

Implement with impact Improving productivity for Frontline workers (FLW) with Microsoft 365

Course Overview

Frontline workers are the backbone of organizations across major industries. They have the largest impact on how organizations respond to changing environments, enable business continuity, and reimagine productivity for our “new normal” of hybrid work. In this course you will learn how you can transform frontline worker experiences with purpose-built solutions that help your customers improve engagement, workflow, and security across their organizations



Level - Intermediate



Duration - 12 Hours

Course Modules

Day 1

Overview of Frontline Worker needs and configuring the right Teams solutions to meet the needs

The opportunity in frontline

How to empower frontline workers with technology: Microsoft's solution

Business Decision Makers (BDMs) for Frontline

Making a use case with decision makers

What problems frontline workers face

6 key employee experience areas

Step-by-step guide to configuring Teams solutions for the frontline and executing an effective pilot

Hands on Labs

Setting up Microsoft 365 for Frontline workers

Team communication and collaboration for frontline workforce

Team scheduling with Shifts

Onboarding new employees

Day 2

Delivering Industry-based Frontline Worker Solutions

Enabling Frontline Worker productivity in:

Retail & Consumer Goods industry

Manufacturing industry

Healthcare industry

Financial Services

Hands on Labs

Ongoing training for employees

Corporate communications

Employee wellbeing and engagement

Digitized processes

Virtual appointments with Microsoft Teams

Day 3

Equipping Frontline Workers with purposed-built devices

Device and Frontline worker

Surface

3rd party devices

Device management for frontline workers

Introduction to Endpoint Manager

Managing the device life cycle

Hands on Labs

Managing frontline worker devices

Enrolling and registering devices with Azure AD

Setting up compliance and conditional Access policies.