

Frontline Workshop

Explore how Microsoft Teams can help you address various frontline worker challenges and identify top prioritized scenarios for your frontline workforce.

Microsoft Teams is designed to help organizations improve communication and collaboration and thereby increase efficiency by centralize and automate key business processes. With the Frontline Worker Workshop, customers will work through various frontline worker challenges to identify different scenarios that their frontline workforce meet.

Segment's consultants will walk you through what is possible, working with you to identify the needs of your frontline workforce to help solve your specific communication and collaboration challenges. During the workshop, we'll develop a plan to action plan based on the findings from the workshop.

Before The Workshop

- Pre-Engagement Kick Off
- Pre-engagement questionnaire
- Floor walk with frontline workers
- Introduction to Frontline opportunities

Day 1

- Art of Possible
- Overview of Hybrid work
- Customer Challenges and opportunities

Day 2

- Build the Plan Kick-Off meeting
- Scenario Analysis and Prioritization
- Adoption and Change Management