

# Frontline Worker with Store Operations Assist

80% of the global workforce are frontline workers.<sup>1</sup> Only 1/3 say they have the right technology to do their job effectively.<sup>2</sup>

Design and deploy a reimagined employee experience for your store associates. Cognizant's solution built on Microsoft teams and Store Operations Assist provides a centralized workplace hub for real-time communication, collaboration, personalized content and information delivery and access to tools and apps in a single pane of glass.

<sup>1</sup> Axonify, "The State of Frontline Work Experience in 2021"  
<sup>2</sup> Microsoft Work Trend Index, January 2022

## Improve employee engagement to achieve business outcomes

- Key info and apps accessible in a single pane of glass.
- Manage shifts and tasks with a secure mobile app
- Deliver personalized experiences through clienteling dashboards
- Instant voice comms to speed up customer service: in-store, back-of-house and curb-side
- Personalized employee content and comms with audience segmentation
- Training to maximize workflow adoption

### Phase 1: Art of the possible 3-day workshop

- Create a prioritized list of business scenarios
- Define a high-level transformation roadmap

### Phase 2: Envisioning & POC

- Identify key roles and personas
- Visualize business objectives, user and technology needs

### Phase 3: Design & Build

- Align and configure roles, tasks and processes for frontline workers
- Robust adoption, change management, training and end-user comms

### Phase 4: Extend

- Build apps, chatbots & process automations with Low-Code AppDev Factory
- Custom Copilots and GenAI powered apps

