



Frontline Worker Assessment

Frontline workers are the backbone of many businesses. These are the workers in customer facing roles or functions that have a direct impact on business growth and operations.

As the hub for teamwork, Microsoft Teams is designed to help organizations improve collaboration and increase efficiency by automating key business processes (chat, meet, manage shifts, share tasks, and more). With the **Frontline Worker 3-day assessment**, we will work with you through various frontline worker challenges and pain points to identify top prioritized scenarios for your frontline workforce.



Goal of the assessment is:

- ✓ **Identify and prioritize key use case scenarios** (Identify personas and scenarios to deliver innovative solutions to your frontline workers through the lens of Teams)
- ✓ **Explore opportunities to streamline business processes and improve productivity outcomes** (showcase tools most desired by customers, such as Shifts, Time Clock, Tasks, Power Apps)
- ✓ **Provide a high-level solution plan based on prioritized frontline worker scenarios**

Assessment activities:

1. **Kick off meeting** – introduction to the Frontline Worker Assessment, discuss the upcoming activities and align expectations
2. **Presenting the possibilities** - show you the possibilities of Office 365 tools (such as Shifts, Time Clock, Tasks, Power Apps) and use cases for frontline workers. As a result, you have an idea which tools and use cases would be applicable in your company.
3. **Identifying frontline user personas and scenarios** - determine the types of frontline workers you have, what are their needs, what technology and tools they use, how do they communicate with the others from the organization and get information
4. **Creation of high-level Solution plan** – analyze collected data and make Solution plan for your specific frontline worker needs.
5. **Presenting the results** - present the Solution plan and then recommend the next steps for digital transformation of your company.