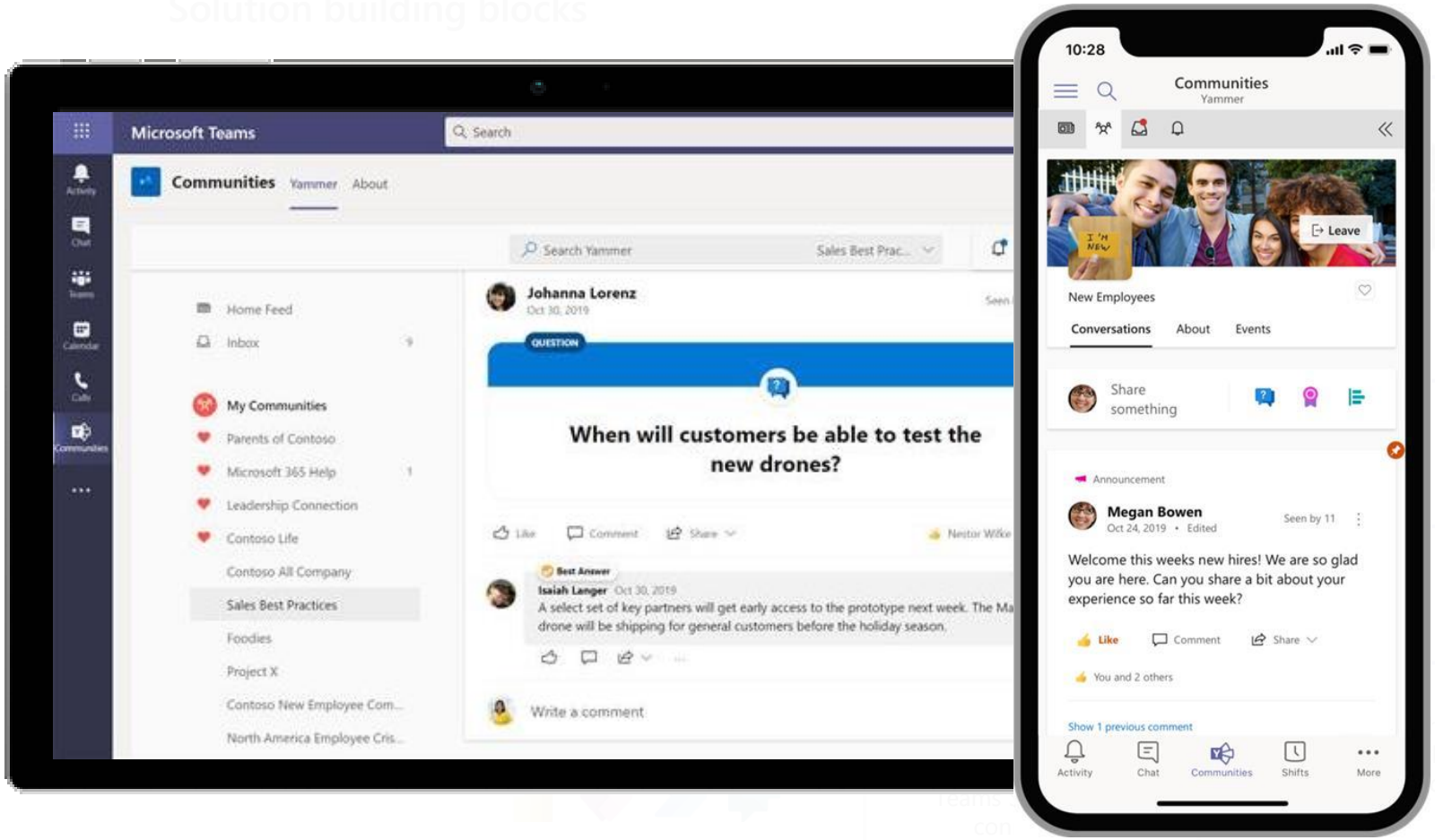
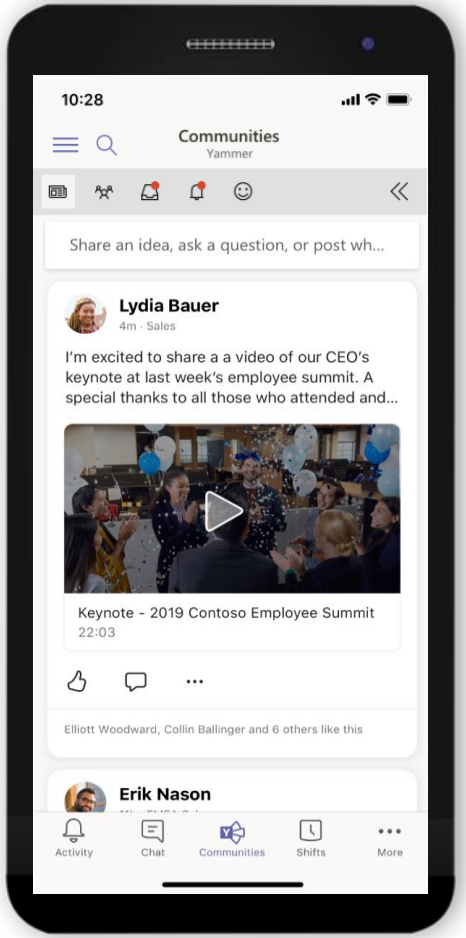
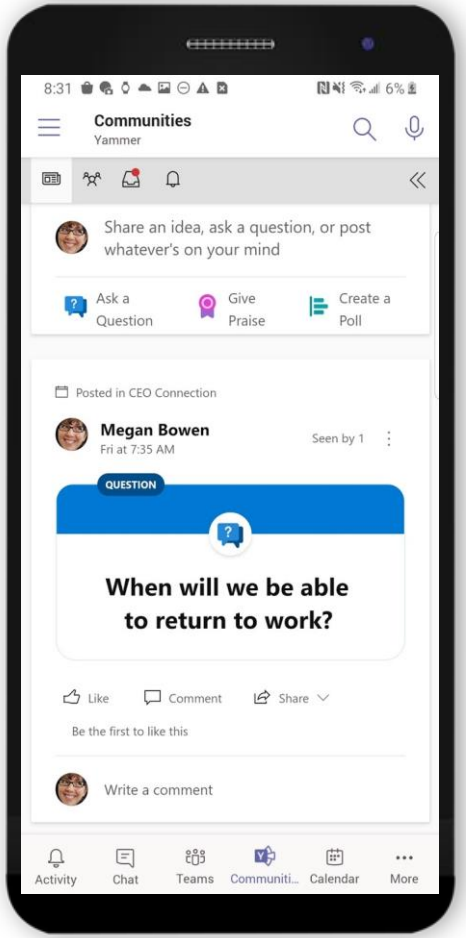


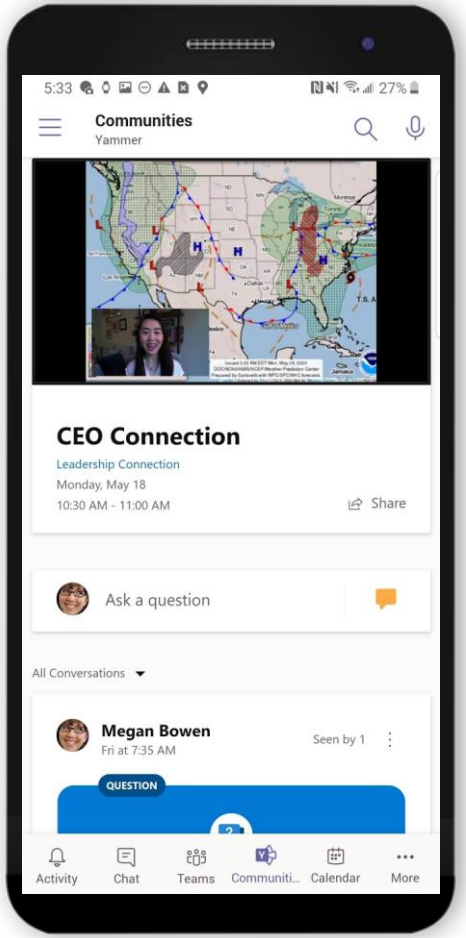
Leverage core scenarios to engage the entire organization



Send All Company or ERG Updates



Engage Frontline Workers, share knowledge, and crowdsource solutions



Watch live events, build two-way dialogue, and share feedback

Start

Discover

Envision

Build

Grow

Ask HR

Contoso Canada

View All

Carole Poland
Tuesday 11:30 AM

Seen by 32

QUESTION

We had at one point said our MACH 3 model would have 48 hours data storage to match the privacy requirement established by GDPR and the setting wil apply worldwide — is that still the case?

Privacy requirement for MACH 3.doc

Drafted by Alun Munger and Cecil Folk

MACH 3 GDPR

MACH 3

View details

Alternate names: PB

A commercial drone platform focusing on agricultural and logistics applications. Compared with MACH 2, it incorporates ...

From MACH 3 Handbook.docx

People (8)

Ashley McCarthy
Program Manager

Contributed to 9 resources

Ashley McCarthy and 273 others

be run by green energy, and by 2030
l operations." As far as I know we are on
king contract with renewable energy firms.

Create a new pinned resource

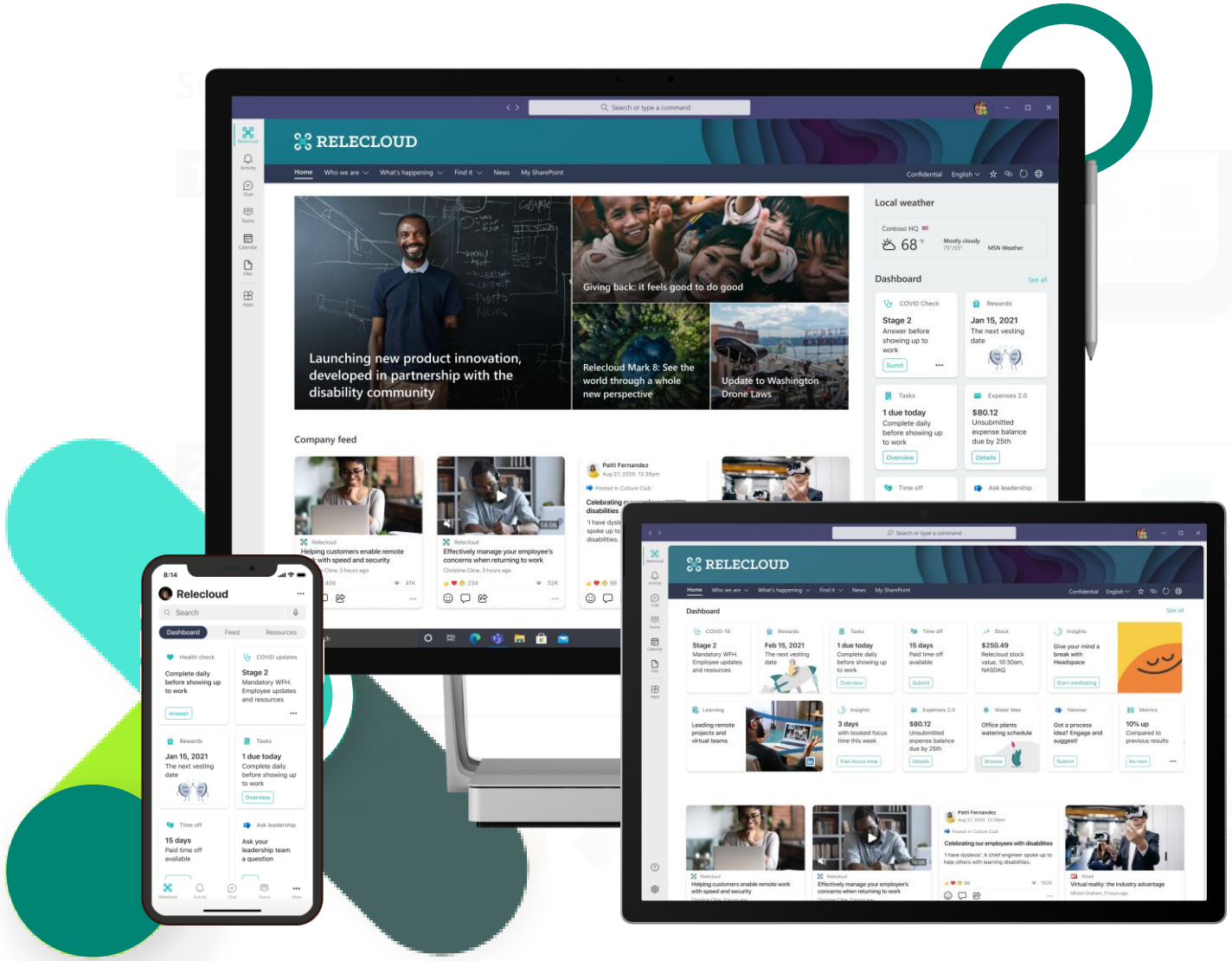
Office 365 Resources

Popular Topics

MACH 3 21 | Store Security 15 | MACH 2c 13 | DroneFest 9 | GDPR 5

Community created on June 6, 2019

Envision your solution with 1 + 2 + …



Envision your solution with 1 + 2 + 3 + ...

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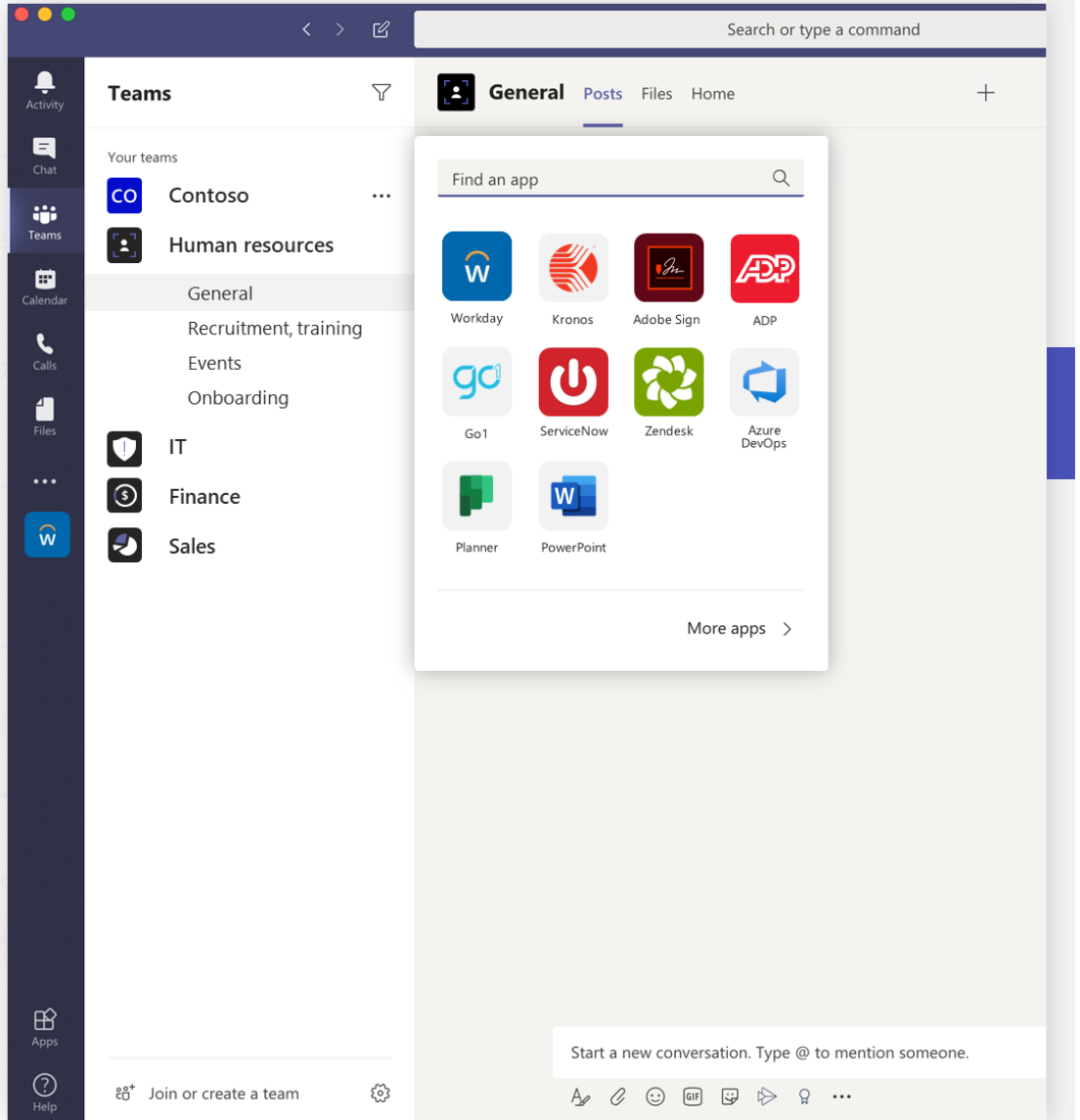
Envision your solution with 1 + 2 + 3 + …

Find ready-to-use apps in AppSource



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Workbook p. 28

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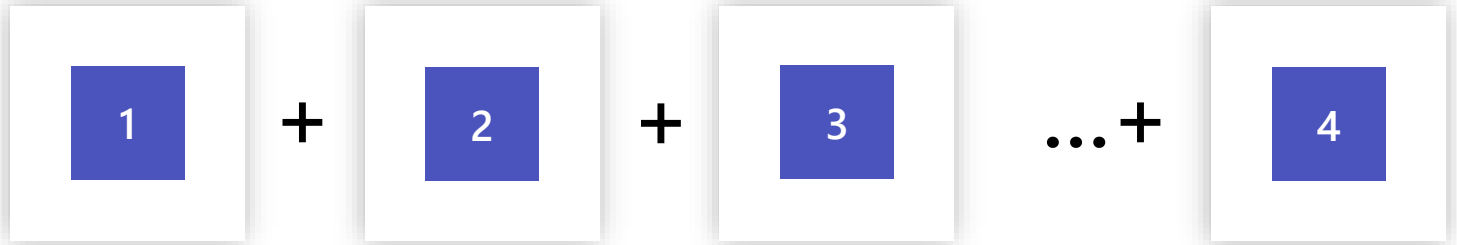


= SUCCESS

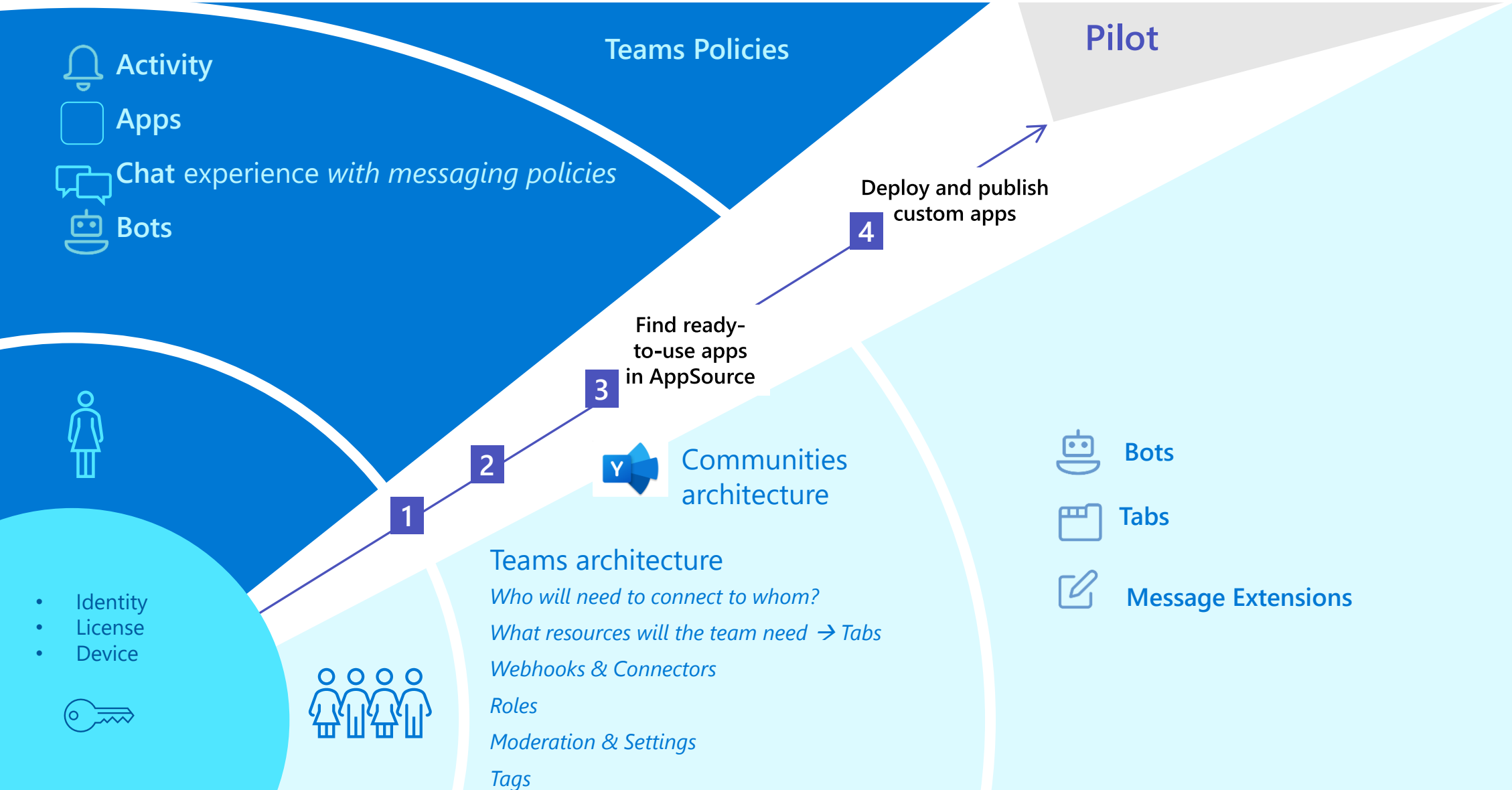
Envision your solution with 1 + 2 + 3 … + 4

Workbook p 30

	Communication	Culture, wellbeing & engagement	Scheduling & cover mgmnt	Training & onboarding	Productivity & process	Connected tech ecosystem
1 Teams 1st party	Chats Channels Smart Camera Calls & Meetings Live Events Walkie Talkie (Android only) Targeting	Praise Share relevant announcements in Teams channels, or directly in a chat. Broadcast interactive town hall meetings with Teams live events.	Shifts The Time Clock app in Shifts	Teams & Channels dedicated for training and onboarding content	Tasks core for individual and team productivity Tasks publishing to enable organisational productivity Approvals	Appy Teams admin capabilities like app set up policies, app permissions to create the experience and highlight the apps that matter
2 Microsoft 2nd party	Communities Stream SharePoint Online for intranets and employee portals Sway for internal comms newsletters	Communities Stream SharePoint Online for Intranet based content Forms for surveys	Bookings	SharePoint Online – specifically Microsoft 365 learning pathways Stream Viva Learning	Bookings Viva Insights	-
3 3rd party	Sociabble	Kahoot	Kronos bot	Bites	Prodscore	-
4 Custom	Company Communicator app template Contact Group Lookup app template	App templates: Celebrations Co-worker Appreciation Custom Stickers Great Ideas Incentives Reflect	Flow connectors for the Shifts app Custom connector and integration with WFM systems Staff Check-ins app template	App templates: Employee Training Grow Your Skills New Employee Onboarding	App templates: Ask Away , Associate Insights , Checklist , Expert Finder, Incident Reporter, Rapid Assist, Remote Support	All the amazing platform and extensibility options

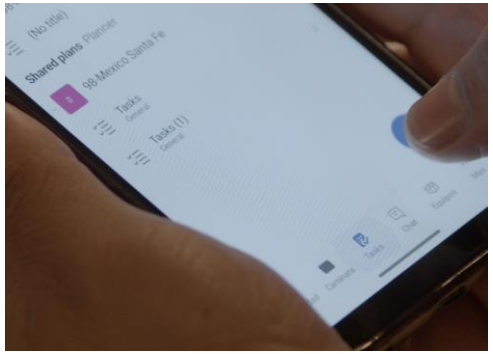
Build and validate value

Workbook p. 31



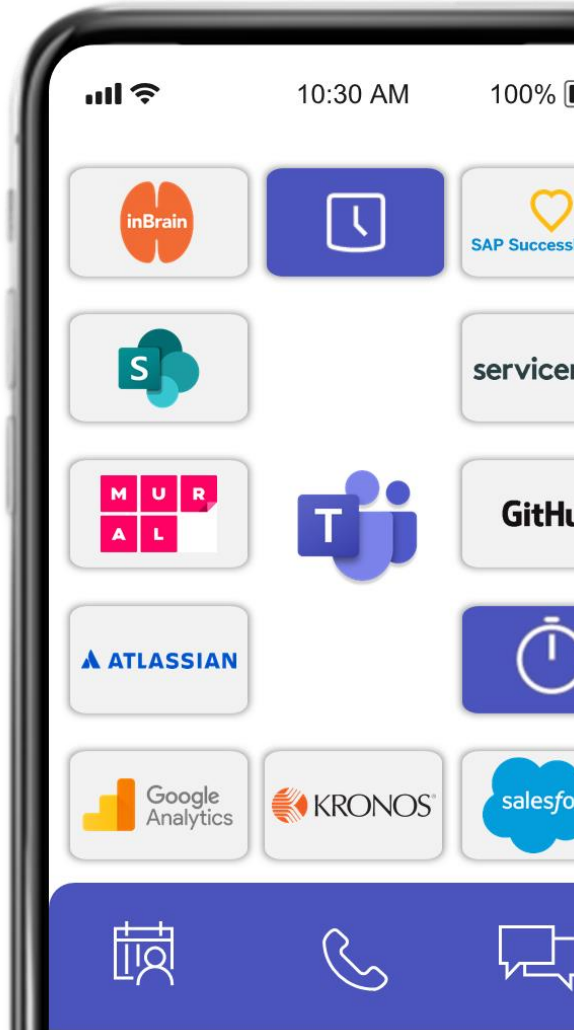
Customer example - Chedraui

1. Tasks
   Tasks Publishing
   Calls, Chats, Teams & Channels
2. Office apps
4. PowerApps



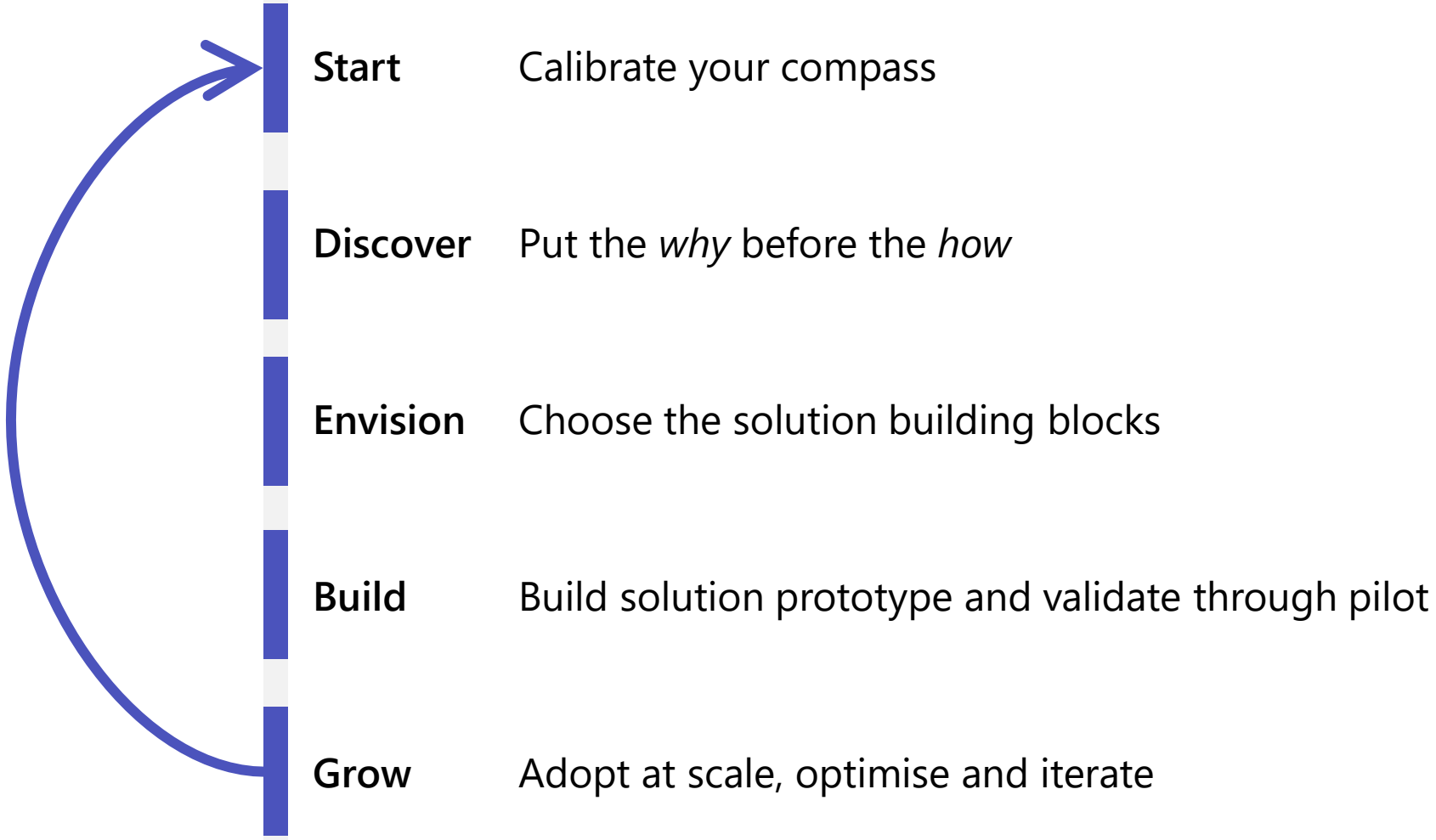
Customer example

1. Shifts, Tasks
   Calls, Chats, Teams & Channels
2. Office apps
3. servicenow, Power BI, salesforce
4. PowerApps and "Sherbot" Bot
   SAP SuccessFactors, inBrain



Where do you go from here?

Journey to valuable Teams solutions



Workbook p. 3

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Key Takeaways

After today's session, you will be able to:

- What the importance is in empowering your Frontline Workers
- How to identify scenarios in your own organization and map solutions to them
- Understand what solutions are held within Teams and how to build your own

Explore more resources

For IT Pros / Business Decision Makers

- Overview: https://aka.ms/TeamsForFrontlineOverview
- Quick start guide: Quick start - Microsoft Teams Frontline Worker - Microsoft Teams | Microsoft Docs
- Get started with Shifts: https://aka.ms/ShiftsForTeams
- Teams for Retail: https://aka.ms/TeamsForRetail
- Provision at scale for Frontline: https://aka.ms/OnboardFrontlineToTeams
- Teams Chalk Talks https://aka.ms/TeamsChalkTalks
- Copy of Deck: https://aka.ms/TeamsClinicDeck

For End Users

- On-demand training: https://aka.ms/TeamsOnDemand
- Quick how-to videos: https://aka.ms/TeamsTraining

Thank you for attending!

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