

THE FRONTLINE DIGEST

BRING YOUR FRONTLINE WORKERS THE INFORMATION THEY NEED FROM THE TEAMS APP



WHAT WE'RE SEEING IN RETAIL



As always, retail employees are busy



Capacity is closely planned



Difficult to reach – high reliance online managers



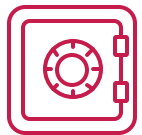
Time-poor so difficult to get excited about new things



WHAT WE'RE SEEING IN TRANSPORT



Can be working in high-risk areas



Often traditional roles with old school ways of working



Difficult to reach – high reliance on word of mouth



FINANCIAL SERVICES



Getting comms to and from staff when they're customer-focused and working shifts



More reliance on online banking



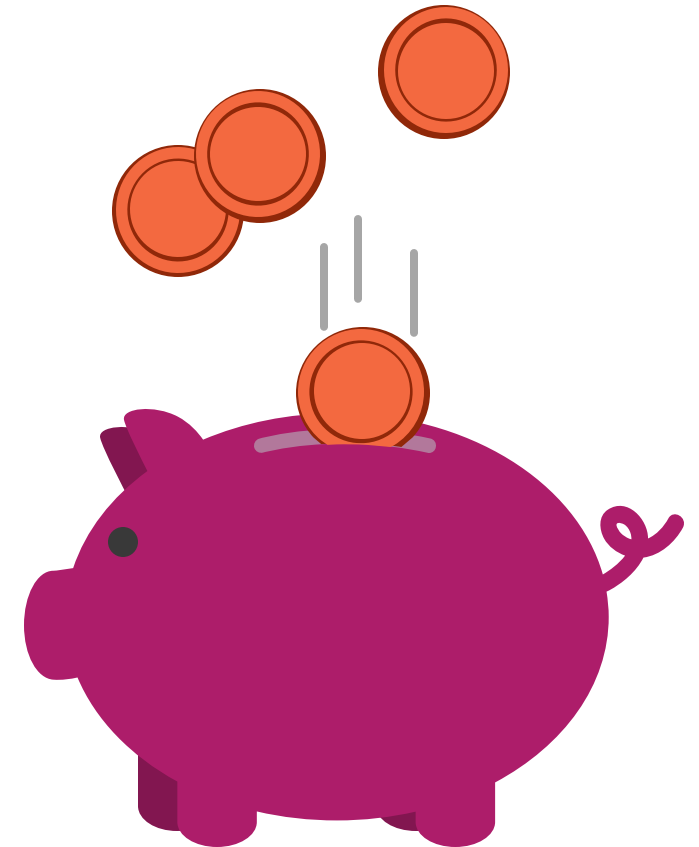
Branches are shrinking in terms of people & footprint



Often shared devices



Getting adjusters/ field staff more time back from the site/ client visits and the paperwork/ outcomes from that



PUBLIC SECTOR



Training/ learning often requires FLWs to be on site to complete



Working with 3rd party providers and lack of integration with their systems/ tenants



Police –Viva Engage for local issues appears to be helping + chief constable engaging with all staff via Viva Engage



NHS – Getting comms/ campaigns listened to when staff are so stretched



WHY DO YOU NEED THE FRONTLINE DIGEST?

EQUIP EMPLOYEES WITH INFORMATION THEY NEED AT A GLANCE.



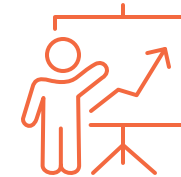
Communication is not reaching the frontline

58%



Better tech reduces stress at work

46%



Increase in Teams usage for frontline

400%



WHAT DOES THE FRONTLINE DIGEST DO?

At the start of their upcoming week, frontline workers need to know their immediate priorities in a short digestible format.

Now, the Frontline Digest offers...



A personalised digest for each frontline colleague



A push notification at the start of their shift



Targeted headline news with acknowledgements



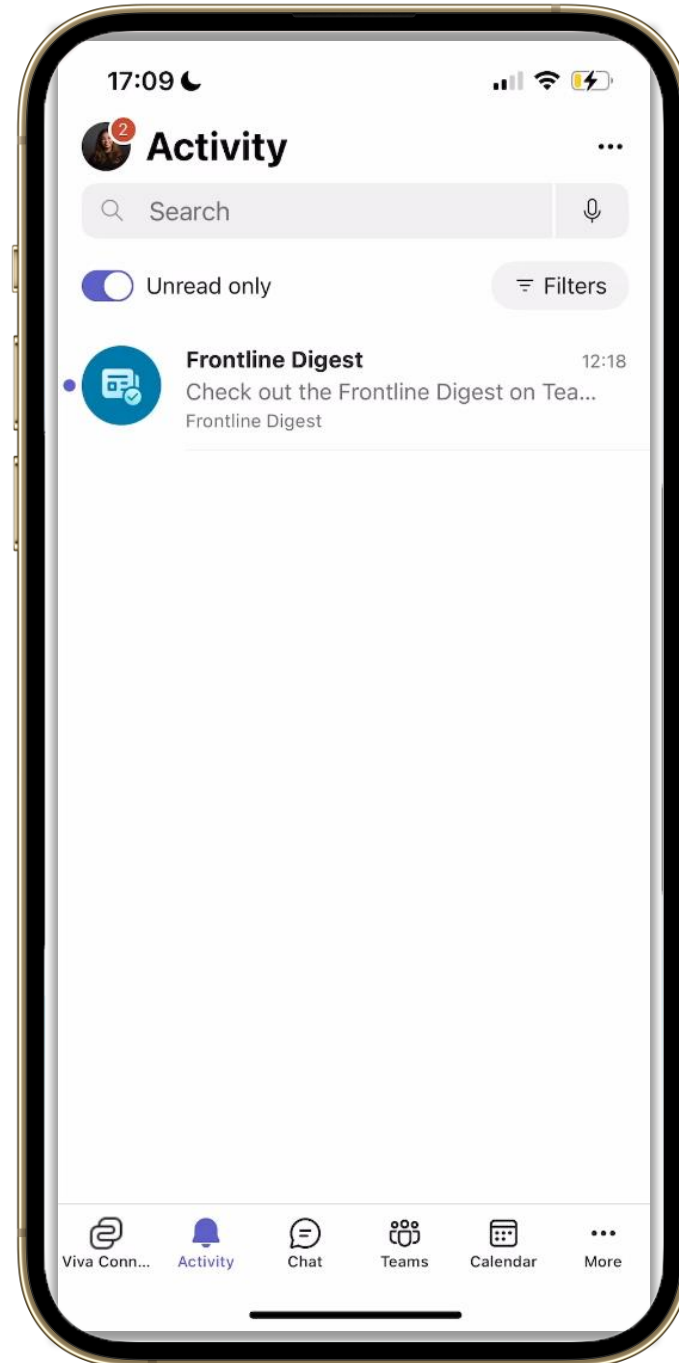
Their upcoming tasks for the week



Their shift schedule for the week



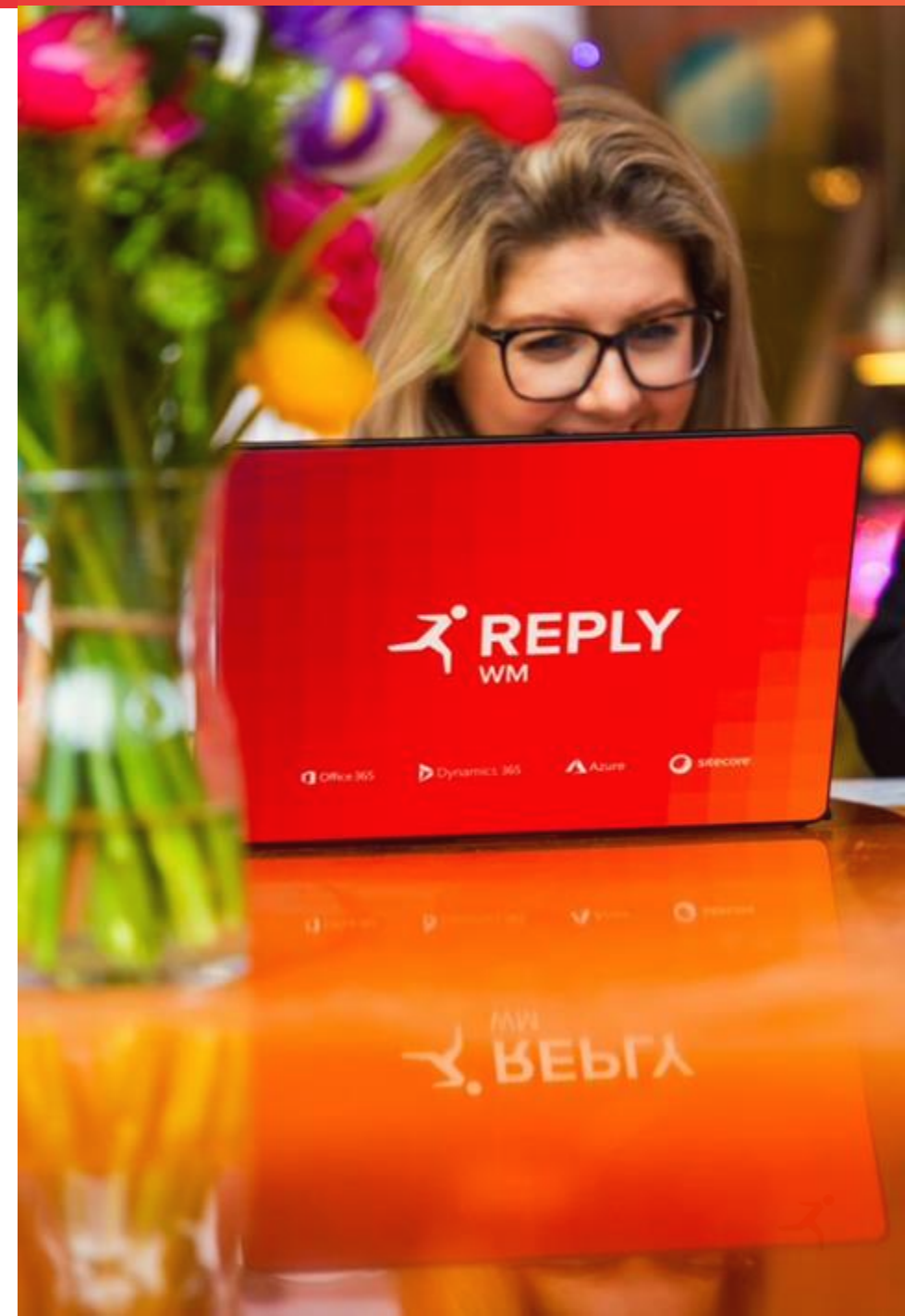
DEMO



THE FRONTLINE DIGEST

ARRANGE A DEMO

Contact us at Hello.wm@reply.com for more information or a more detailed demo!



THANK YOU

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