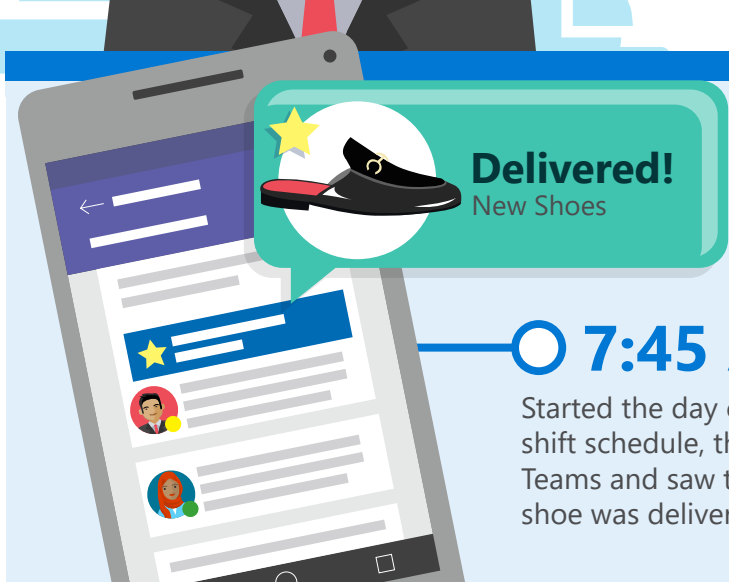


Microsoft Teams

Day in the life - Firstline Worker



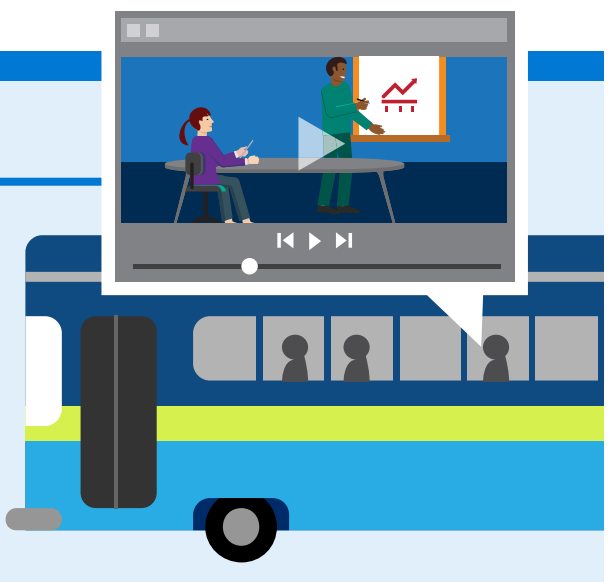
Delivered! New Shoes

7:45 AM

Started the day checking the shift schedule, then browsed Teams and saw that a hot new shoe was delivered to his store.

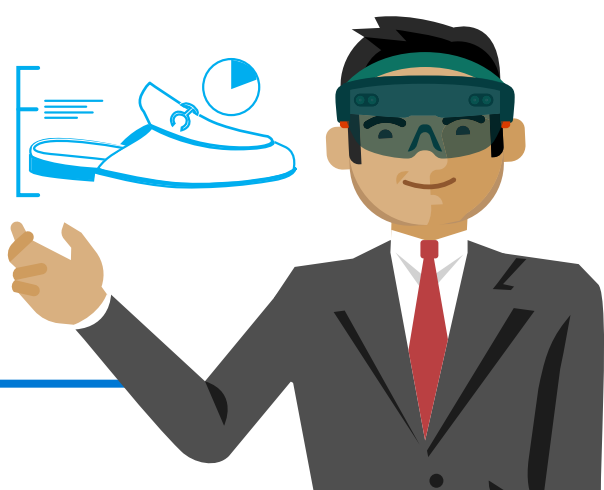
8:30 AM

He's super excited and watches a training video on Stream through the SA training portal while commuting. He feels great because his customers have been asking for these shoes!




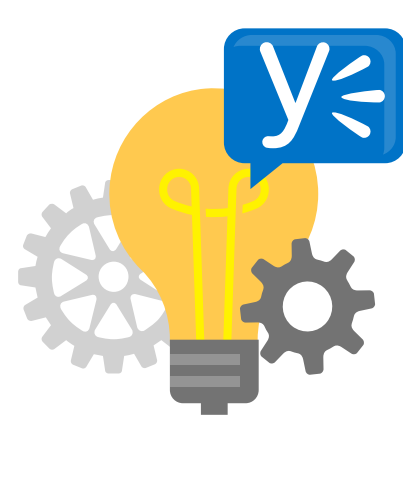
9:30 AM

When he arrives at work, Alex uses HoloLens to work with other SAs to reallocate display space so the product pops more. Before, design took hours but now he can easily create the ideal display.



10:30 AM

Alex shares his store display image in the SA Yammer group and gets great ideas from other SAs on how to pair the shoes with an outfit to drive more sales.




11:45 AM

Alex knows that many clients want these shoes so he finds their info on the Teams "Clients Request" tab and starts sending the good news.

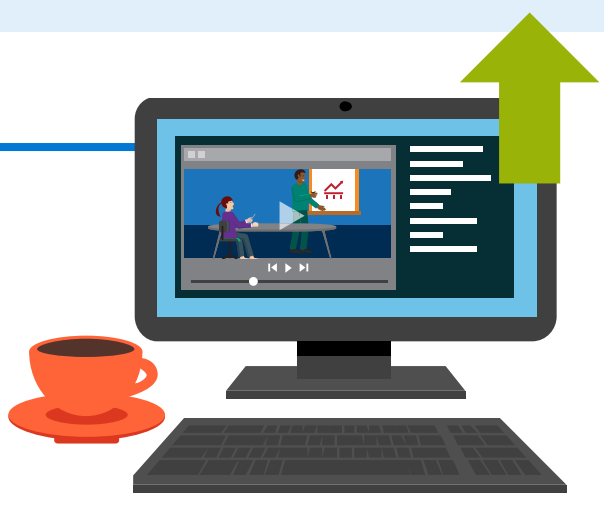
1:30 PM

Customers come in but many are looking for a cream color, not the black and red shoes Alex has in stock. He creates a ticket in Teams through a service BOT to the inventory management system.




3:00 PM

All the SAs are busy, but Alex knows that he needs every SA to take diversity training, so he uploads the training video in Sharepoint, creates a planner in Teams, and assigns a task to each SA.



4:00 PM

Calls maintenance to fix lighting fixtures and invites the representative to coordinate timing on the shift schedule.



5:00 PM

Time to start closing the store. Alex @ mentions tomorrow's SAs to share best ways to handle customer questions and notify them the maintenance person is coming at 8:00.

6:30 PM

At home, Alex is pleased to see that the inventory management team has created a service ticket in Teams and are planning to expedite shipment of cream colored shoes. His customers will be thrilled.

