Microsoft

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FRONTLINE WORKER SOLUTIONS

Microsoft

MICROSOFT
F - LICENSES & APPS & SERVICES

Microsoft 365 F1	Microsoft 365 F3
Teams	Teams
Viva	Viva
Exchange	Exchange
Stream	Stream
SharePoint Online	SharePoint Online
Planner	Planner
Bookings	Bookings
Microsoft 365 Ofis Uygulamaları	Microsoft 365 Ofis Uygulamaları
Outlook	Outlook
Sway	Sway
Visio	Visio
Power Apps	Power Apps
	Power Automate
	Forms
	To Do
	Access
	Publisher
	Power Virtual Agents
	Windows

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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

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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.

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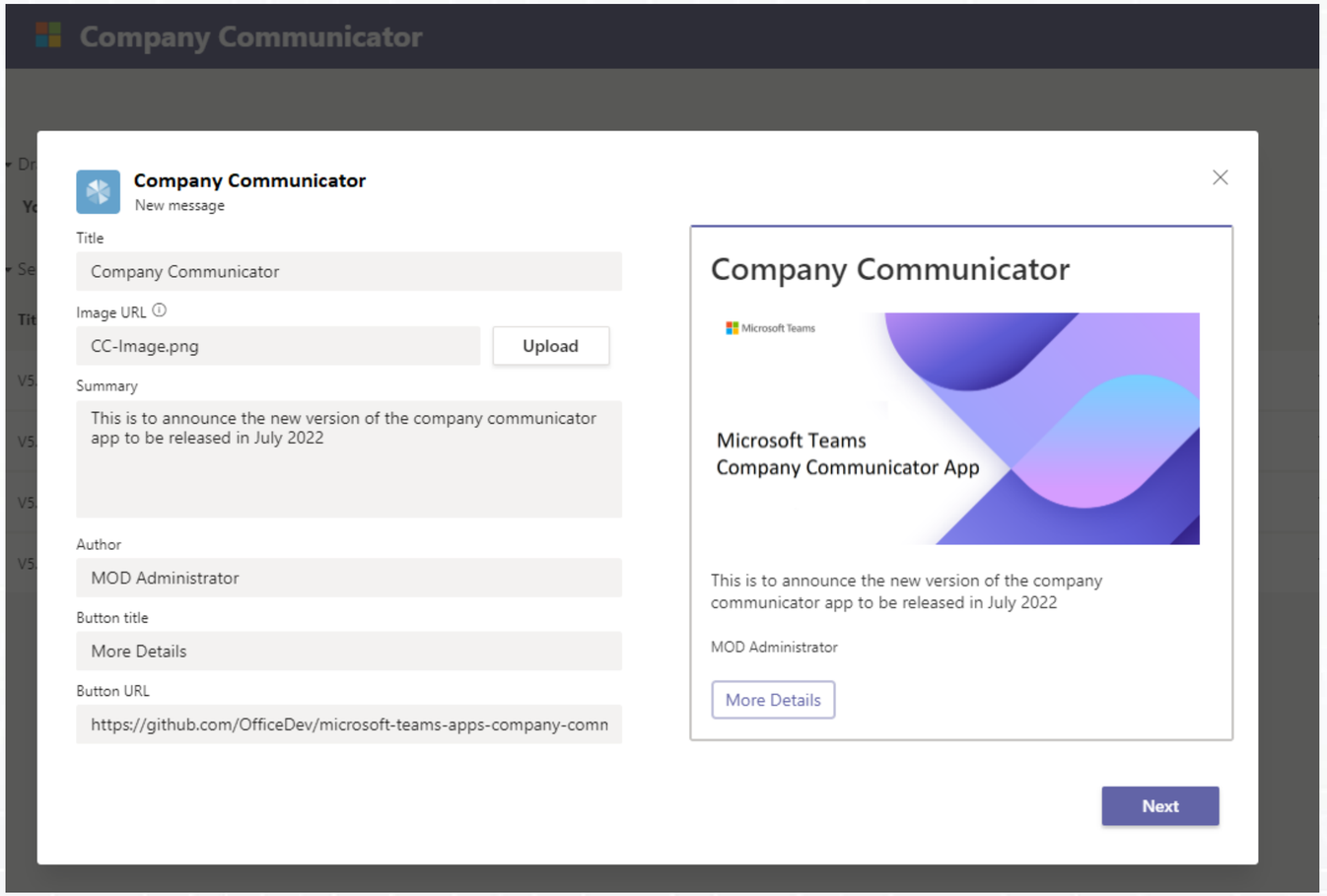
Modernize an Digitize Frontline Workers with Microsoft Teams Apps

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.



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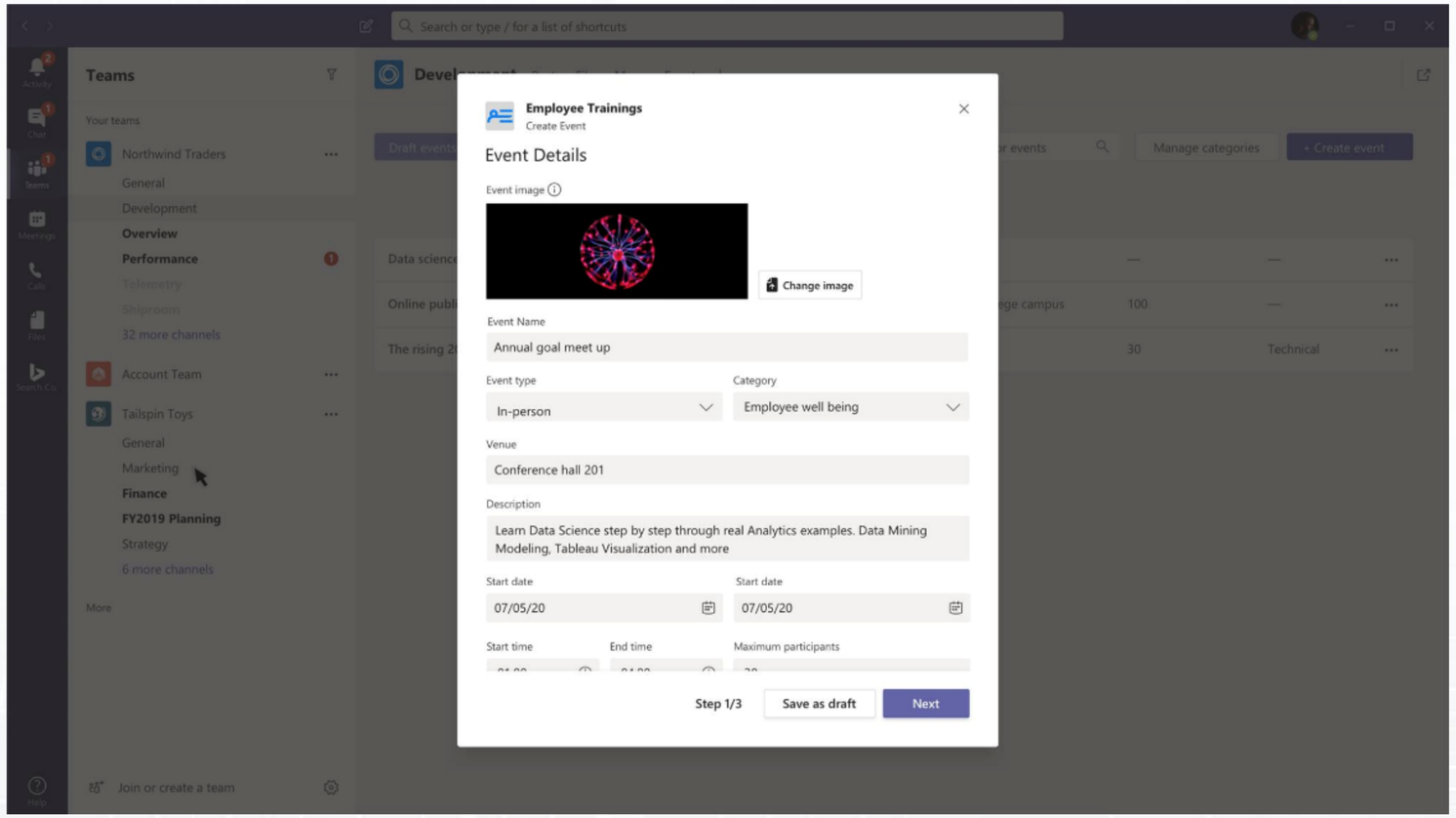
Modernize an Digitize Frontline Workers with Microsoft Teams Apps

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.



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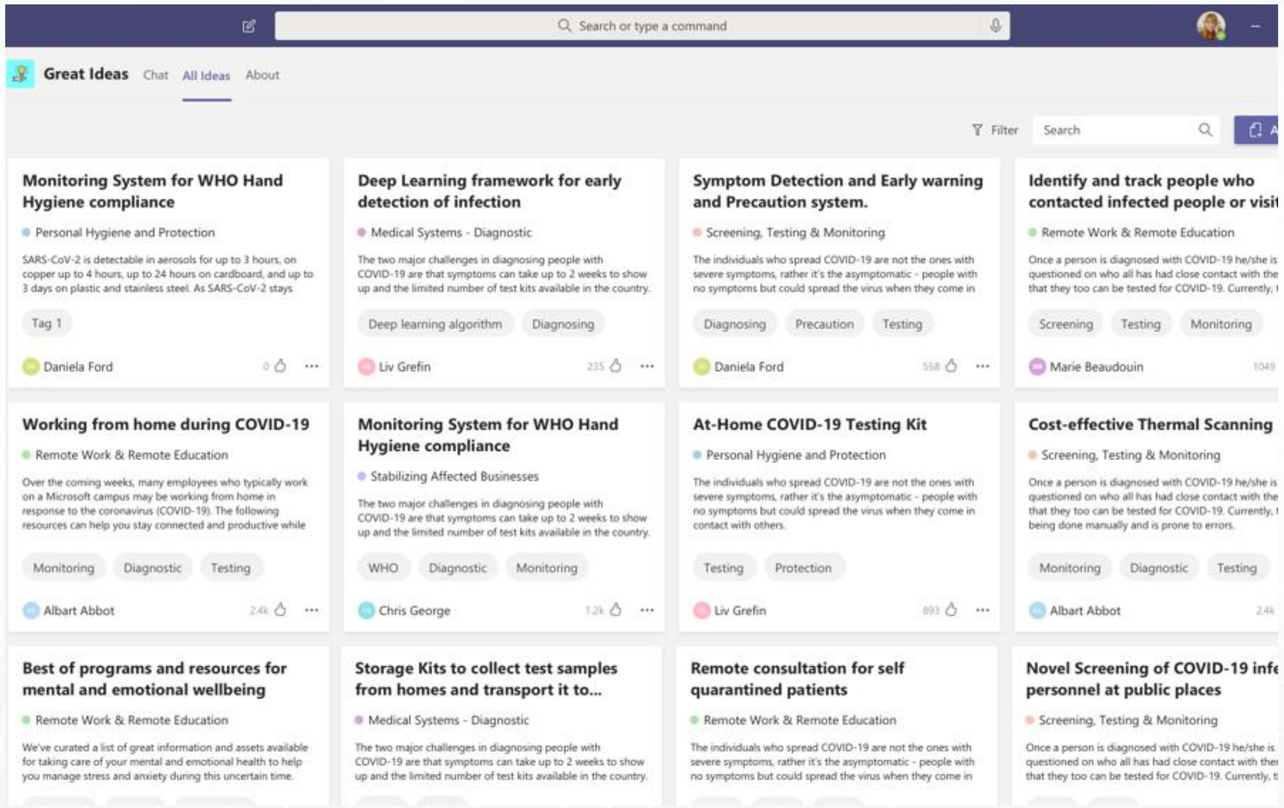
Modernize an Digitize Frontline Workers with Microsoft Teams Apps

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.



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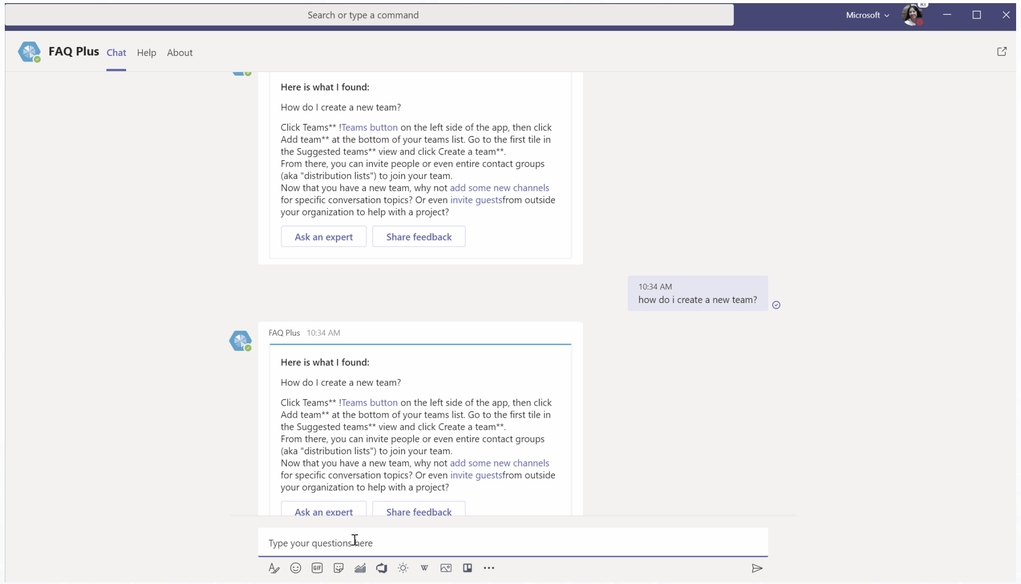
Modernize an Digitize Frontline Workers with Microsoft Teams Apps

FAQ Plus App

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



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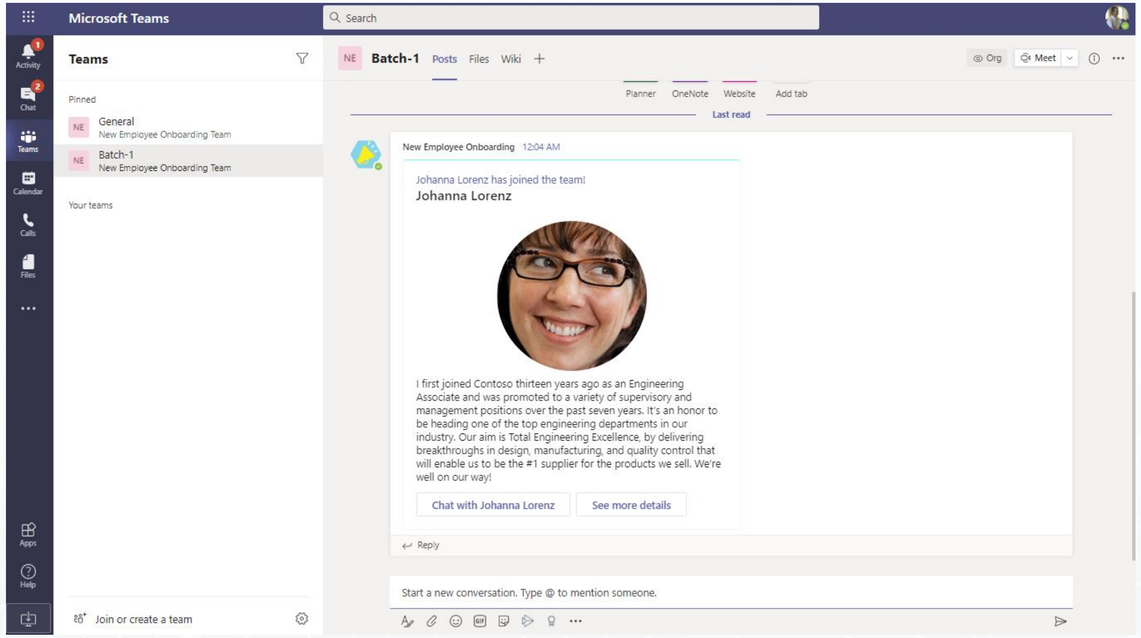
New Employee Onboarding

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.



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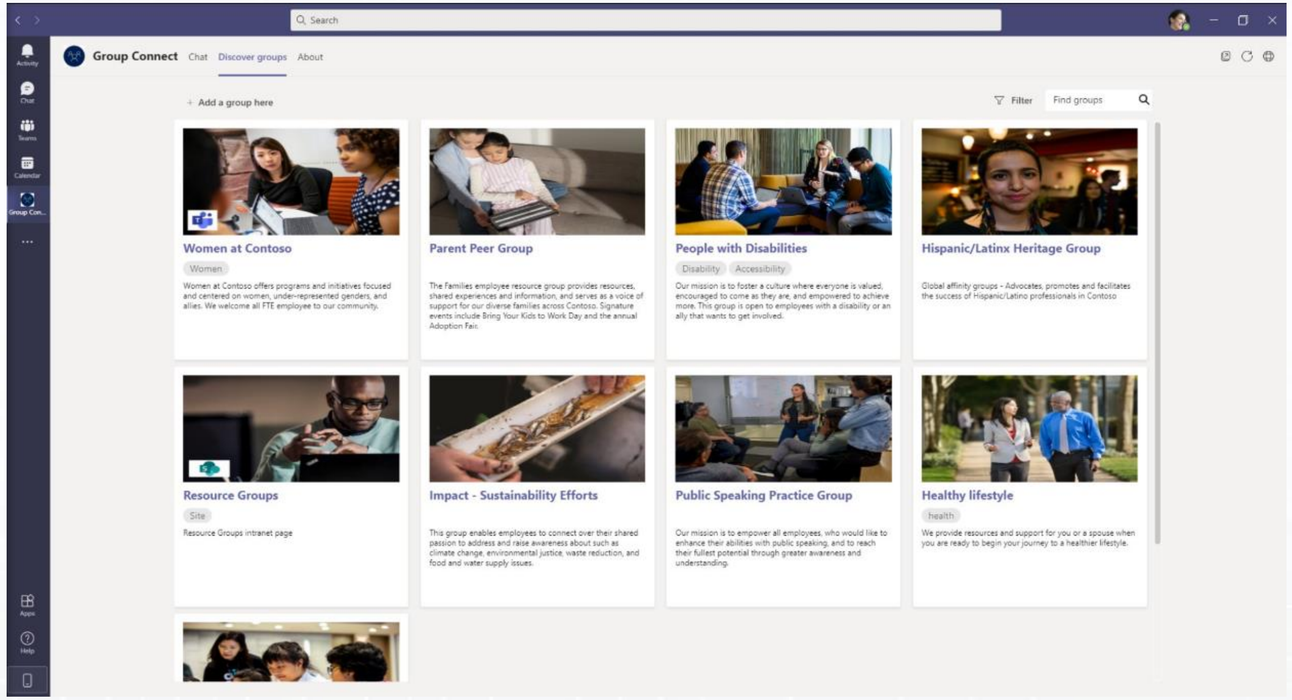
Modernize an Digitize Frontline Workers with Microsoft Teams Apps

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.



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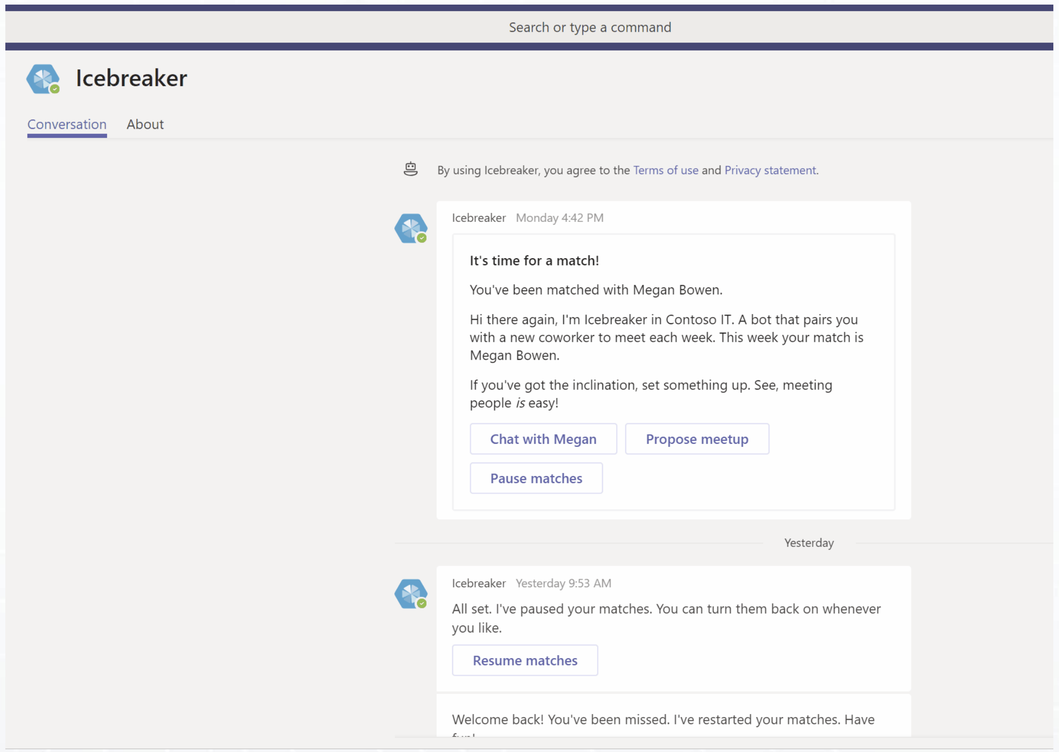
Modernize an Digitize Frontline Workers with Microsoft Teams Apps

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.



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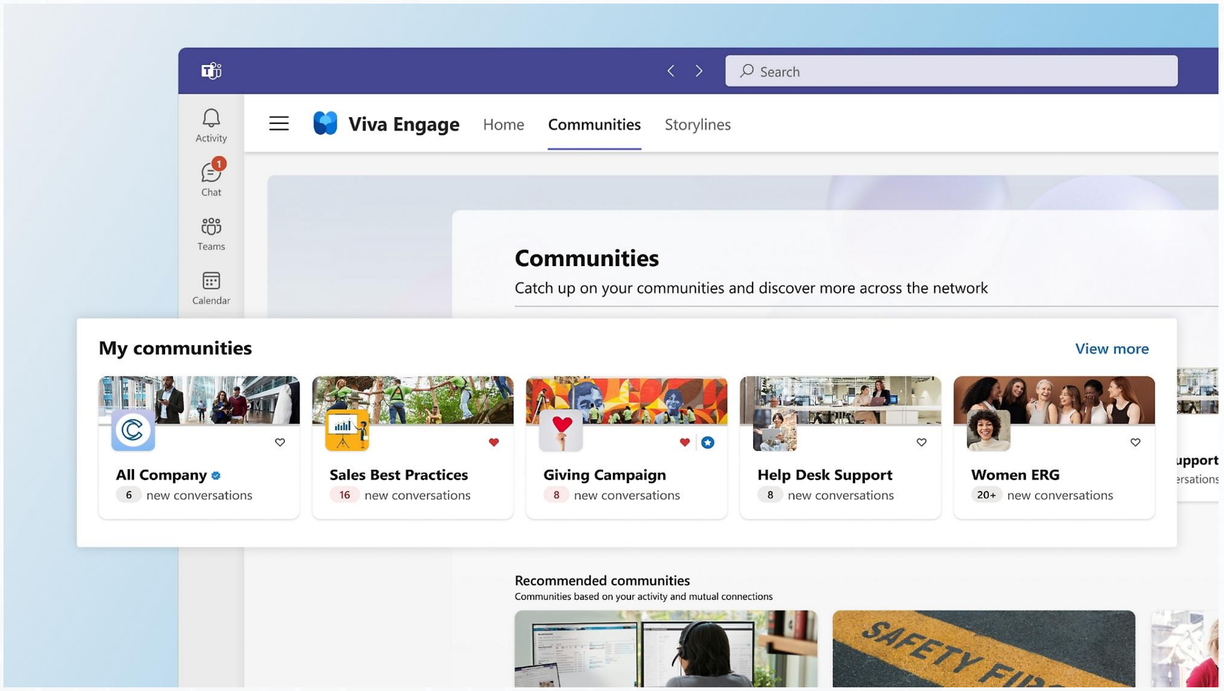
Modernize an Digitize Frontline Workers with EXP

Viva Engage

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



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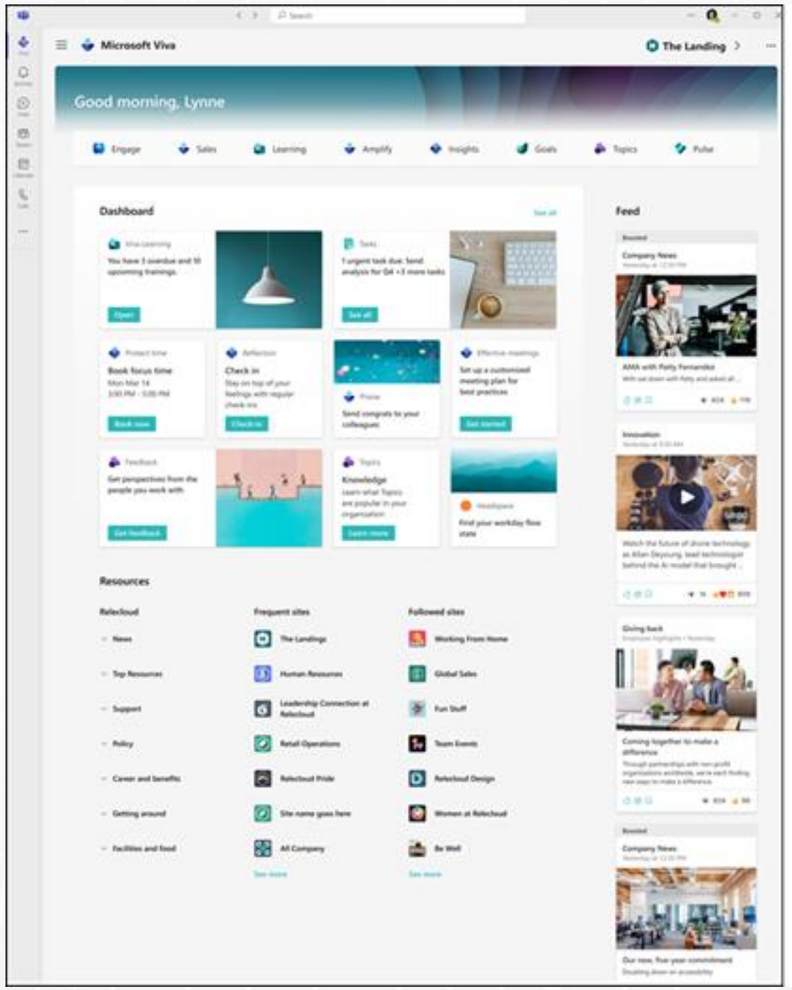
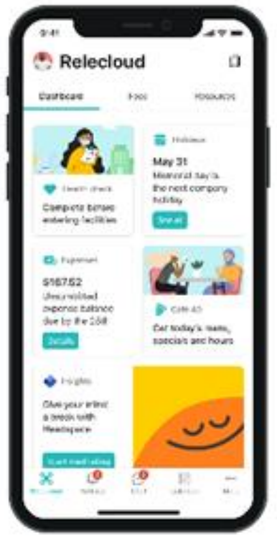
Modernize an Digitize Frontline Workers with EXP

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.





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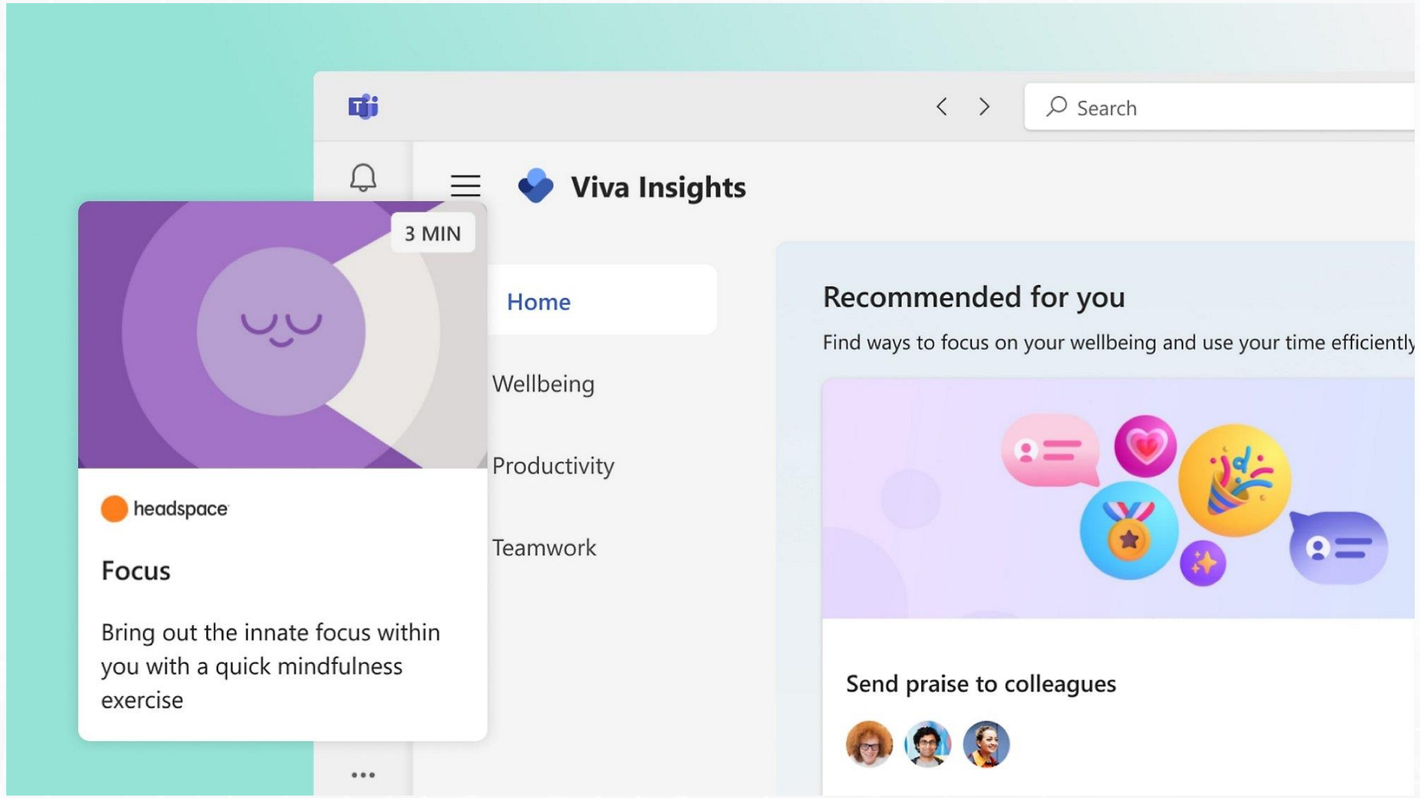
Modernize an Digitize Frontline Workers with EXP

Viva Insights

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



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