



**NETAS**

**FRONTLINE WORKER  
SOLUTIONS**



# MICROSOFT F - LICENSES & APPS & SERVICES

## Microsoft 365 F1

## Microsoft 365 F3

Teams  
Viva  
Exchange  
Stream  
SharePoint Online  
Planner  
Bookings  
Microsoft 365 Ofis  
Uygulamaları  
Outlook  
Sway  
Visio  
Power Apps

Teams  
Viva  
Exchange  
Stream  
SharePoint Online  
Planner  
Bookings  
Microsoft 365 Ofis  
Uygulamaları  
Outlook  
Sway  
Visio  
Power Apps  
Power Automate  
Forms  
To Do  
Access  
Publisher  
Power Virtual Agents  
Windows

## Transform the frontline workforce with Microsoft 365

Simplify processes, unify communication tools, and engage frontline workers in a secure, all-in-one platform with Microsoft 365.

### Microsoft 365 F1

- Help protect and secure your organization
- Support powerful communication, collaboration, and productivity experiences

### Microsoft 365 F3

- All the features in Microsoft 365 F1, plus:
- Deliver a connected and secure experience with intuitive tools
  - Transform business processes with customized apps and workflow automation
  - Safeguard company assets with intelligent security

# Microsoft 365 scenarios for frontline workers

## Choose your scenarios

Microsoft 365 for frontline workers can help you connect and engage your workforce, enhance workforce management, and increase operational efficiency. There are several solution areas that can help you achieve these goals. Think of Microsoft 365's foundational security and device management capabilities as setting a secure baseline, above which you can build scenarios that enable, empower, and transform your frontline business. You can use the capabilities included with Microsoft 365 for frontline workers,

from Microsoft Teams, to SharePoint, Viva Connections, Viva Engage, and the Power Platform, or add in solutions from our partners in the digital ecosystem to connect with existing systems or create custom solutions for your business. Use these scenario overviews to start envisioning what your organization can do with Microsoft 365 for frontline workers. Find more information about these scenarios at <https://aka.ms/m365frontlinescenarios>.

### Digital ecosystem

Extend even further with third-party apps in AppSource and custom apps that you or our partners build for you.

#### Team communication and collaboration

Help your frontline workforce communicate within their store, practice, branch, shift, or team. Keep in touch and share information and updates easily with these apps.

##### Microsoft Teams

Your on-the-ground staff can collaborate efficiently with included collaboration features and apps on either personal or shared devices.

###### Key Apps:

- Approvals
- Chat
- Files
- Lists
- Meet
- Praise
- Shifts
- Tasks
- Updates
- Walkie Talkie

##### Outlook

Use email to communicate with other locations and headquarters. \*Requires F3 license for mailbox.

#### Corporate communications

Keep everyone informed and engaged to boost workplace satisfaction, loyalty, and productivity.

##### Microsoft Teams

Hold meetings to share information or transition between shifts.

Key Apps:  
Meet

##### Outlook

Send announcements and event information over email. \*Requires F3 license for mailbox.

##### Viva Connections

Create a dashboard so your workforce can view a tailored news feed from your organization and a personalized dashboard with resources they need.

##### SharePoint

Set up a communications site for announcements and leadership updates.

##### Viva Engage

Share knowledge and communicate across your organization with communities.

#### Wellbeing and engagement

Build deeper connections across your organization and create an inclusive workplace.

##### Microsoft Teams

Help employees feel recognized for achievements such as meeting goals and going above and beyond to help customers.

Key Apps:  
Praise

##### Viva Connections

Increase engagement with a dashboard, feed, and resources. Empower workers to share feedback in the dashboard or feed. Surface daily health checks or wellness reminders. Curate the experience to provide what your workforce needs.

##### SharePoint

Record team meetings and share them in SharePoint so your workforce can catch up on meetings they missed.

##### Microsoft Stream

Record and upload videos to Stream to share across the company.

##### Viva Engage

Share knowledge and communicate across your organization with communities.

#### Onboard new employees

Make new employee onboarding a great experience by fostering an environment where new employees can find important resources, meet people in their organization, and prepare to be successful in their new role.

##### Microsoft Teams

Use live meetings to administer a virtual employee orientation. Help new employees prioritize deliverables with Microsoft Lists.

Key Apps:  
Lists  
Live Meetings

##### SharePoint

Set up a communications site using the New Employee Onboarding site template.

##### Viva Learning

Surface your organization's learning content in Teams so your employees can access the training they need to succeed without leaving the flow of work.

##### Viva Connections

Bring onboarding resources and tools into one place and target the experience to your audiences.

##### Viva Engage

Create a channel for new employees so they can share their questions, insights, experiences, and tips.

#### Ongoing training

Keep your employees' skills up to date with ongoing training and knowledge sharing and exchange.

##### Microsoft Teams

Pin the Viva Learning app in Teams to make sure your frontline workers can find it easily.

##### SharePoint

Create a SharePoint communication site using the Learning Central SharePoint Communication site template. Use the site to direct employees to events, news, and information about required learning and extra-curricular resources.

##### Viva Learning

Surface your organization's learning content in Teams so your employees can access the training they need to succeed without leaving the flow of work.

##### Viva Connections

Share the learning experience in Viva Connections to build awareness and increase accessibility.

##### Viva Engage

Provide an opportunity for employees to learn from each other in communities.

#### Schedule your team

Simplify and streamline schedule coordination with your frontline workforce. Gain visibility into their schedules and enable them to arrange for cover and leave.

##### Microsoft Teams

Create, manage, and update shift schedules. Connect to your third-party workforce management (WFM) system for scheduling with Shifts Connectors.

Key Apps:  
Shifts

#### Digitized processes

Create standard processes across sites, lists to manage information and track ongoing processes, and streamline requests with Approvals. Automate workflows to speed up actions like collecting data or routing notifications.

##### Microsoft Teams

Manage day to day work right in Teams with these apps to make sure your workforce is aligned on tasks and processes.

Key Apps:  
Approvals  
Lists  
Shifts  
Tasks  
Updates

##### Power Apps

Create custom apps for your organization so you can track inventory or equipment, or check in on tasks or problems.

##### Power BI

Track key performance indicators (KPIs) with Power BI reports. Embed interactive reports in Teams where you can chat about them with your team or stakeholders.

#### Virtual appointments

Schedule and host virtual appointments with clients and customers. Integrate Forms with your virtual appointments experience to get the right information about your customers, or as part of your customer support experience to learn what your customers need.

##### Microsoft Teams

Schedule customer appointments with Bookings and your staff's time with Shifts, and host the virtual appointments over Teams meetings.

Key Apps:  
Bookings  
Meet  
Shifts

##### Forms

Integrate Forms with your virtual appointments experience to collect information before the appointment.

# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## Company Communicator

Enables corporate teams to create and send messages intended for multiple teams or large number of employees over chat allows organization to reach employees right where they collaborate. New initiative announcements, employee onboarding, modern learning, and development or organization-wide broadcasts.

### Company Communicator

New message

Title  
Company Communicator

Image URL   
CC-Image.png

Summary  
This is to announce the new version of the company communicator app to be released in July 2022

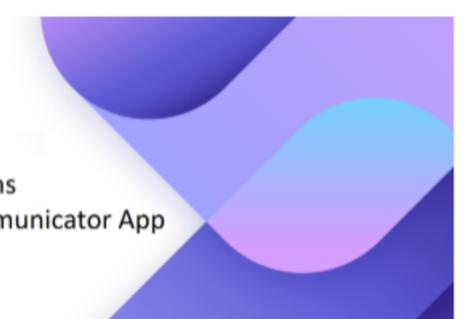
Author  
MOD Administrator

Button title  
More Details

Button URL  
<https://github.com/OfficeDev/microsoft-teams-apps-company-comm>

### Company Communicator

Microsoft Teams



Microsoft Teams  
Company Communicator App

This is to announce the new version of the company communicator app to be released in July 2022

MOD Administrator

# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## Employee Training

Employee training is a Microsoft Teams app that enables organizers to easily publish, track, and promote learning and training events for your organization. With the app, event planners can send reminders and notifications to event registrants and employees can indicate interest in upcoming events, stay updated on current events, and share event details with colleagues through the Teams message extension.

The screenshot shows the Microsoft Teams interface with the 'Employee Trainings' app open. The app is displaying the 'Event Details' form, which includes the following fields and values:

- Event image: A red and blue circular graphic with a 'Change image' button.
- Event Name: Annual goal meet up
- Event type: In-person
- Category: Employee well being
- Venue: Conference hall 201
- Description: Learn Data Science step by step through real Analytics examples. Data Mining Modeling, Tableau Visualization and more
- Start date: 07/05/20
- End time: 01:00
- Maximum participants: 30

The form is currently on Step 1/3, with 'Save as draft' and 'Next' buttons visible.

# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## Employee/Great Ideas

The app enables the Teams users to set up and configure an idea campaign. An idea campaign is a category for grouping ideas around common themes.

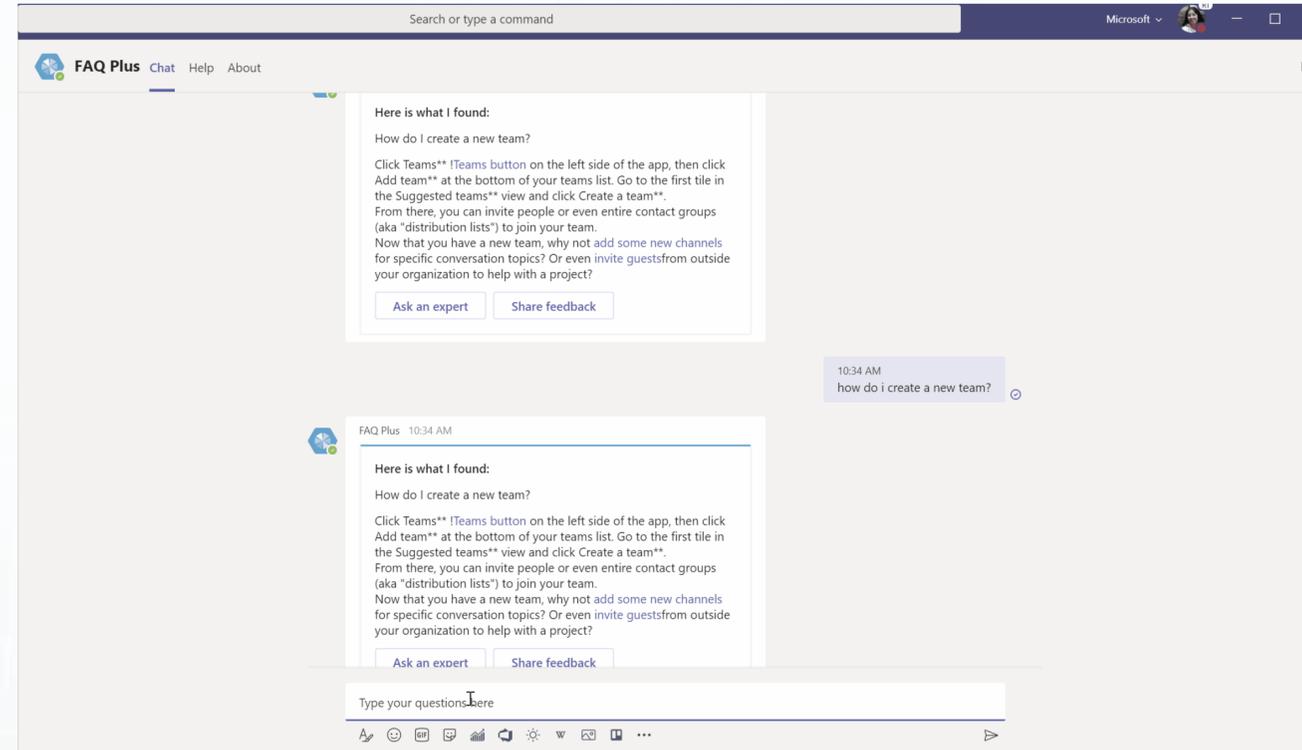
The screenshot displays the 'Great Ideas' app interface within a Microsoft Teams environment. The top navigation bar includes a search bar and a user profile icon. Below the navigation, there are tabs for 'Great Ideas', 'Chat', 'All Ideas', and 'About'. The main content area is a grid of idea cards, each with a title, a category, a description, tags, and a user profile with a like count.

Idea Title	Category	Description	Tags	User	Likes
Monitoring System for WHO Hand Hygiene compliance	Personal Hygiene and Protection	SARS-CoV-2 is detectable in aerosols for up to 3 hours, on copper up to 4 hours, up to 24 hours on cardboard, and up to 3 days on plastic and stainless steel. As SARS-CoV-2 stays	Tag 1	Daniela Ford	0
Deep Learning framework for early detection of infection	Medical Systems - Diagnostic	The two major challenges in diagnosing people with COVID-19 are that symptoms can take up to 2 weeks to show up and the limited number of test kits available in the country.	Deep learning algorithm, Diagnosing	Liv Grefin	235
Symptom Detection and Early warning and Precaution system.	Screening, Testing & Monitoring	The individuals who spread COVID-19 are not the ones with severe symptoms, rather it's the asymptomatic - people with no symptoms but could spread the virus when they come in	Diagnosing, Precaution, Testing	Daniela Ford	558
Identify and track people who contacted infected people or visit	Remote Work & Remote Education	Once a person is diagnosed with COVID-19 he/she is questioned on who all has had close contact with the that they too can be tested for COVID-19. Currently, 1	Screening, Testing, Monitoring	Marie Beaudouin	1049
Working from home during COVID-19	Remote Work & Remote Education	Over the coming weeks, many employees who typically work on a Microsoft campus may be working from home in response to the coronavirus (COVID-19). The following resources can help you stay connected and productive while	Monitoring, Diagnostic, Testing	Albart Abbot	24k
Monitoring System for WHO Hand Hygiene compliance	Stabilizing Affected Businesses	The two major challenges in diagnosing people with COVID-19 are that symptoms can take up to 2 weeks to show up and the limited number of test kits available in the country.	WHO, Diagnostic, Monitoring	Chris George	1.2k
At-Home COVID-19 Testing Kit	Personal Hygiene and Protection	The individuals who spread COVID-19 are not the ones with severe symptoms, rather it's the asymptomatic - people with no symptoms but could spread the virus when they come in contact with others.	Testing, Protection	Liv Grefin	893
Cost-effective Thermal Scanning	Screening, Testing & Monitoring	Once a person is diagnosed with COVID-19 he/she is questioned on who all has had close contact with the that they too can be tested for COVID-19. Currently, 1 being done manually and is prone to errors.	Monitoring, Diagnostic, Testing	Albart Abbot	2.4k
Best of programs and resources for mental and emotional wellbeing	Remote Work & Remote Education	We've curated a list of great information and assets available for taking care of your mental and emotional health to help you manage stress and anxiety during this uncertain time.			
Storage Kits to collect test samples from homes and transport it to...	Medical Systems - Diagnostic	The two major challenges in diagnosing people with COVID-19 are that symptoms can take up to 2 weeks to show up and the limited number of test kits available in the country.			
Remote consultation for self quarantined patients	Remote Work & Remote Education	The individuals who spread COVID-19 are not the ones with severe symptoms, rather it's the asymptomatic - people with no symptoms but could spread the virus when they come in			
Novel Screening of COVID-19 info personnel at public places	Screening, Testing & Monitoring	Once a person is diagnosed with COVID-19 he/she is questioned on who all has had close contact with the that they too can be tested for COVID-19. Currently, t			

# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## FAQ Plus App

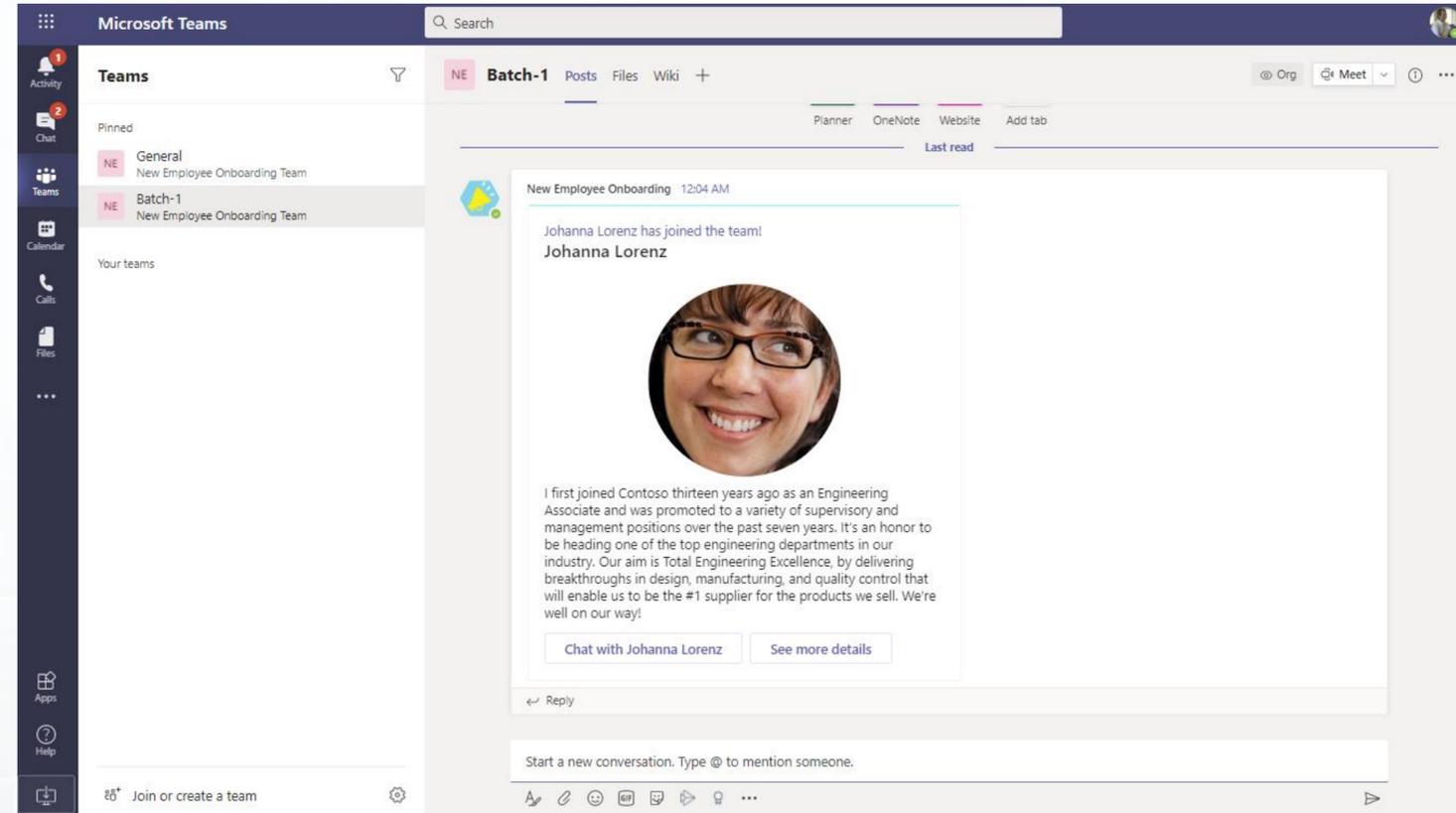
Conversational Q&A bots are an easy way to provide answers to frequently asked questions by users.



# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## New Employee Onboarding

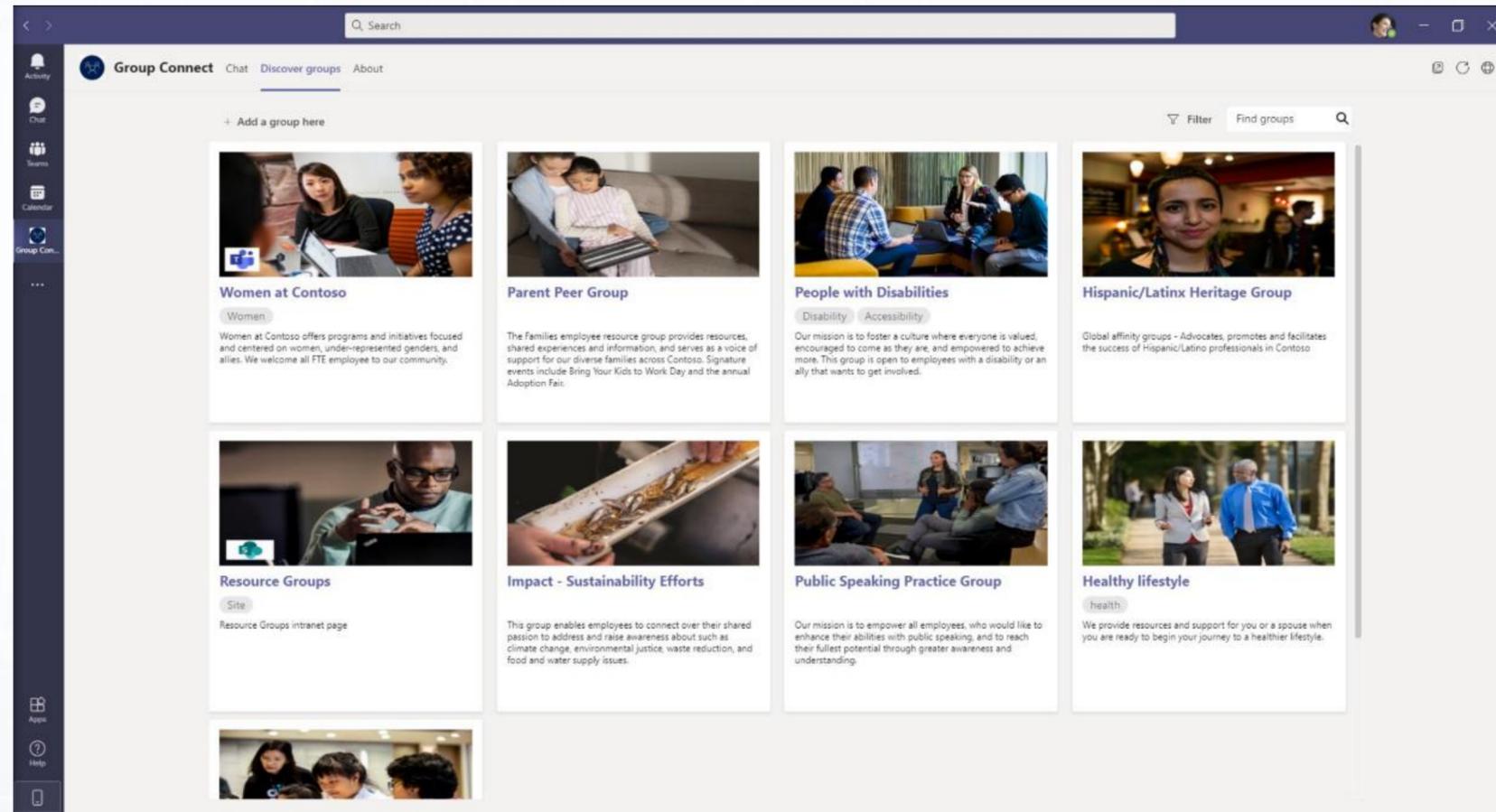
The app is used by human resource teams and hiring managers to provide relevant information throughout the orientation and induction process and by new hires to share feedback, provide introductions, and complete onboarding tasks.



# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## Group Connect

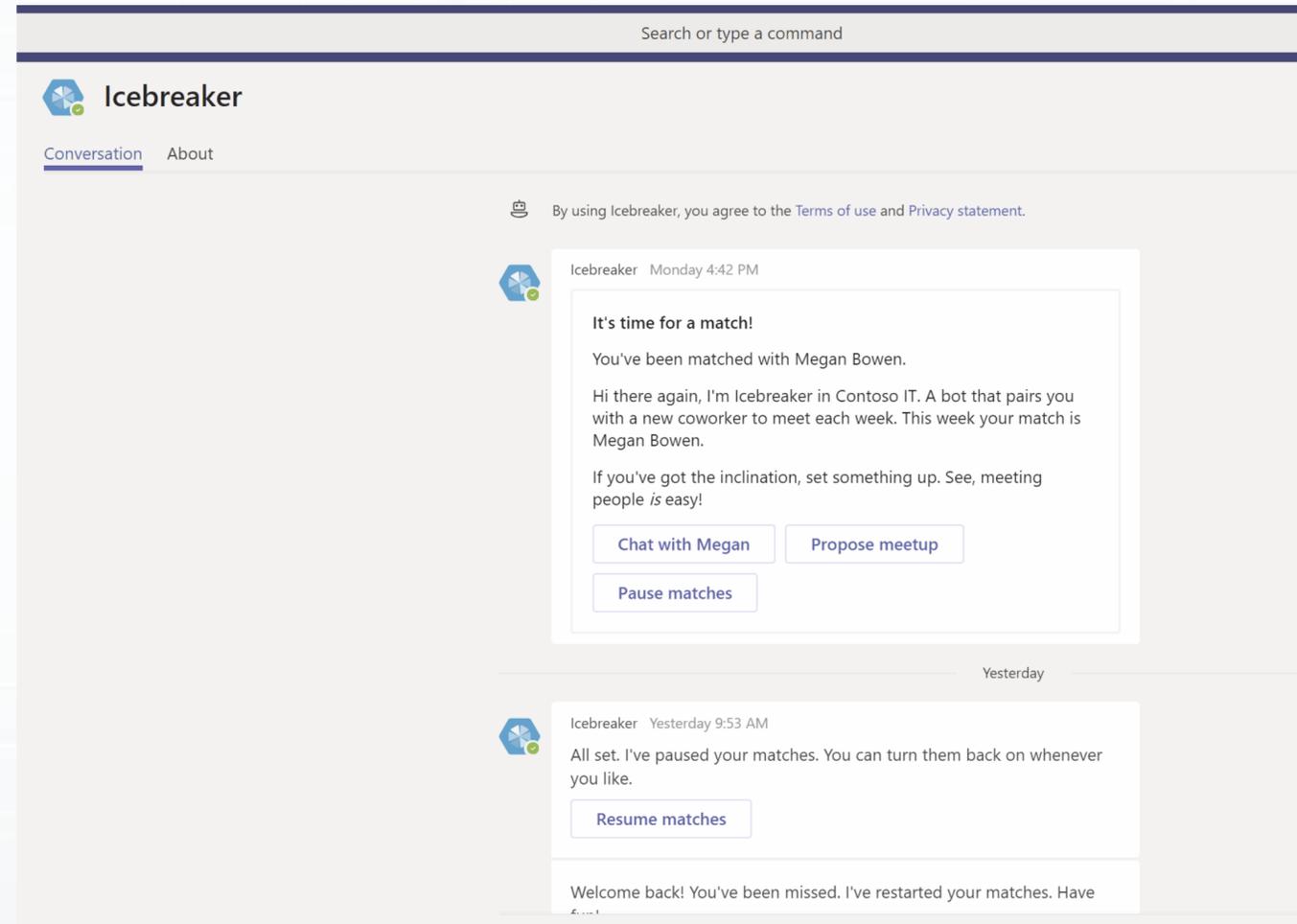
The app comes built-in with rich capabilities for organization leaders to communicate with their employees regarding groups, events, and resources. The Group Connect app also matches group members with each other at their desired frequency to encourage networking and cohesion within a group.



# Modernize and Digitize Frontline Workers with Microsoft Teams Apps

## Icebreaker

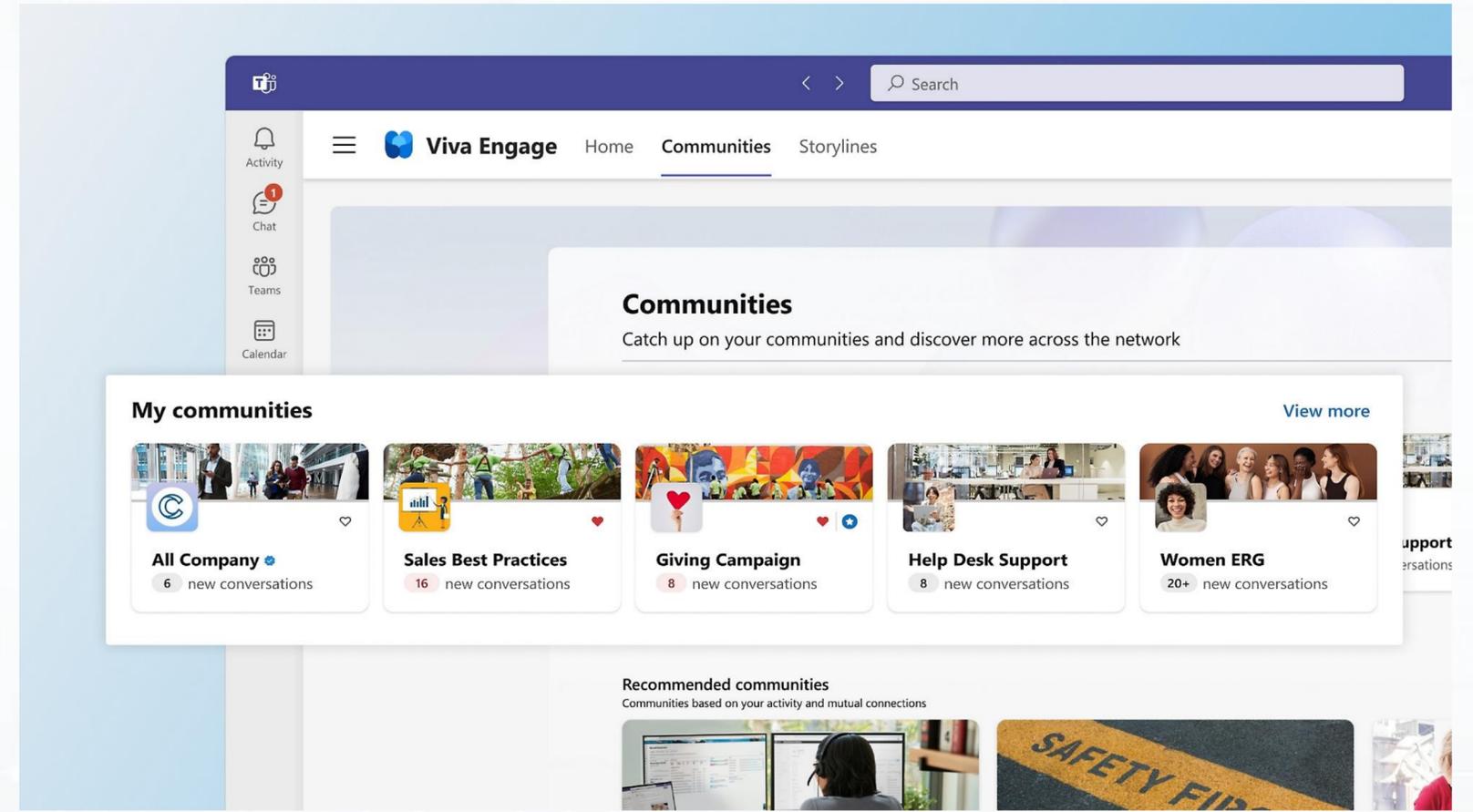
Icebreaker is a Microsoft Teams bot that helps your team get closer by pairing two random team members up every week to meet. The bot makes scheduling easy by automatically suggesting free times that work for both members. Strengthen personal connections and build a tightly knit community with this app.



# Modernize and Digitize Frontline Workers with EXP

## Viva Engage

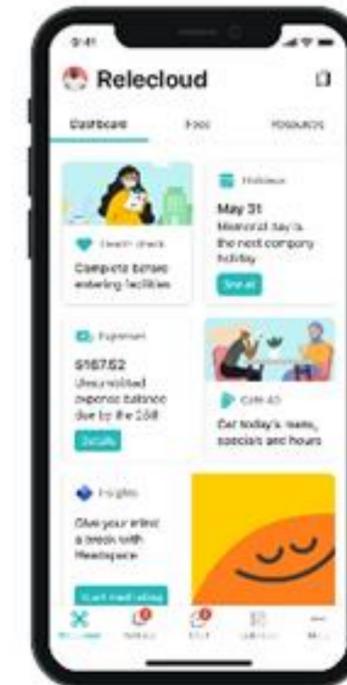
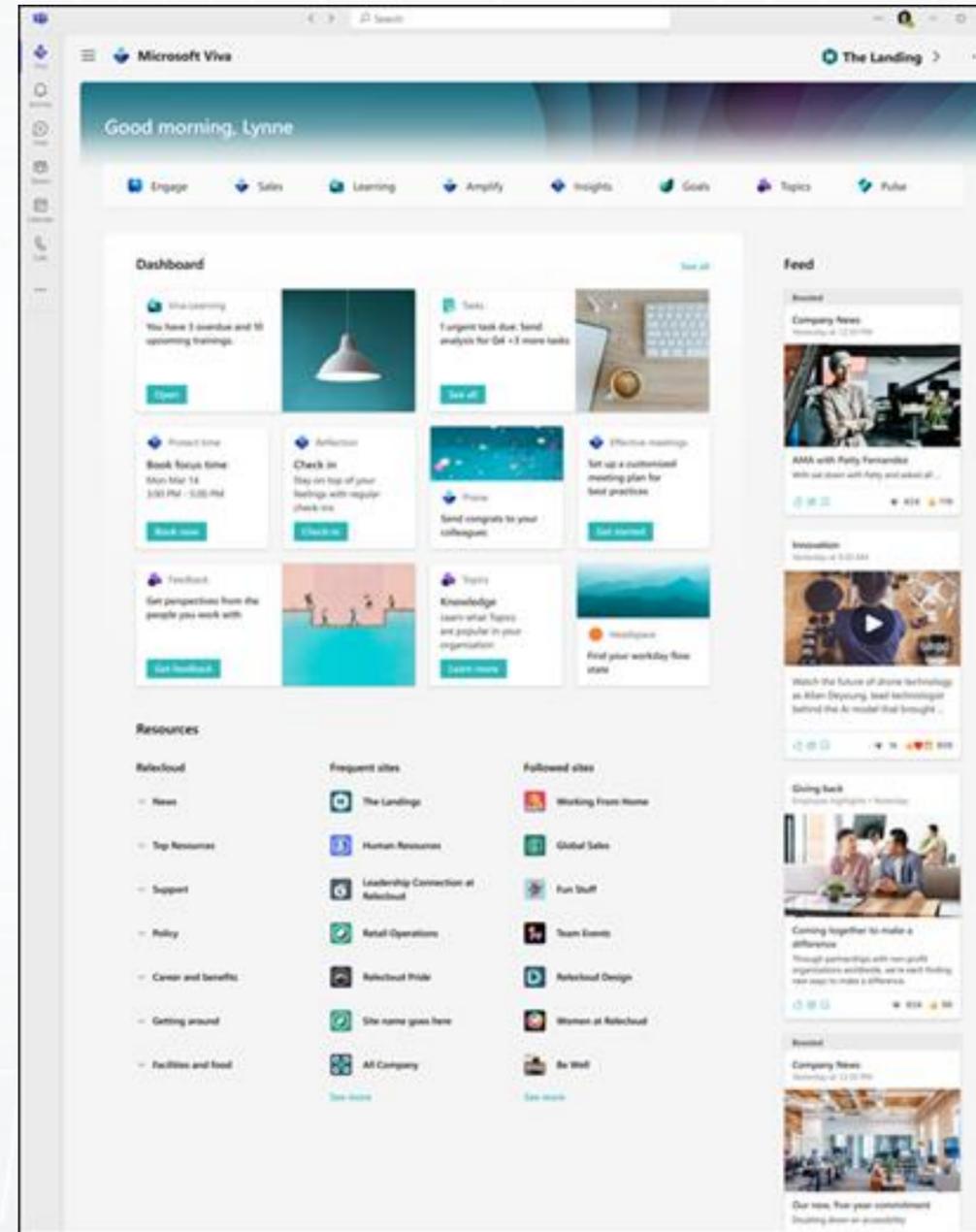
Connect everyone at your organization through employee communities and conversations using Viva Engage.



# Modernize and Digitize Frontline Workers with EXP

## Viva Connections

Discover the company-branded destination where employees can explore news, join conversations, and connect with others across the organization in the apps and devices they use daily. Viva Connections is included in Microsoft 365 plans with SharePoint Online.



# Modernize and Digitize Frontline Workers with EXP

## Viva Insights

Empower your organization with data-driven, actionable insights to increase productivity and performance.

