Team Challenge

During the team challenge, attendees working as a team will attempt to deliver a Proof of Concept (PoC) for a real-world scenario and will be challenged in two significant ways. From a technical perspective, attendees will need to both design, scope and implement the PoC. From a soft-skills perspective, attendees will need to pitch the vision for their PoC, explain and defend their design and present their final solution. The teams of attendees will have their presentation and deliverables evaluated by a panel of judges, with recognition being awarded at the end of each day of the event (best PoC pitch, best design, best implementation, etc.) with an overall award for the best solution.

# Scenario for the Proof of Concept (PoC)

Best for Your Organics Company (B4U) manufactures and sells non-toxic cosmetics that also minimize their impact on the environment. They have grown their business into a billion-dollar business by leveraging the network sales model. In network sales, B4U involves non-employee consultants (also called contractors) to sell their products in a person to person way. Best for Your Organics Company is looking to expand their consultant model to contain Basic Consultants and Platinum Consultants. Basic Consultants have a low cost to enter the business and low monthly expenses. Any Consultant can select to become a Premium Consultant under the new model by paying higher monthly fees. In return they will receive discounts, early access to new products and an enhanced set of software tools to support their business.

Each consultant runs their own small-scale version of the business, including purchasing product inventory, performing product demonstrations, marketing on social media, handling sales both “on the spot” during in-person events and by driving clients to their personalized B4U website, recruiting and nurturing and building a team of consultants beneath them to help scale their personal organization’s sales force. Consultants start off as individuals but may end up growing their organizations to 100s or 1,000s of consultants beneath them. Some organizations are narrow and deep, with only a few legs directly reporting to the original consultant but having many consultants in the chain below the. Other organizations are wide and shallow, having 10’s to 100’s of direct reports, each only a few levels deep.

They recently migrated all their employees and consultants to Microsoft 365. Since the migration, they are looking to leverage their investment in Microsoft 365 further by integrating line of business applications further into Microsoft 365. One their primary applications revolves around their consultants interacting with their employees. There are various interactions that take place between these two groups of people. Across several different applications. They are looking to you to provide a solution to bring all these applications into a modern, central interface for their consultants.

# Current state of B4U

* All employees have Microsoft 365 E3 plans
* All consultants have Microsoft 365 F1 plans
* The team is open to purchasing PowerApps and/or Dynamics licensing for Employees, but does not want to do so for consultants
* Each user is licensed for the full suite of applications within their given plan
* Consultants regularly perform the following tasks in applications owned by B4U
  1. Place product orders for their clients
  2. Download documentation for new products
  3. View training videos created by B4U
  4. Maintain a database of current and prospective customers
  5. Order marketing material (i.e. postcards, posters/flyers, stickers, etc.)
  6. Order business cards
  7. Browse the catalog of available products
  8. Reach out to B4U for support: Chat, support ticket, voice

# Your Challenge

B4U clearly has a lot of improvements to make around the tools they provide to their consultants. Your job is to develop a plan and architecture on how these tools could all be brought together into a centralized location for the consultants to access and use.

The final solution must meet the following requirements:

* Currently the database of current and prospective customers lives in an on-premises SQL database that has reached the end of its life. The new solution must live entirely in the cloud. This list of customers will also be the list a consultant can select from when placing a new order.
* Consultants need to order marketing material for their own use. There should be a form to request the material with a workflow associated with it. As the material may need things like address, times, dates, etc. for certain flyers or post cards, consultants should be prompted for this information required based on the marketing material requested.
* Employees should be able to perform any of these activities from a computer or a mobile device.
* Order business cards should be a simple process of specifying the quantity. Business cards are standard and will pull from the consultant’s information on file with B4U. However, this information should be displayed to the consultant before ordering and provide a way for them to update the information.
* The catalog of available products should provide a way for consultants to be able to search for products based on variety of metadata such as the actual name, similar products of competitors, purpose of the product, possible side effects, and other key information. One a product is pulled up, a consultant should be able to download information sheets containing information such as ingredients in the product, usage instructions, marketing information, etc.
* Support should be multifaceted. Currently users just open a ticket and don’t have access to view any current knowledgebase articles. Searching common questions and providing answers should be an aspect of support with this document. Chat, support ticket/form, and voice should also still be available within the same interface for consultants requesting support.
* Due to the number of consultants vs. the number of employees, there should be some level of “blockers” in customer service prior to directly contacting a customer service employee.
* Provide the ability for B4U to share news and announcements with consultants. This way B4U can post announcements about new products, training opportunities, upcoming events, or other information they may need to share with all consultants.
* Enable consultants to browse through a library of videos provided by B4U. These could be training videos on new products, education around sales techniques or even recorded meetings.
* Consultants should have a single location to access to be able to perform all activities. Accessing all the appropriate information should be as simple as possible for consultants so they can focus their time on selling products, not figuring how to access everything they need access to.
* B4U wants a way to report on how well Microsoft 365 is being adopted across the organization
* B4U would like to use SharePoint for all their document storage connected across Microsoft 365
* There should be a dashboard tracking marketing material and business card orders. The dashboard should be displayed in location only accessible by specified users.
* As support cases come in and are tracked, B4U would like a dashboard showing real-time analytics on case progression.

Your task is to determine the cloud services required to achieve the above. Each of the consultant tasks should be planned out in terms of what cloud technologies will be used and how all of them will be integrated together into a single, easy to access, location. When coming up with a solution, try to come up with the least expensive as well as the least time intensive way to meet the requirements.

Good luck!

# Resources to help you get started

The following resources have been made available to help you quickly get started with your PoC:

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| Item | Description | Location |
| Product Comparison | Microsoft 365 Service Descriptions | <https://docs.microsoft.com/en-us/office365/servicedescriptions/office-365-service-descriptions-technet-library?redirectedfrom=MSDN> |
| Product Page | Microsoft 365 F1 | <https://www.microsoft.com/en-us/microsoft-365/enterprise/f1?activetab=pivot%3aoverviewtab> |
| Documentation | Power Apps Documentation | <https://docs.microsoft.com/en-us/powerapps/index> |
| Documentation | Power Automate Documentation | <https://docs.microsoft.com/en-us/power-automate/> |
| Documentation | Microsoft Teams Developer Platform | <https://docs.microsoft.com/en-us/microsoftteams/platform/#pivot=home&panel=home-all> |
| Documentation | Azure Logic Apps | <https://docs.microsoft.com/en-us/azure/logic-apps/> |
| Documentation | Azure SQL Database | <https://docs.microsoft.com/en-us/azure/sql-database/> |
| Product Link | Teams Apps, Integrations and Services | <https://products.office.com/en-us/microsoft-teams/apps-integration-and-services> |
| Documentation | Power Virtual Agent | <https://docs.microsoft.com/en-us/power-virtual-agents/> |
| Documentation | Power Apps Portals | <https://docs.microsoft.com/en-us/powerapps/maker/portals/overview> |
| Documentation | Dynamics | <https://docs.microsoft.com/en-us/dynamics365/> |
| Documentation | Project Oakdale | <https://docs.microsoft.com/en-us/powerapps/teams/overview-data-platform> |