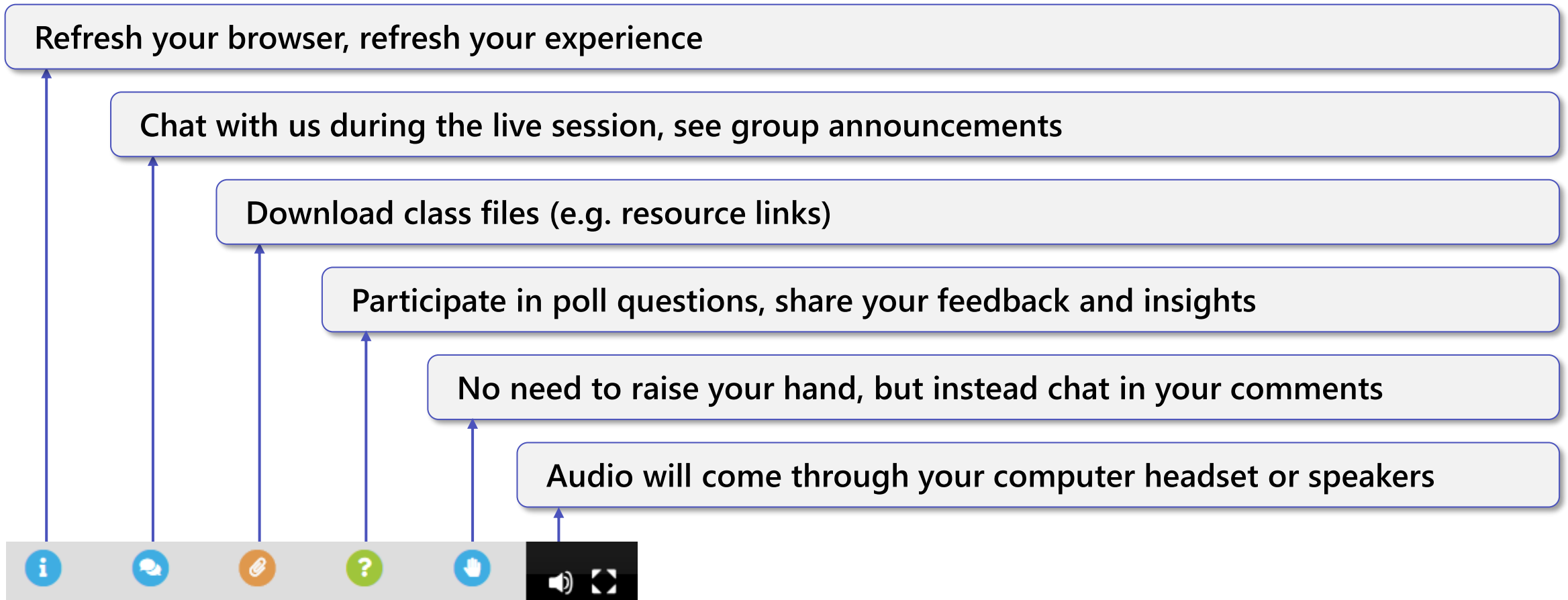


How to enable your Frontline Workers with Teams

Abbie Sweeney – Teams Engineering



Optimize your learning experience for today's live streaming event





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

Frontline worker are an essential part of your organization

They often make up the majority of the workforce and are in roles where they are the first to engage your customers, the first to see products and services in action, and the first to represent your brand.

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.



Your customers rely on the services they provide



Your business depends on the operational tasks they perform



Your brand & reputation is based on their success



It is the ambition, creativity and action of frontline workers that can unlock new ideas, differentiate the customer experience, and bring the strategies of your organization to life.

What problems frontline workers face



Frontline workers are held back by legacy communications tools that don't understand frontline needs.



Frontline workers are frustrated to find **their access is limited or denied** as organizations react to the challenges of frontline data security with restrictive policies.



The front line is a dynamic, fast-paced environment, and frontline workers don't have time to **juggle multiple apps for job-related tasks**.



Many frontline workers **lack the control over their employee experience** enjoyed by desk worker counterparts. Shift and time management are time-consuming, tedious tasks, and opportunities to upskill are constrained by legacy systems.



Frontline workers are often the last to enjoy the benefits of new technologies. Many frontline workers **still spend significant time on tedious repetitive tasks** that limit their efficiency and ability to drive increased customer value.

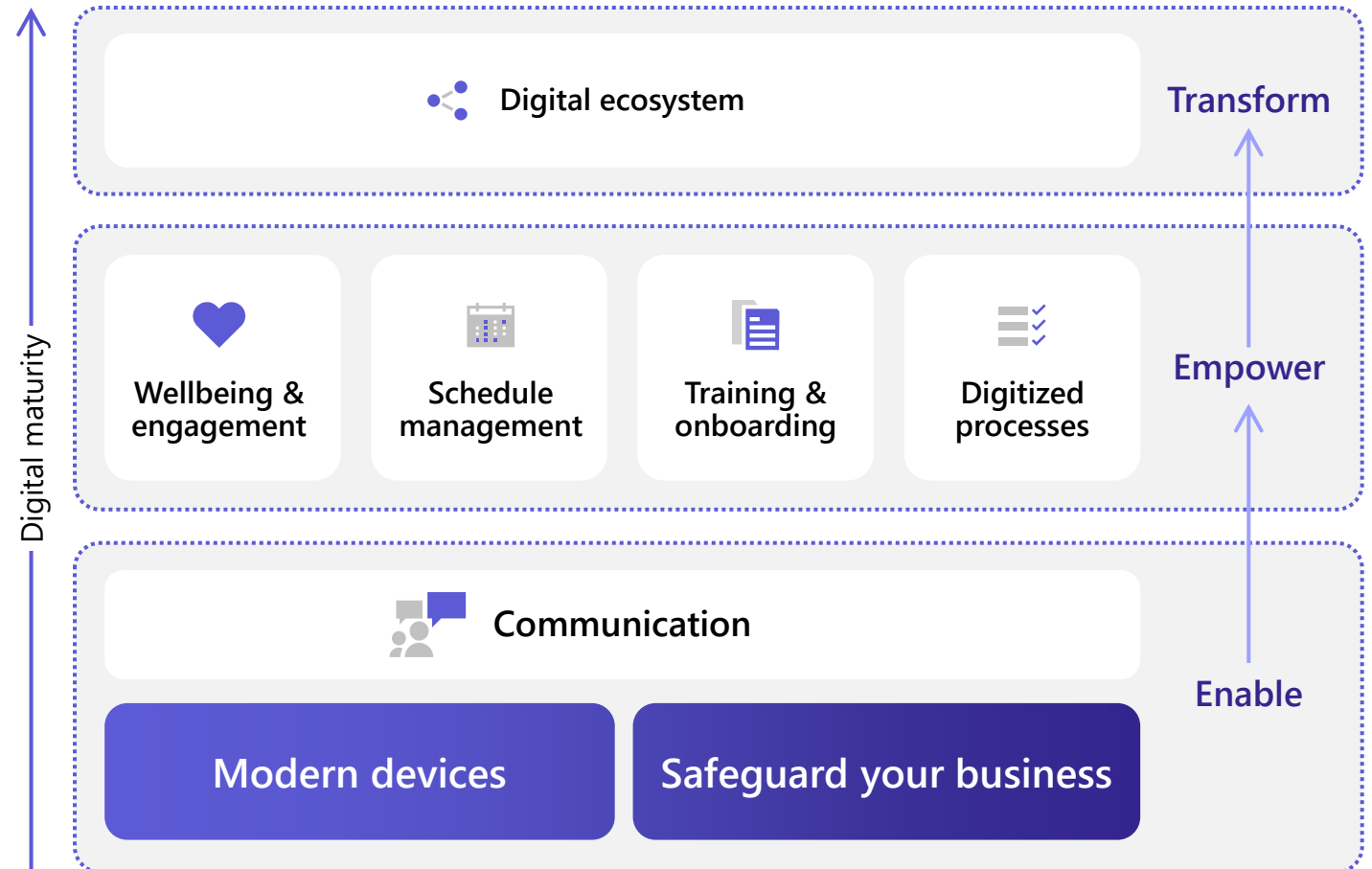


We can think of these key experience areas as a hierarchy of needs:

1. Starting with the foundations of digitally *enabling* frontline workers
2. Followed by *empowering* frontline workers to get the job done whilst nurturing true engagement
3. To ultimately *transform* frontline workforce with a truly digital ecosystem

The aim is to get to the top of the hierarchy – getting more value for your frontline, your customers and your organization overall – but you need to make sure that you address the lower levels of the hierarchy first.

Microsoft has made several investments in their products and services to help you do just that.

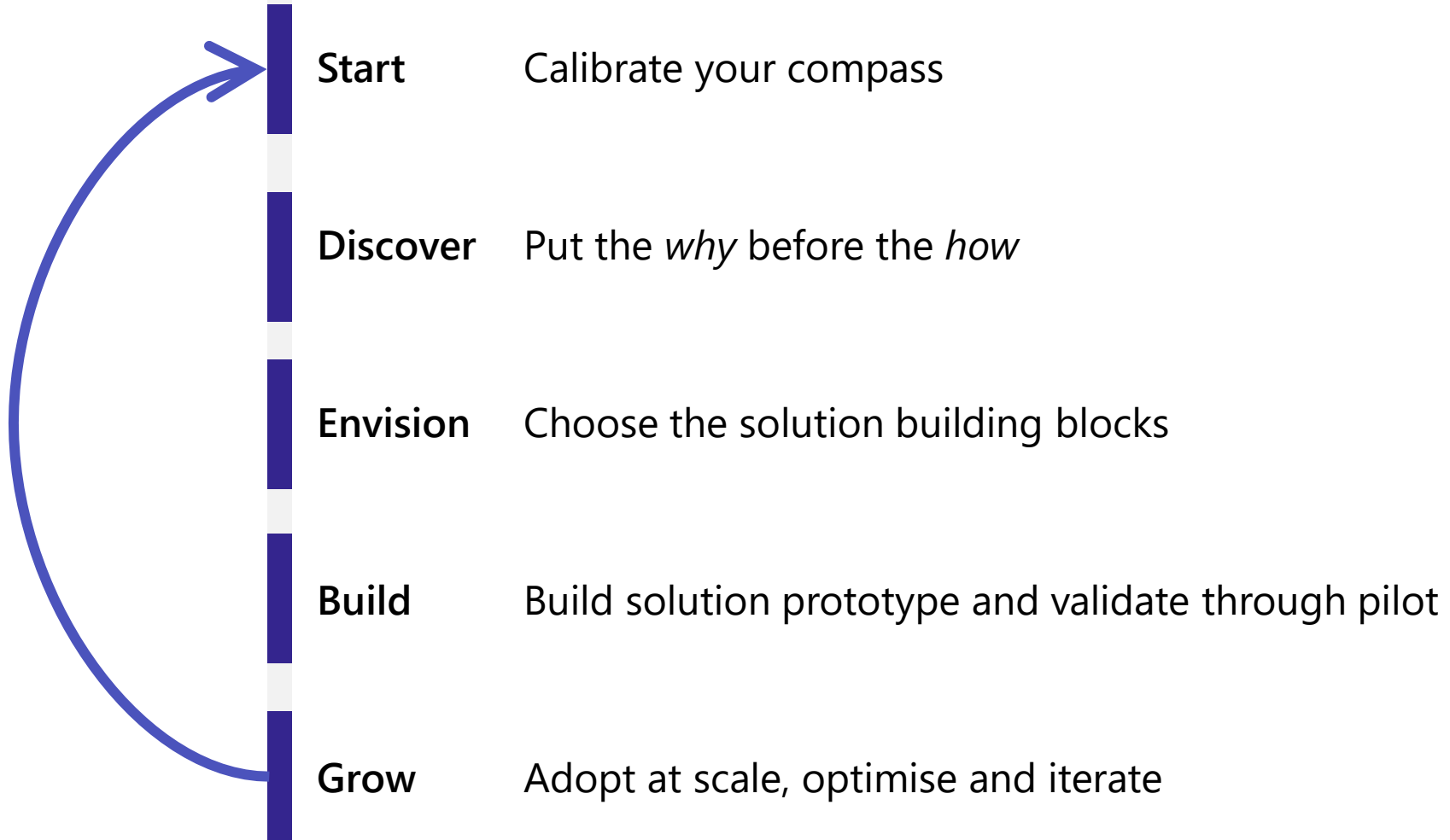


How are we doing?

A woman wearing a white hard hat, safety glasses, a blue t-shirt, and jeans is walking from right to left in a large industrial facility. She is carrying a white clipboard under her left arm. The facility has a polished floor with yellow safety dots. In the background, there are blue structural columns, large white pipes, and various industrial components like valves and control boxes. A red toolbox on wheels is visible in the distance.

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

Journey to valuable Teams solutions



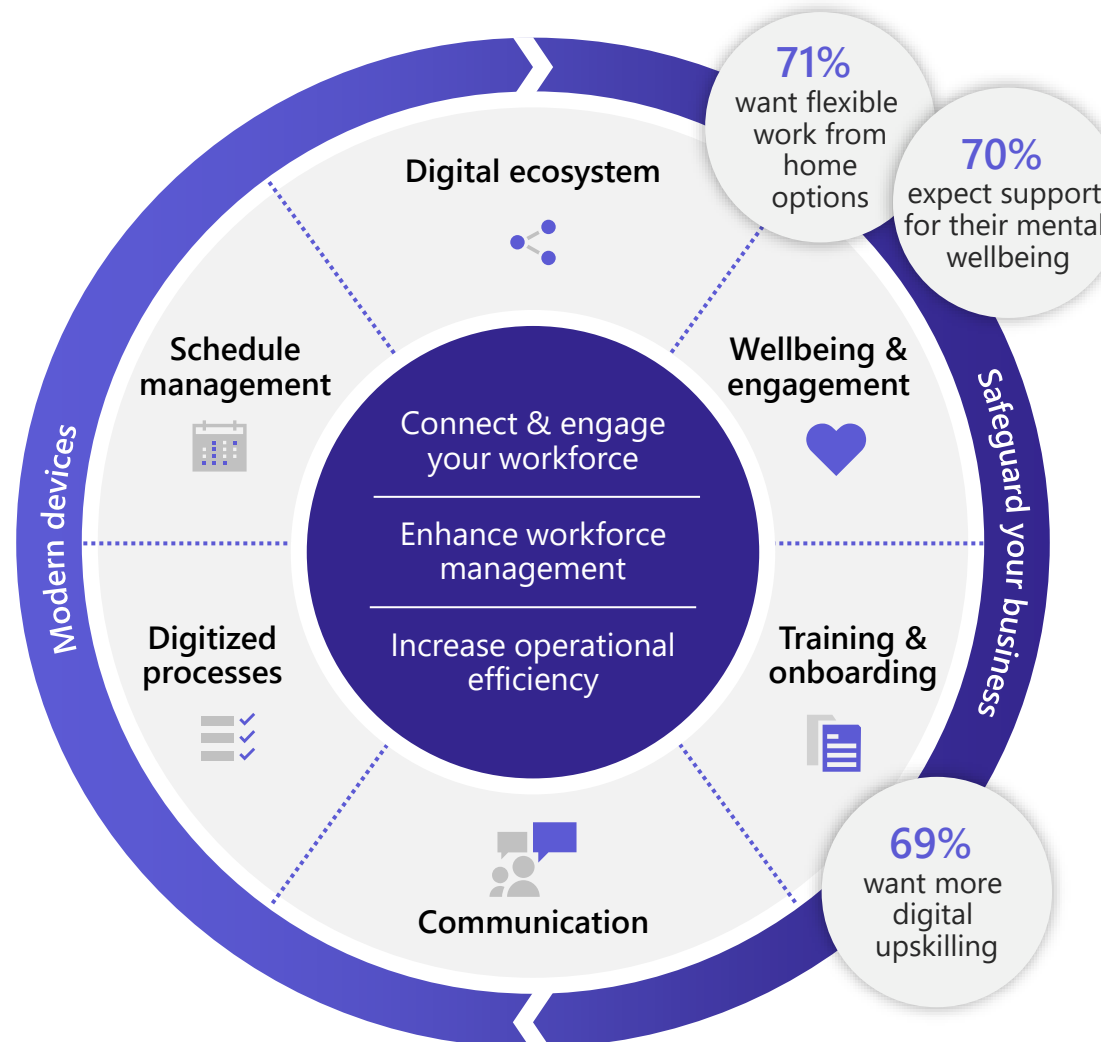
6 key employee experience areas

By addressing the obstacles faced by frontline workers you can:

Connect & engage your workforce. Enrich communication and employee experiences by connecting employees with the right tools, people, and devices they need to do their best work and build skills faster.

Enhance workforce management. Empower your people to meet fluctuating business needs by equipping workers with agile shift scheduling tools and seamless task management.

Increase operational efficiency. Improve frontline efficiency by automating task & service processes with configurable apps and digital workflows.



To do this you can consider solutions that enable:

1. **Communication** connecting your frontline workers to enable them communicate and share information effectively
2. **Wellbeing & engagement** nurturing employee wellbeing and a sense of belonging
3. **Schedule management** for simplified and streamlined schedule co-ordination with frontline gaining not only visibility into their work schedules but also enabling them to arrange cover and leave
4. **Training & onboarding** promoting continual growth in your frontline workers and encouraging knowledge exchange
5. **Digitized processes** driving operational efficiency by digitizing paper-based processes and automating routine, repetitive steps
6. **Digital ecosystem** for true frontline agility and improvement of execution quality by uniting the technology your frontline workforce depends on behind a single pane of glass for a seamless end-to-end experience.

Your BIG why – what's your goal?

Your BIG why is your overall goal for embarking on this journey.

Goals define the outcome you want and enable you to measure the success of the project.

Goals can be defined as **objectives and key results (OKRs)**, and the measures of project success can be defined as **key success indicators (KSIs)**.

Goals should include a mix of **technical** and **frontline/business-focused** success.

It's essential that you get full participation from project stakeholders in defining OKRs and KSIs, to help ensure they feel a sense of ownership and align these measures of success to defined project tasks.

OKRs contain the objectives you set at the beginning of the project and the key results you measure on a defined cadence (for example, monthly or quarterly).

KSIs measure quality and success of the key results and complement the binary nature of OKRs by detailing good and/or bad results. When defining KSIs, we recommend that you use "specific, measurable, assignable, realistic, time-related" (SMART) criteria:

- **Specific:** target a specific area for improvement
- **Measurable:** quantify, or at least suggest an indicator of, progress
- **Assignable:** specify who will do it
- **Realistic:** state what results can realistically be achieved, given available resources
- **Time-related:** specify when the results can be achieved

Discovery is all about figuring out ...

Transform

... frontline workforce with a truly digital ecosystem

- Building out a true **digital ecosystem** drive frontline agility and improve execution quality by uniting the technology your frontline workforce depends on behind a single pane of glass.

Understanding LoB apps that can be surfaced in Teams for novel insights and application. Ecosystem encompassing external resources and people.

Empower

... frontline workers to get the job done with frontline apps

- **Wellbeing & engagement** to nurture employee wellbeing to improve frontline workforce experience and a sense of belonging
- **Schedule management** for simplified mobile access to schedule management tools
- **Training & onboarding** to promote continual growth in your frontline workers and encourage knowledge exchange
- **Digitized processes** to operational efficiency by digitizing paper-based process and automating routine and repetitive steps

Assessment of the needs of frontline when it comes to how they are engaged, how they feel about the role and what they do.

Explore challenges that frontline may face with the way they manage their schedules and understand any overheads involved in the current process of schedule and cover management.

Understanding onboarding and training needs.

Moving off paper-based processes.

Enable

... the foundations

- Enabling your frontline with modern **devices** whilst **safeguarding** your business
- **Connecting** your frontline workers to **communicate**

Discovery of technical landscape, connectivity and communications needs.

Understanding what connections needs to be made to facilitate communication – which groups need to be formed.

Although there are some well-understood challenges of the frontline workers that can map to scenarios (which we share with you in the next sections), but every organisation is unique, and we recommend you don't bypass your discovery activities.

What needs solving in my organization?

There are multiple approaches to framing the problem that needs solving.

You can:

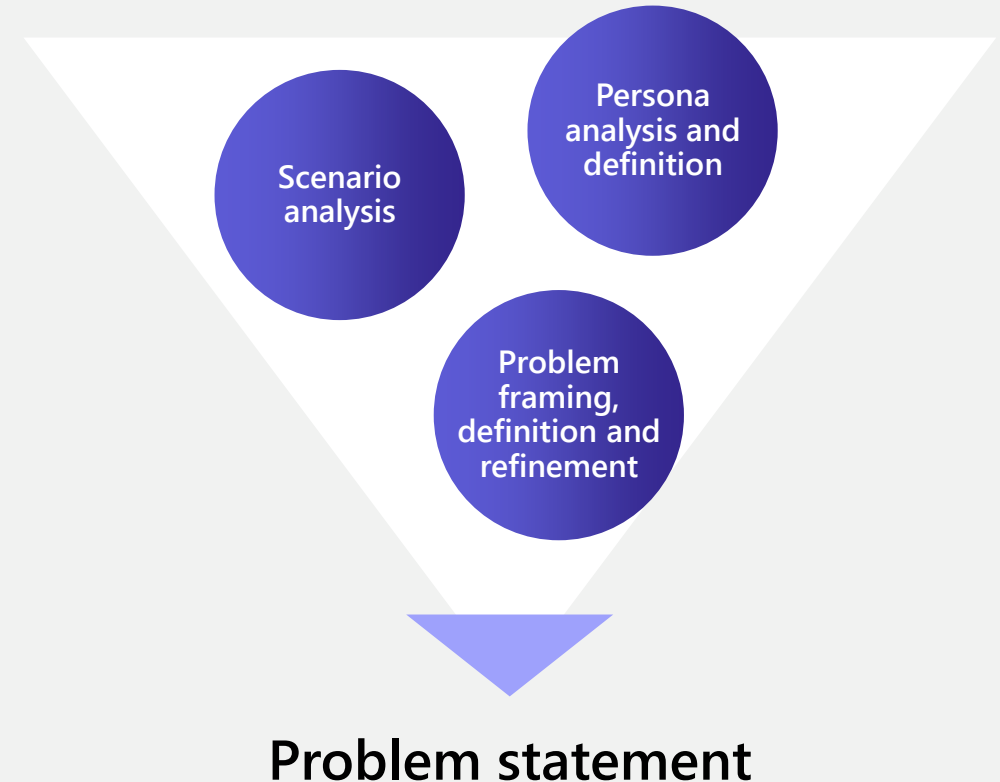
Get to the problem through detailed **persona analysis**. This is the activity that helps with a shared understanding about the frontline workers' needs and challenges.

Get to the problem through detailed **scenario analysis** which is especially useful if you are trying to improve a particular outcome.

You could also across the 6 experience areas, conduct **problem definition**, starting with areas for a given frontline role that are particularly dissatisfactory.

Further refine your **problem statement** through problem framing activities.

On the next page, you'll find the typical focus of **Discover** activities based on where you are in terms of digital maturity and enabling your frontline hierarchy of needs.

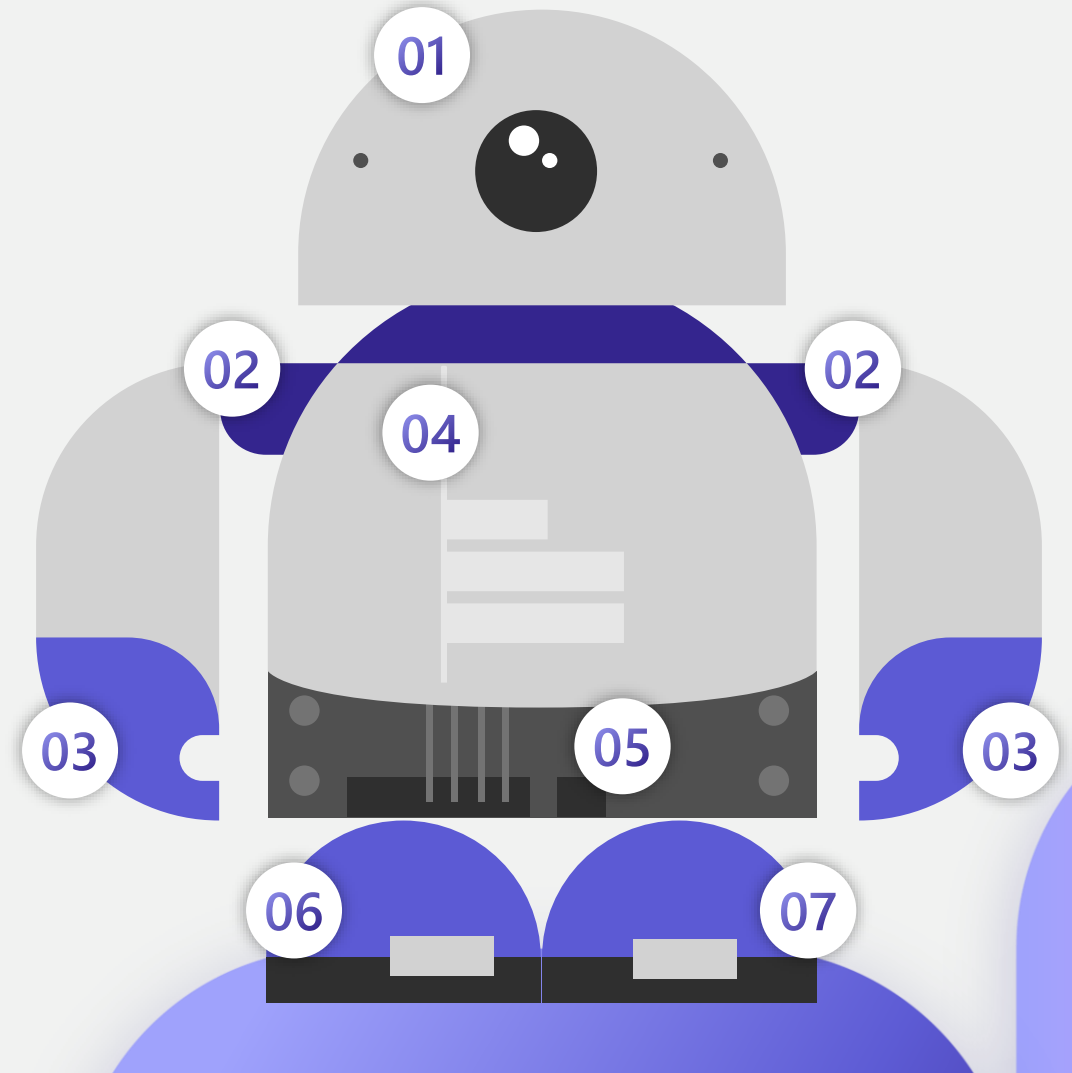


Envisioning a frontline solution to help Run your Business On Teams

When it comes to building your solution, there are a few implementation pieces to consider:

- 01 **Identity:** How will your frontline workers authenticate and access the solution on Teams?
- 02 **License:** What license will you need to assign to your frontline to use the solution services?
- 03 **Building block apps:** What building blocks – apps – will you need to deploy or configure to light up your solution?
- 04 **Teams + Channels:** How does your Teams and Channel structure look like?
- 05 **Policies + Permissions:** What policies and permissions will you need to put in place?
- 06 **Teams client:** How will your frontline colleagues get to and install Teams client to access your solution?
- 07 **Device:** What device and peripherals will you need for the solution to work?

Implementing these enables and empowers your frontline – helping you run your business on Teams (see what we did there! 😊)



03 Building block apps

Considerations

How to think about apps that you can surface in Teams for your Frontline workers

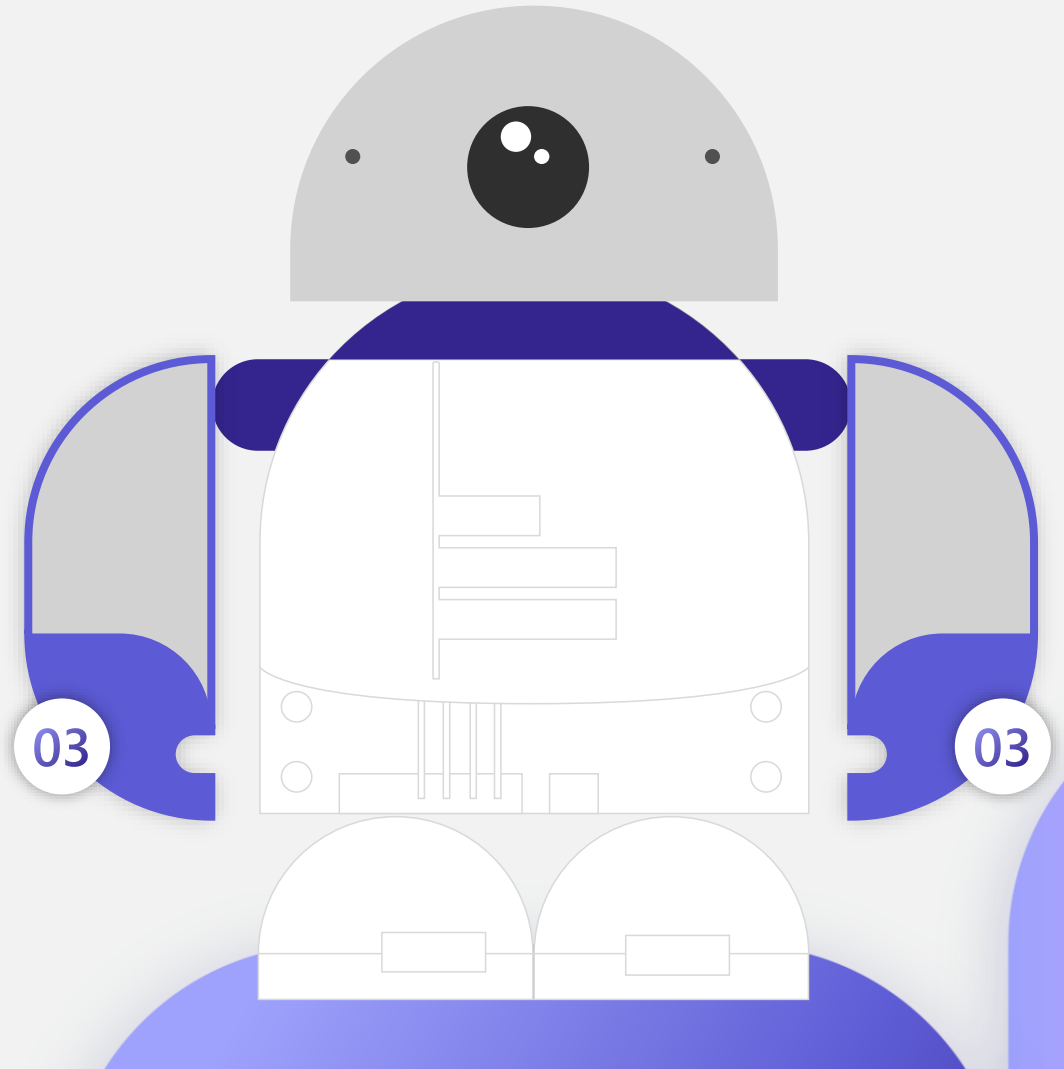
Choosing the building blocks to light up your solution

Building blocks to enable

Building blocks to empower

Building blocks to transform

Managing, configuring and deploying frontline worker apps in Teams

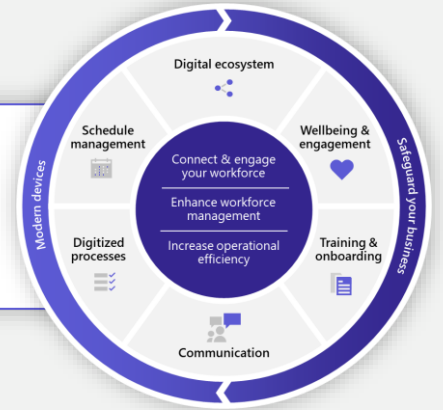


Meet your building blocks

There are many apps that can help your frontline workers, and one way to think about the apps that you can surface in Teams for your Frontline workers as falling into one of four building blocks.

These four blocks can be thought of as *ready-to-use* building blocks thanks to Teams apps (1), Office 365 apps (2) and third-party apps (3) and *custom* building blocks developed thanks to Microsoft 365 extensibility.

You can use building blocks to light up the 6 key frontline worker experience areas



Ready-made



Custom

Teams apps

Teams built-in apps made for frontline workers

1

Office 365 apps

Office 365 apps that work just as well outside of Teams as in Teams

2

Third party apps

Ready-to-use apps in AppSource

3



Viva platform



Teams platform



Power platform

4

Meet your building blocks: 1 – Teams apps

1

Teams apps

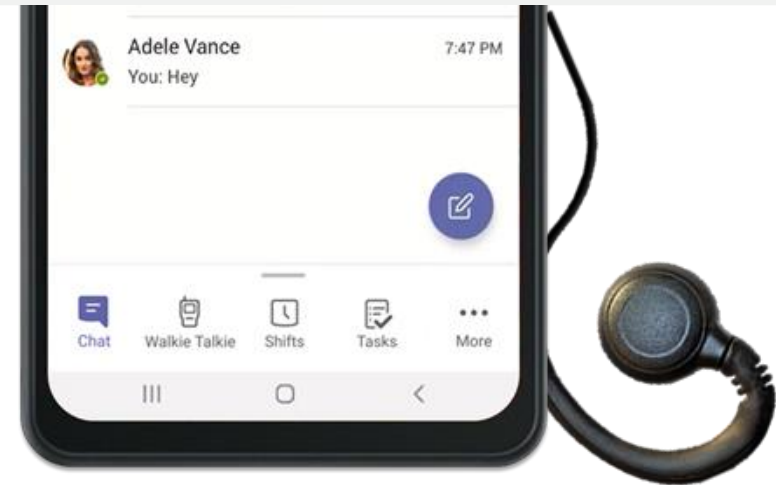
Ready-to-use Teams built-in apps made for frontline workers.

Teams helps you connect your workers by putting them in ... you guessed it teams!

From there, communication is made simple with private messages in [Chats](#) and threaded team posts in [Channels](#).

For frontline teams, you'll find ready-to-use tools that address common challenges around scheduling and cover management (the [Shifts](#) app), instant real-time communication (the [Walkie-Talkie](#) app), task management (the [Tasks](#) app).

[And there is so much more!](#)



Meet your building blocks: 2 – Office 365 apps

2

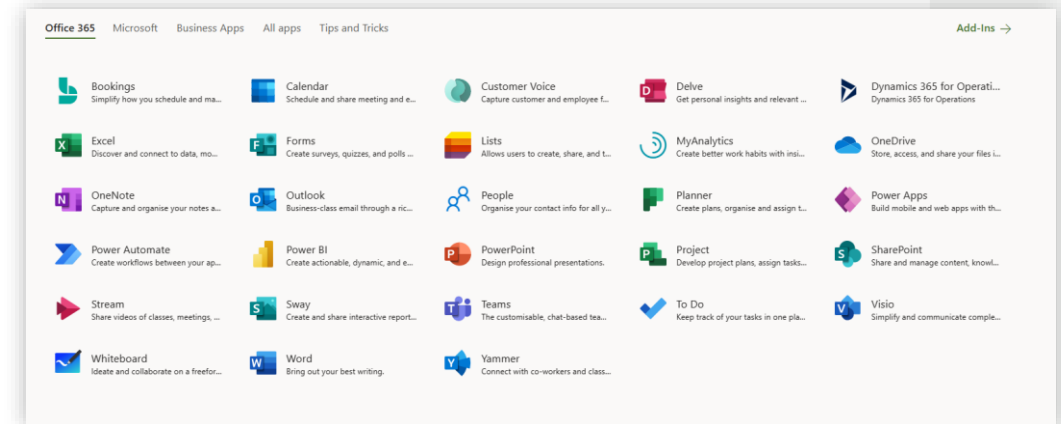
Office 365 apps

Ready-to-use Office 365 apps that work just as well outside of Teams as in Teams.

Microsoft 365 suite of apps that can

From **Yammer** that show up as **Communities** in Teams, to branded portal for your frontline workers with targeted news and top actions in **Viva Connection**, and **Forms** for recurring check-in surveys, Microsoft 365 ready-to-use apps help you complete all your scenarios.

These are apps that don't just work great in Teams but are also available on the web or even stand-alone applications and make a great technology choice when you need to cater for scenarios that encompass your frontline employees whom you'd like to be in Teams only and desk-based workers who may be using desktop-based applications and will naturally move from one app to another.



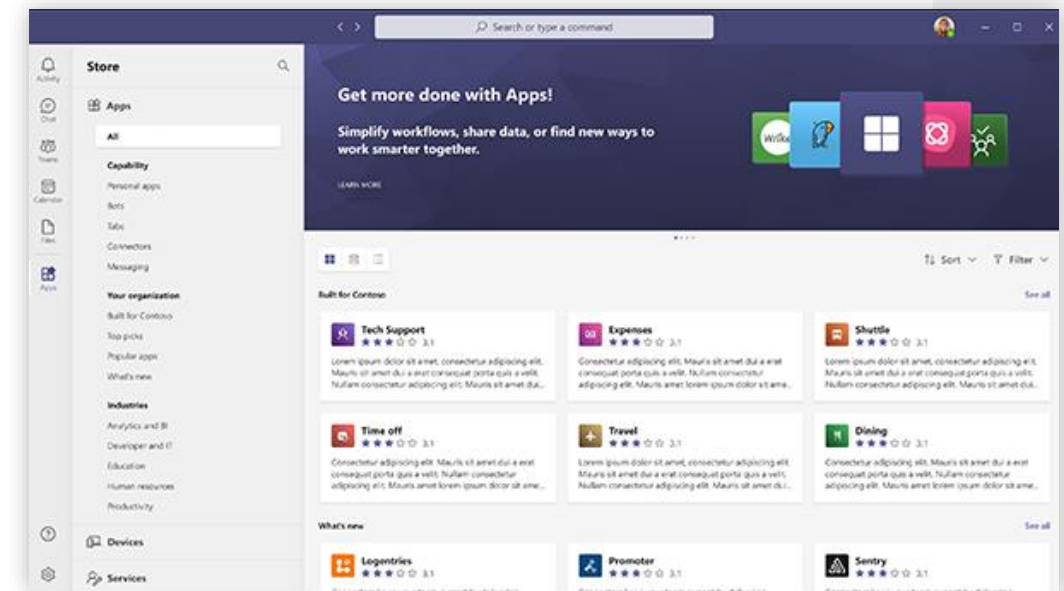
Meet your building blocks: 3 – Third party apps

3

Third party apps

Ready-to-use apps
in AppSource.

Available in our app store
Choose from over 700
popular apps available to
make your work easier
every day.



Meet your building blocks: 3 – Custom apps

4

Custom apps

Extend Teams apps integrating your existing apps, or build your own apps to run in Teams

Power platform apps

Quickly build custom apps and digital tools for Microsoft Teams, with little or no development experience



Power Apps

Create custom apps to digitize processes and improve efficiency.



Power Automate

Automate repetitive tasks and connect data to improve agility and productivity.



Power Virtual Agents

Build low-code chatbots to provide conversational, AI-driven insights and information.



Power BI

Discuss and visualize data to align teams and confidently make data-driven decisions.

Teams platform apps

With code from scratch or leveraging templated and sample code



Developer tools

Enjoy frictionless app development with our set of Microsoft Teams toolkits.



Extensibility points

Expand the reach of your app with tabs, bots, and messaging extensions.



UI Elements

Create rich experiences with adaptive cards, task modules, and notifications.



APIs

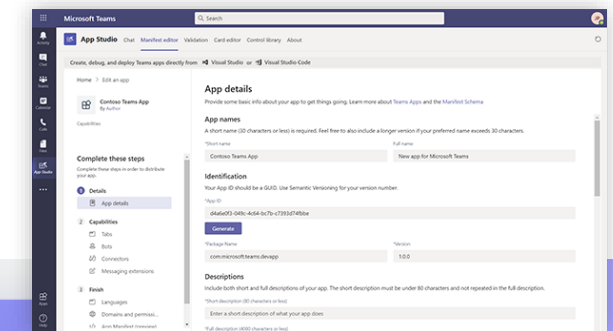
Use the Microsoft Graph to enhance apps inside and outside of Teams.

Viva platform extensibility

Developers can extend Microsoft Viva Connections for building engaging experiences with the widely adopted SharePoint Framework (SPFx).

Viva Connections is your gateway to a modern employee experience where you can build and integrate apps that shape culture and foster connections to help employees thrive.

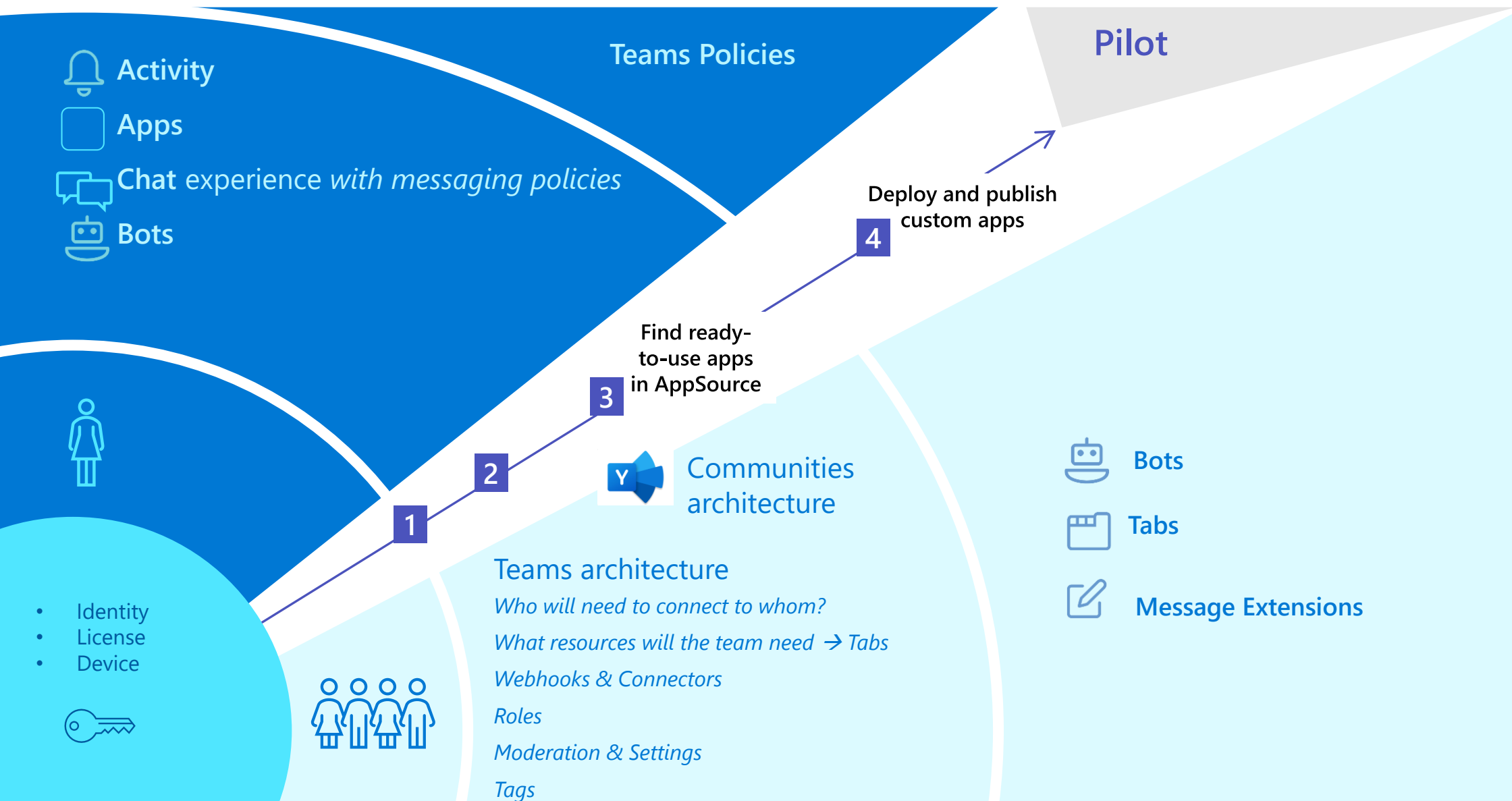
With SPFx, you have multiple ways to extend – using the same out-of-the-box or custom SPFx web parts, SPFx extensions (e.g. header, footer), and specific components for optimized mobile experiences.



Here are a few building block app examples

	Enable	Empower				Transform
	Connect your frontline to communicate	Wellbeing & engagement	Schedule management	Training & onboarding	Digitized processes	Digital ecosystem
1	Messages in Chat Team posts Channels Voice memos Video and audio calls Walkie Talkie app Targeting with Tags	Praise 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	App Studio in Teams that can help your development team with creating custom experiences, and Microsoft Graph APIs that enable you to extend experiences and bring in your systems.
2	Yammer network as Communities app in Teams	Communities Stream Viva Connections Forms for surveys	Bookings	SharePoint Online – specifically Microsoft 365 learning pathways Stream Viva Learning	Bookings Viva Insights	
3	App source > Communication	Business Apps – Microsoft AppSource	Business Apps – Microsoft AppSource	Business Apps – Microsoft AppSource	Business Apps – Microsoft AppSource	
4	<u>Company Communicator</u> app template	App templates: <u>Celebrations</u> , <u>Co-worker Appreciation</u> , <u>Custom Stickers</u> , <u>Great Ideas</u> , <u>Incentives</u> , <u>Reflect</u>	Flow connectors for the Shifts app Custom connector and integration with WFM systems <u>Staff Check-ins</u> app template	App templates: <u>Employee Training</u> , <u>Grow Your Skills</u> , <u>New Employee Onboarding</u>	App templates: <u>Ask Away</u> , <u>Associate Insights</u> , <u>Checklist</u> , <u>Expert Finder</u> , <u>Incident Reporter</u> , <u>Rapid Assist</u> , <u>Remote Support</u>	

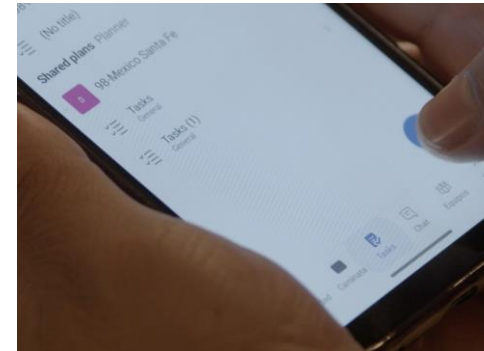
Build and validate value



Customer example - Chedraui



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



Customer example – multi national retailer



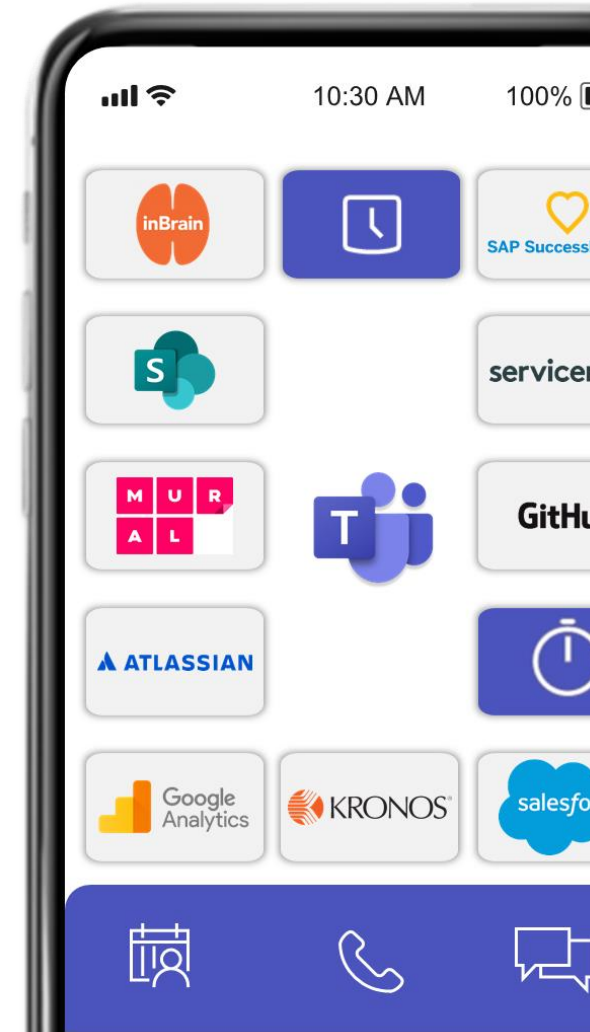
1 Shifts, Tasks
Calls, Chats, Teams & Channels

2 Office apps

3 servicenow  

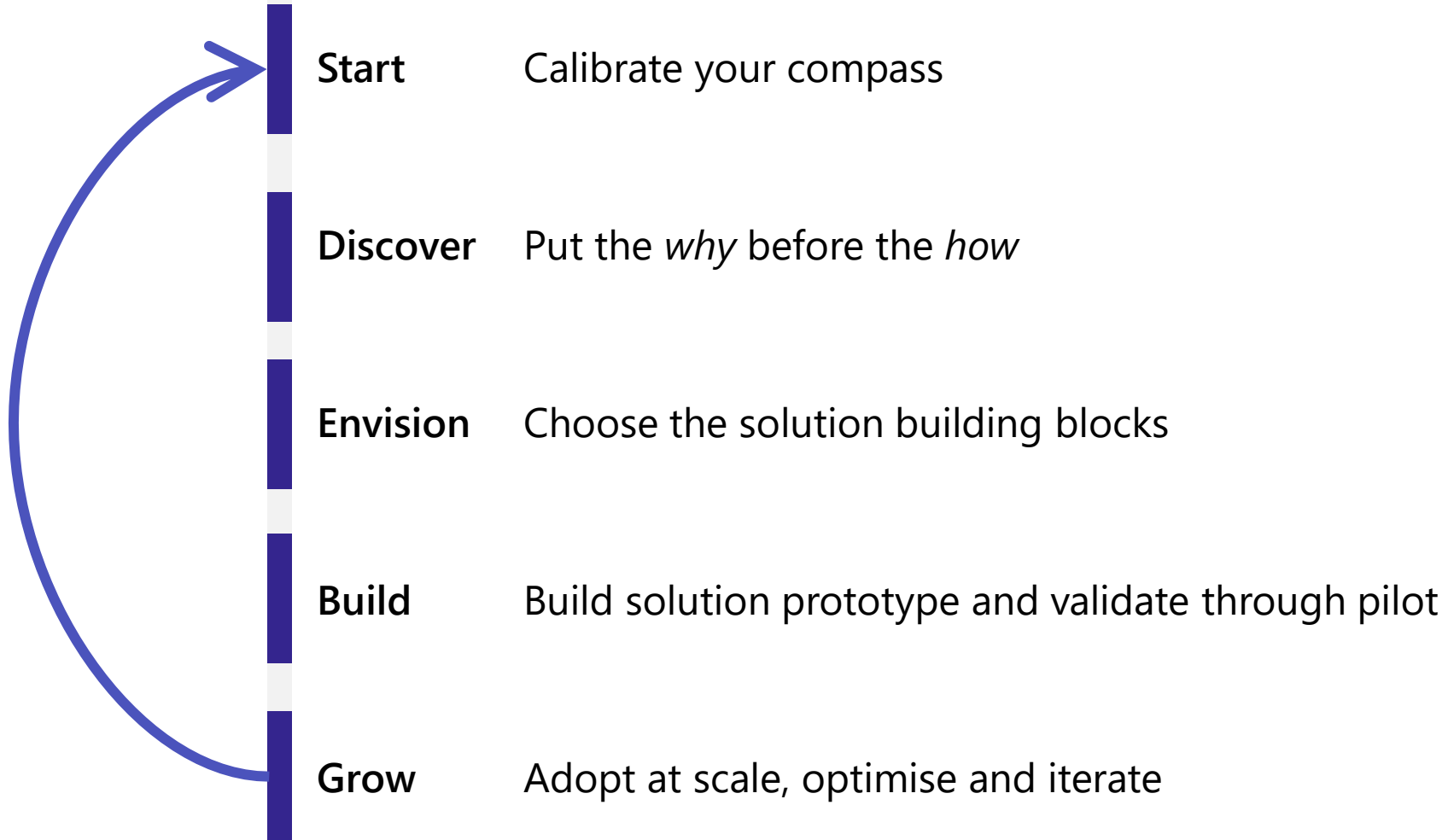
4 PowerApps and
"Sherbot" Bot



Where do you go from here?

Journey to valuable Teams solutions

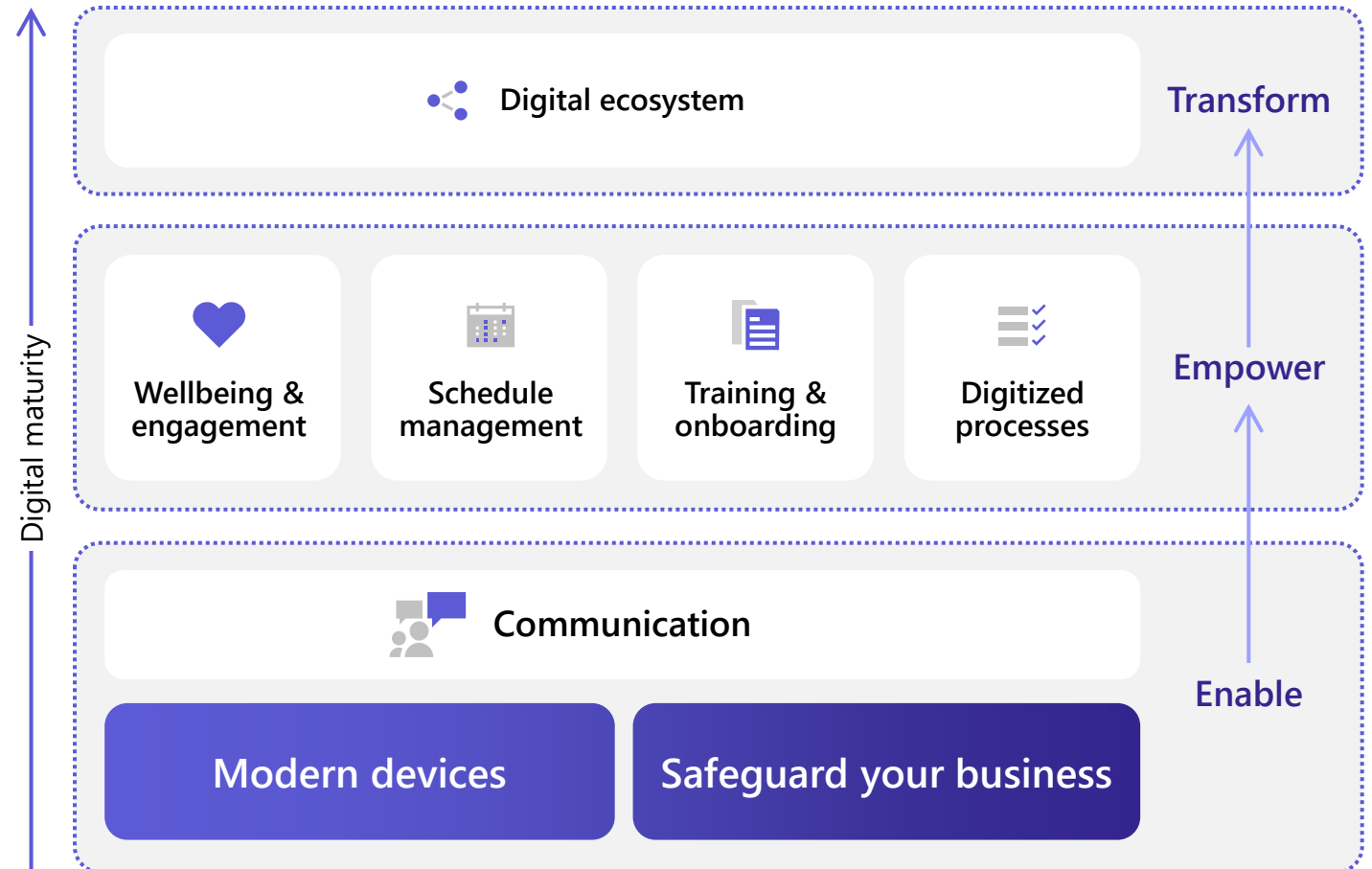


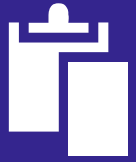
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The aim is to get to the top of the hierarchy – getting more value for your frontline, your customers and your organization overall – but you need to make sure that you address the lower levels of the hierarchy first.

Microsoft has made several investments in their products and services to help you do just that.





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!

