



Gold Communications  
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# Front Line Workers Adoption

## Change Management with Delphi Consulting



# Frontline workers are the backbone of your organization



First with customers  
They define the customer experience.



First with products  
They're at the heart of your organization.



First to represent your brand  
They're the face of your business.



# Microsoft Teams for Firstline workers:

As the hub for teamwork, Microsoft Teams is designed to help organizations improve collaboration and increase efficiency by automating key business processes.



Connect with the team in one place using chat, video calls, or Walkie Talkie



Modernize shift scheduling and time recording for managers and employees



Streamline task delegation and tracking across your frontline locations and teams



# Assign & Track Tasks In Teams



## Get Stuff done:

- Get status briefly with simple, visual charts and graphs.
- Use Schedule View to track start dates, duration, due dates.



## Get Organized fast:

- Easily create a team including guests.
- Build your plan in minutes.
- Organize tasks the way you want



## Collaborate and be productive:

- Have conversations in tasks, plans, and documents.
- All the content you need in one place.
- Anytime, anywhere, any device



## Know where you are:

- Easily group, search, and filter tasks to get the info you need.
- Track tasks in Planner, ToDo, or Outlook.
- Configure notifications to keep you and the team on track

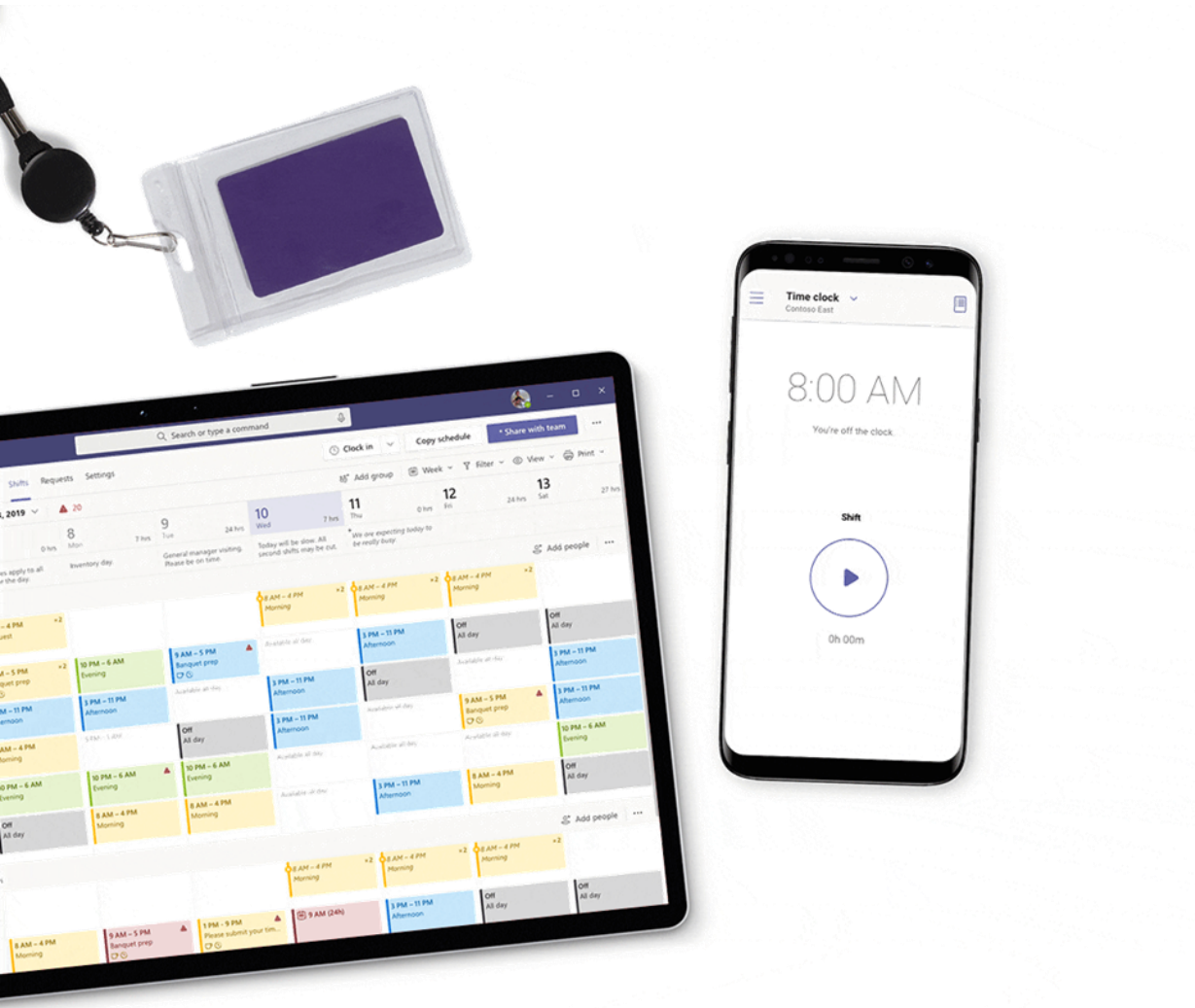


## Leverage the power of office 365:

- Use Planner inside Microsoft Teams and SharePoint.
- Modern Groups for security and permissions.
- Compliant, secure, performant, and scalable platform—Microsoft from the ground up.



# Schedule staff shifts



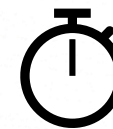
**Schedules** - Create, edit, and manage a schedule with Shifts in Microsoft Teams. A Shifts schedule displays days at the top, team members appear on the left, and assigned shifts appear in the calendar.



**Groups** - Name a group like a job type or location to keep your groups organized.



**Shifts** - Choose where to add a shift. Create it from scratch or copy an existing one.



**Time Clock** - Time Clock lets your team clock in and out of a shift with a mobile device.

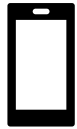


**Share** - Once you're finished with a schedule, share it with your team so everyone is up to date.



**Requests** - Review requests for time off, shift swaps, or offers.

## Push-to-talk Walkie Talkie:



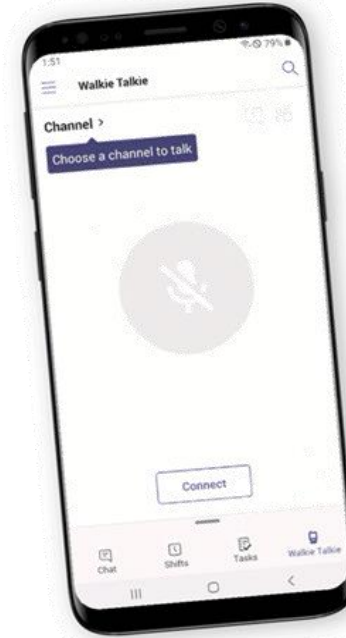
**Reduces the number of devices employees must carry:** Built natively into Teams, and lowers costs for IT.



**Works over Wi-Fi or cellular data:** it can be used across geographic locations.



**Clear, instant and secure:** offers clear, instant and secure voice communication over the cloud.



# Announcement Posts feature in Teams channels:



**Make Important Announcements** in Teams to communicate organization news or changes.



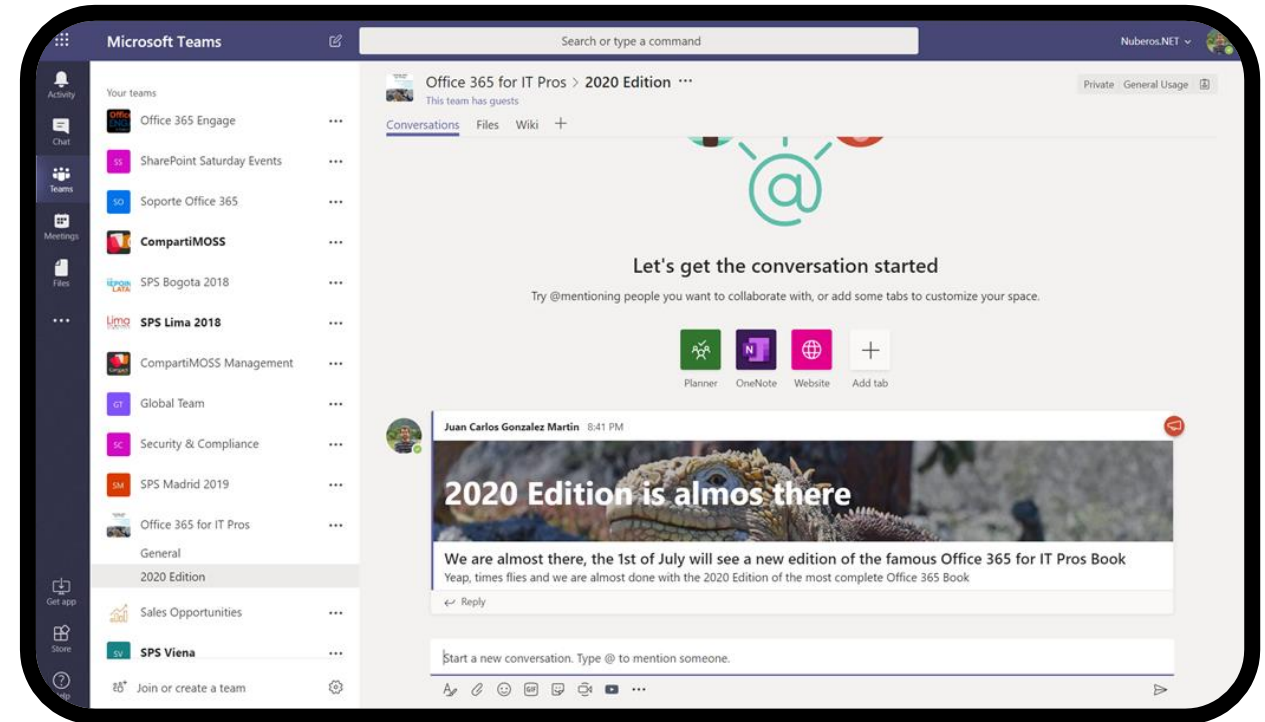
**Customizable:** Comes with an option of rich text and you can even upload a background picture.



**Seamless and Easy:** Share in multiple channels at once



**Mark Priorities:** Grab the reader's attention by marking announcements important.



# Create & Manage Request In Approvals:



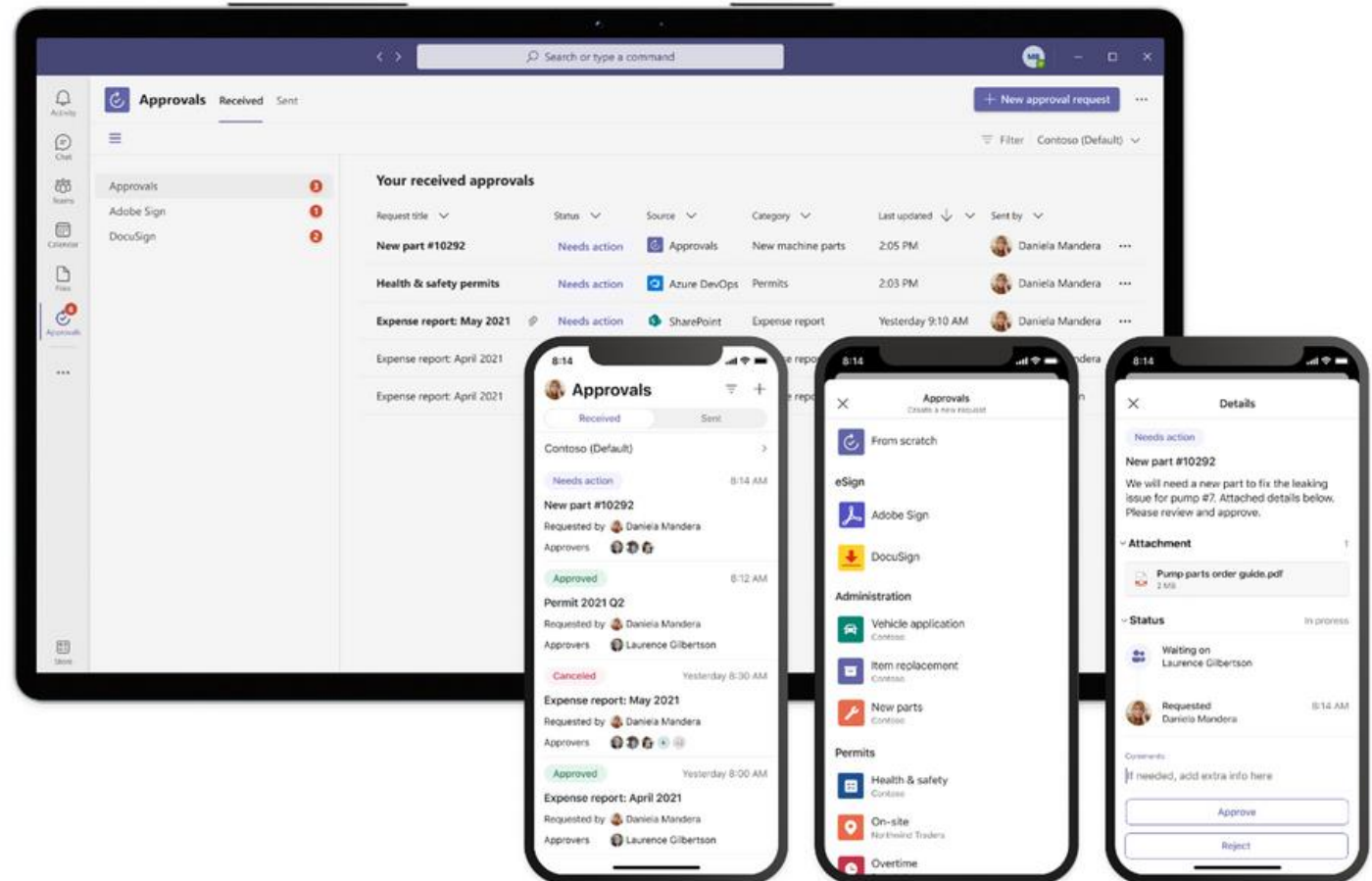
**Right permissions for anything:** from delivering fast customer service to making speedy repair decisions on the shop floor.



**Streamline workflow:** By providing a repeatable structure for common approvals such as when employees are reporting leave, filling out expense reports or requesting overtime.



**Get formal attestation done swiftly:** Now, key partners like Adobe Sign, DocuSign, and other 3rd party providers allow teams to create an electronic signature approval natively within the Approvals app.





# Frontline Workers Adoption Overview

- ✓ Drive workshop with Business team to understand and proactively mitigate any challenges faced during adoption
- ✓ Customize training agenda for Business Requirements aimed at frontline workers.
- ✓ Plan effective communication for the Frontline Workers
- ✓ Deliver 3 Training sessions for Shifts, Planner, Walkie Talkie for the Frontline Workers.
- ✓ Configure up to 3 Teams with shifts & Planner to jumpstart the cloud journey.

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Thank You