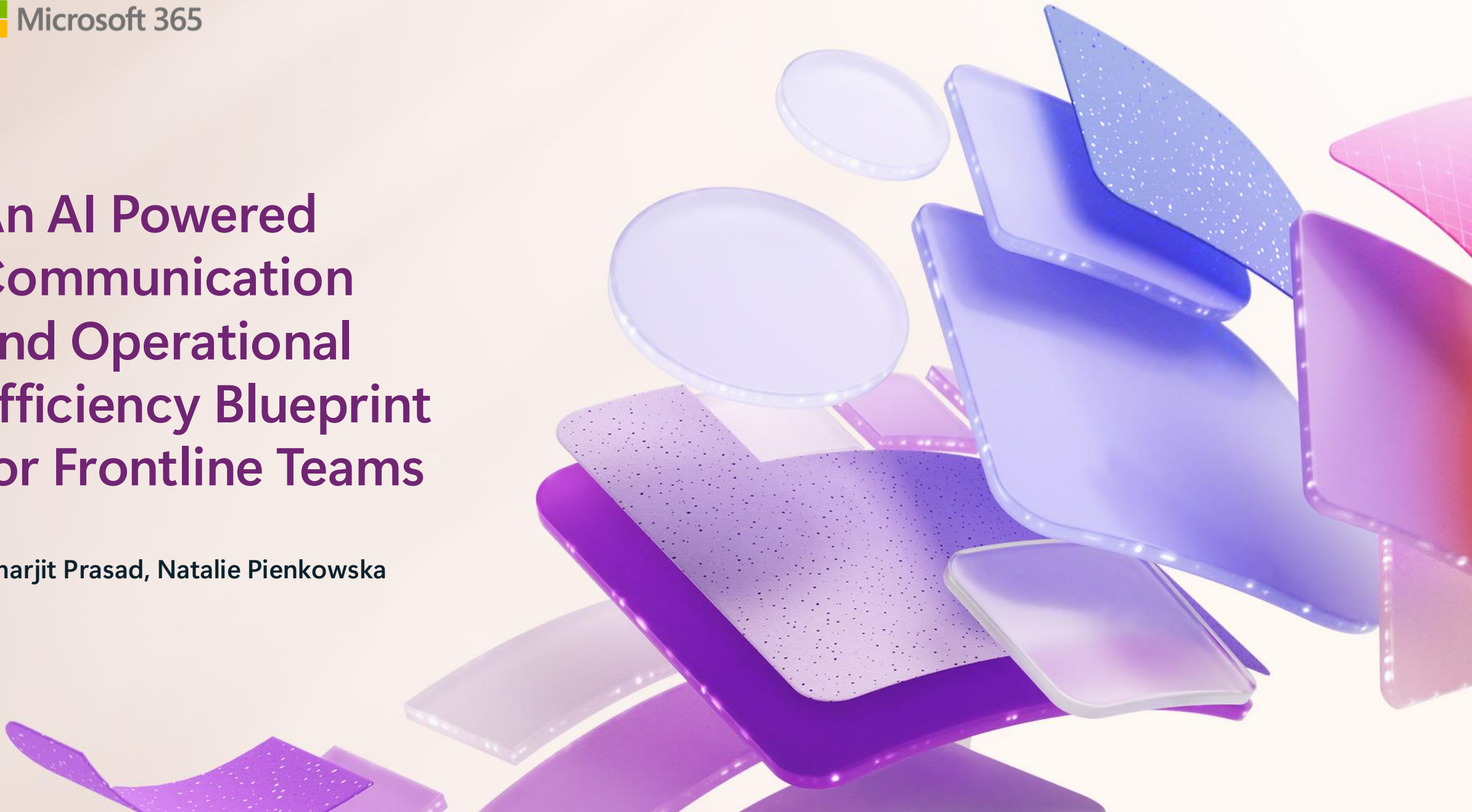


An AI Powered Communication and Operational Efficiency Blueprint for Frontline Teams

Amarjit Prasad, Natalie Pienkowska





Amarjit Prasad
Principal Product Manager



Natalie Pienkowska
Senior Product Manager



Whoa

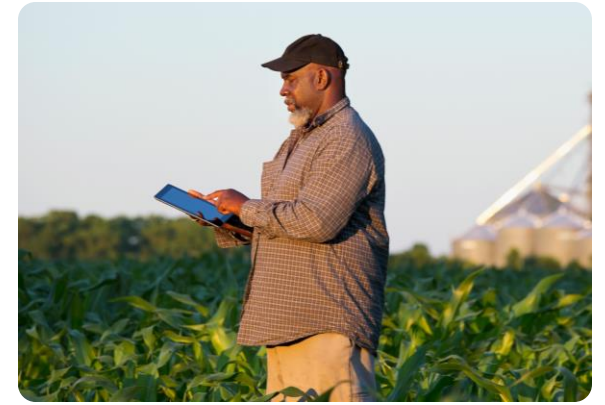


The official event app for the
Microsoft 365 Community Conference

Event invitation code: Orlando2026

Join the event app to access:

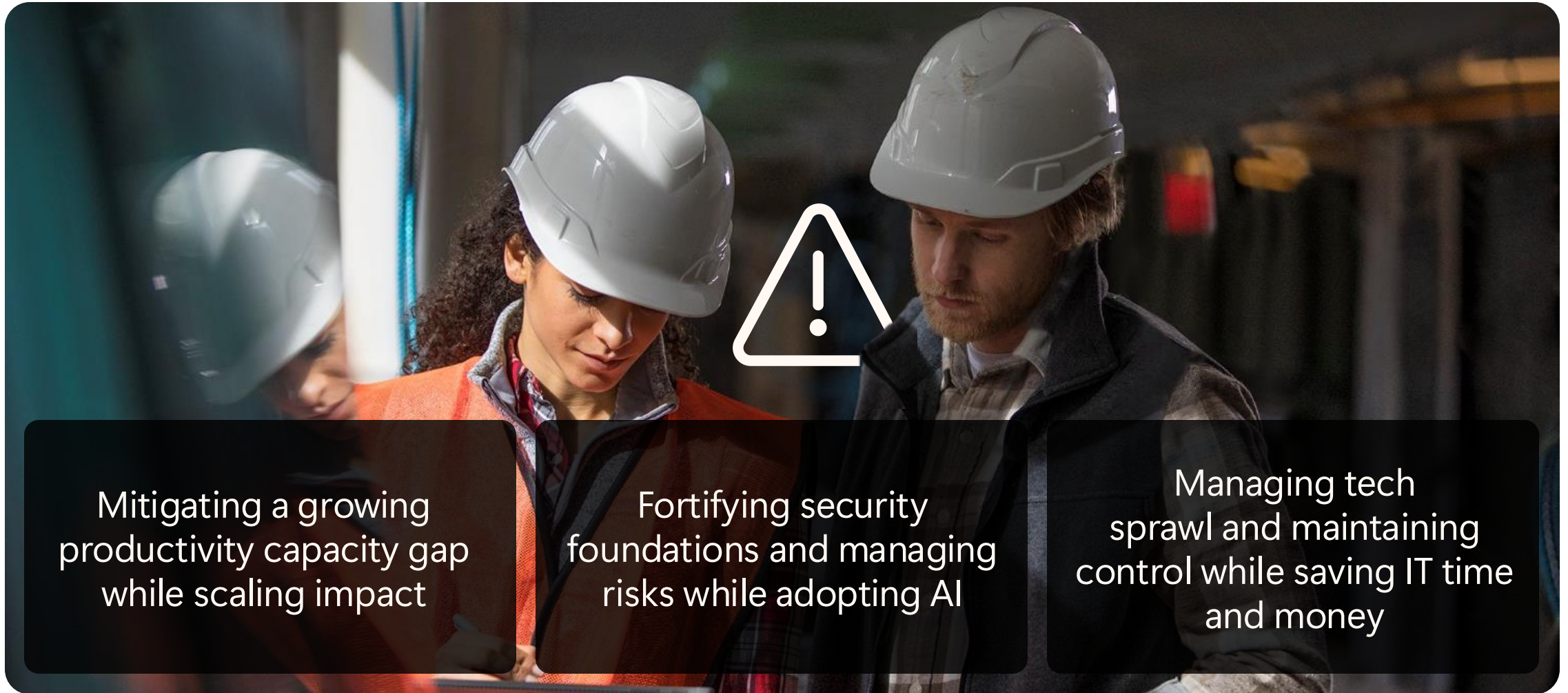
- ➔ Event announcements
- ➔ Personalized agenda, session details
- ➔ Speaker & attendee profiles
- ➔ Networking, meet-ups, messages
- ➔ Event documents



The rate of change is now faster than ever before



Three critical challenges organizations face

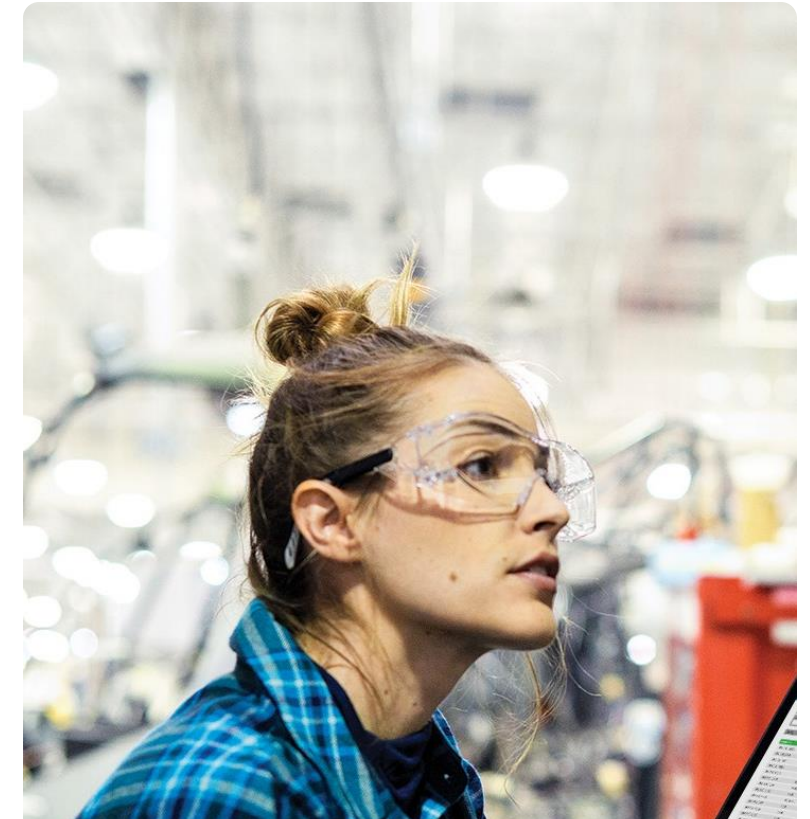


Mitigating a growing productivity capacity gap while scaling impact

Fortifying security foundations and managing risks while adopting AI

Managing tech sprawl and maintaining control while saving IT time and money





Frontline workers make up 80% of the global workforce¹

¹Microsoft Work Trend Index Special Report, "Technology Can Help Unlock a New Future for Frontline Workers," January 2022.





63%

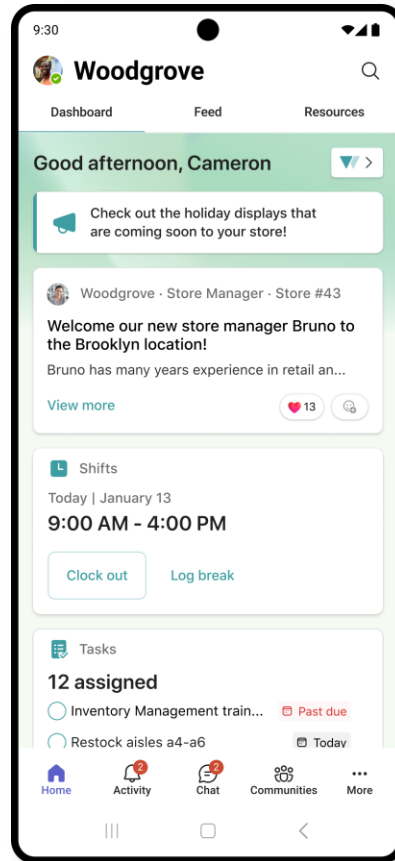
of frontline workers and managers say they deal with **switching between devices and apps to get things done** on a weekly basis that can lead to double work, missed messages, and mistakes

A single purpose-built solution for all your frontline needs

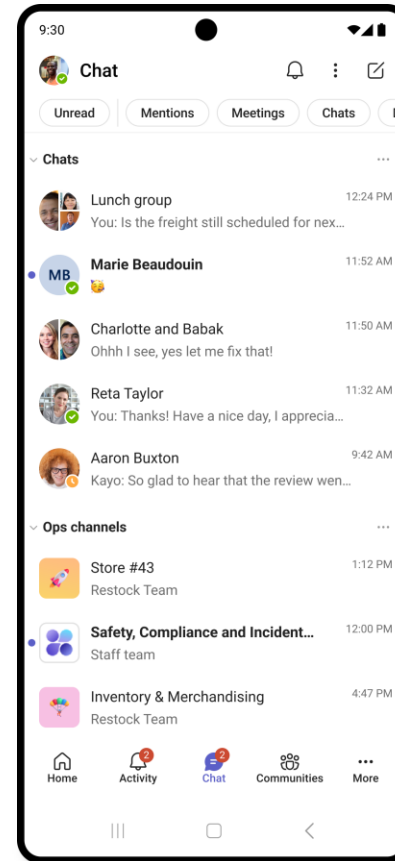
Simple, tailored, effective



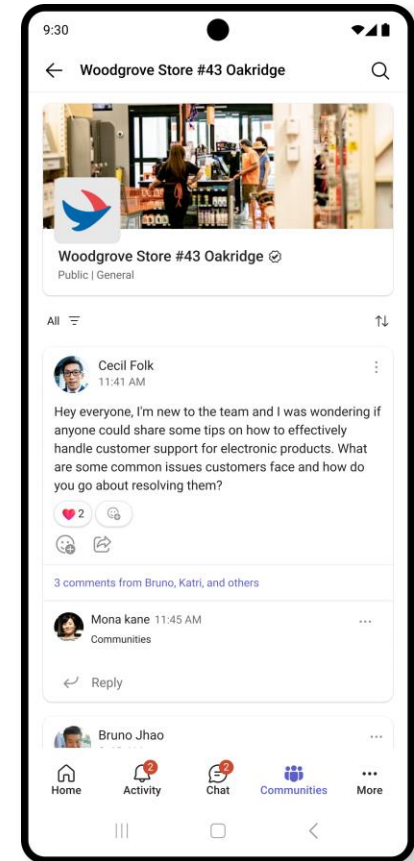
Connect your workforce



Communicate with everyone



Engage with Community



Simple by default, powerful on demand



Simple



Smart



Secure

Day in the life of a frontline worker




Store Associate




Alex



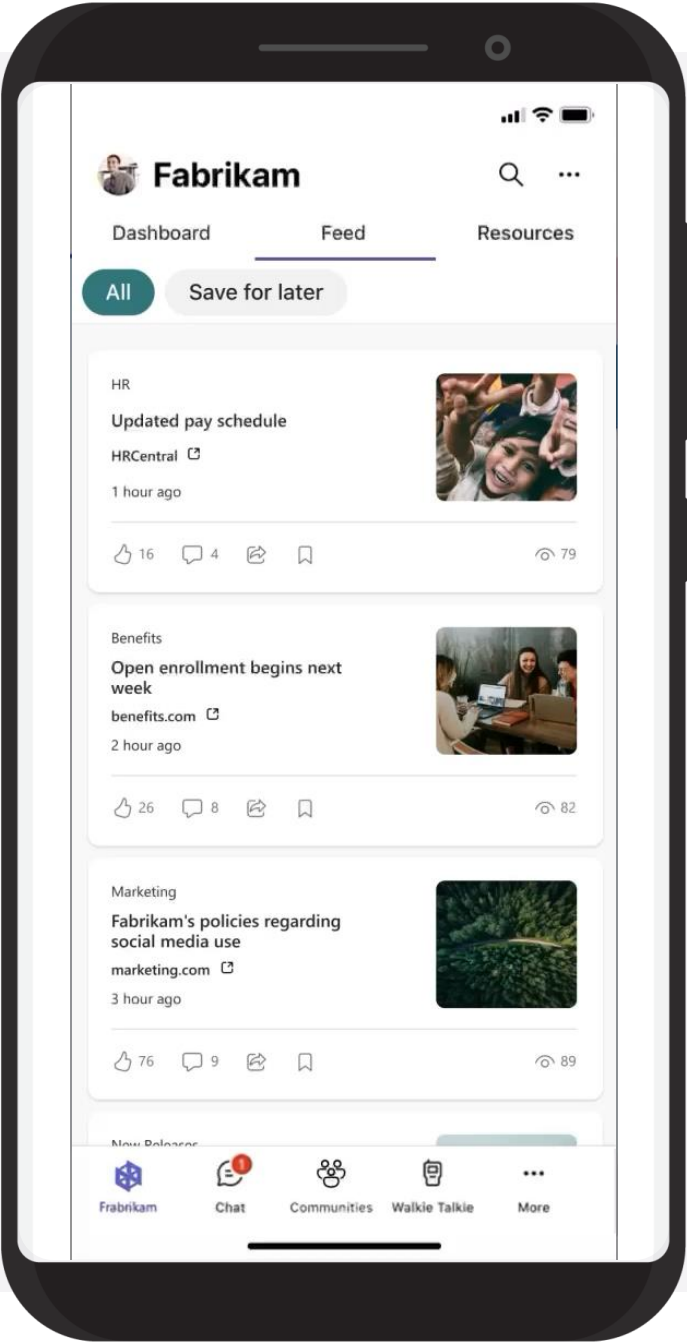
Shopping cart icon





Alex
Store Associate




Home experience









Alex
Store Associate





Shifts

 Back Open Shift Details

12:00 PM – 5:30 PM 

January 23, 2025
Sales associates
Fabrikam Everett Store 123

Added By

 Unknown User 

Day notes
No notes for the day.

Break

(Unpaid)

Shift notes
Sales associate coverage needed

Request

Manager View





Auto Assign Open Shifts


Available in the Shifts app today!

The screenshot displays the 'Ballard Knitting Shop' manager view in the Shifts app. The interface is organized into several sections:

- Header:** Includes the shop name 'Ballard Knitting Shop', navigation tabs for 'Schedule', 'Requests', and 'Settings', and utility buttons for 'Clock in', 'Copy schedule', and 'Share with team'.
- Calendar Overview:** Shows the current week from Sunday, April 19, to Saturday, April 25, 2026. Each day is labeled with its day of the week and '0 Hrs'.
- Market St Store Section:**
 - Open Shifts:** A row of green bars representing open shifts from 7 AM to 4 PM on Sunday, Monday, Tuesday, Wednesday, and Saturday.
 - Staff Assignments:** A list of staff members on the left, each with a colored circle and name: Sarah Sinclair (red), Michael Kim (grey), Sadie Vega (green), Patrick Cummins (orange), Landon Parks (grey), and Jane Berry (grey). Their assigned shifts are shown as grey bars on the grid:
 - Sarah Sinclair: No shifts assigned.
 - Michael Kim: No shifts assigned.
 - Sadie Vega: No shifts assigned.
 - Patrick Cummins: Off from 4/22 to 4/24.
 - Landon Parks: No shifts assigned.
 - Jane Berry: Off from 8 AM to 12 PM on Sunday.
- Bottom:** A summary bar indicates '4 shifts ready to share'.



Alex
Store Associate



Tasks

Task details

URGENT: A manufacturing defect has been identified in the brake calipers of Thunderbolt 300 eBikes sold between 12/01/2024 and 12/07/2024. This defect may cause the brak...

Checklist ✓ 5/5

- ✓ Prepare and post recall signage in stores
- ✓ Send out email to customers on mailing list
- ✓ Update CRM with details of Update CRM with details of the affected inventory and customers contacted

See all checklist items

Approval Request * Required Add >

Thunderbolt_300_Recall_Notice.pdf

Add another attachment

Labels >

Comments

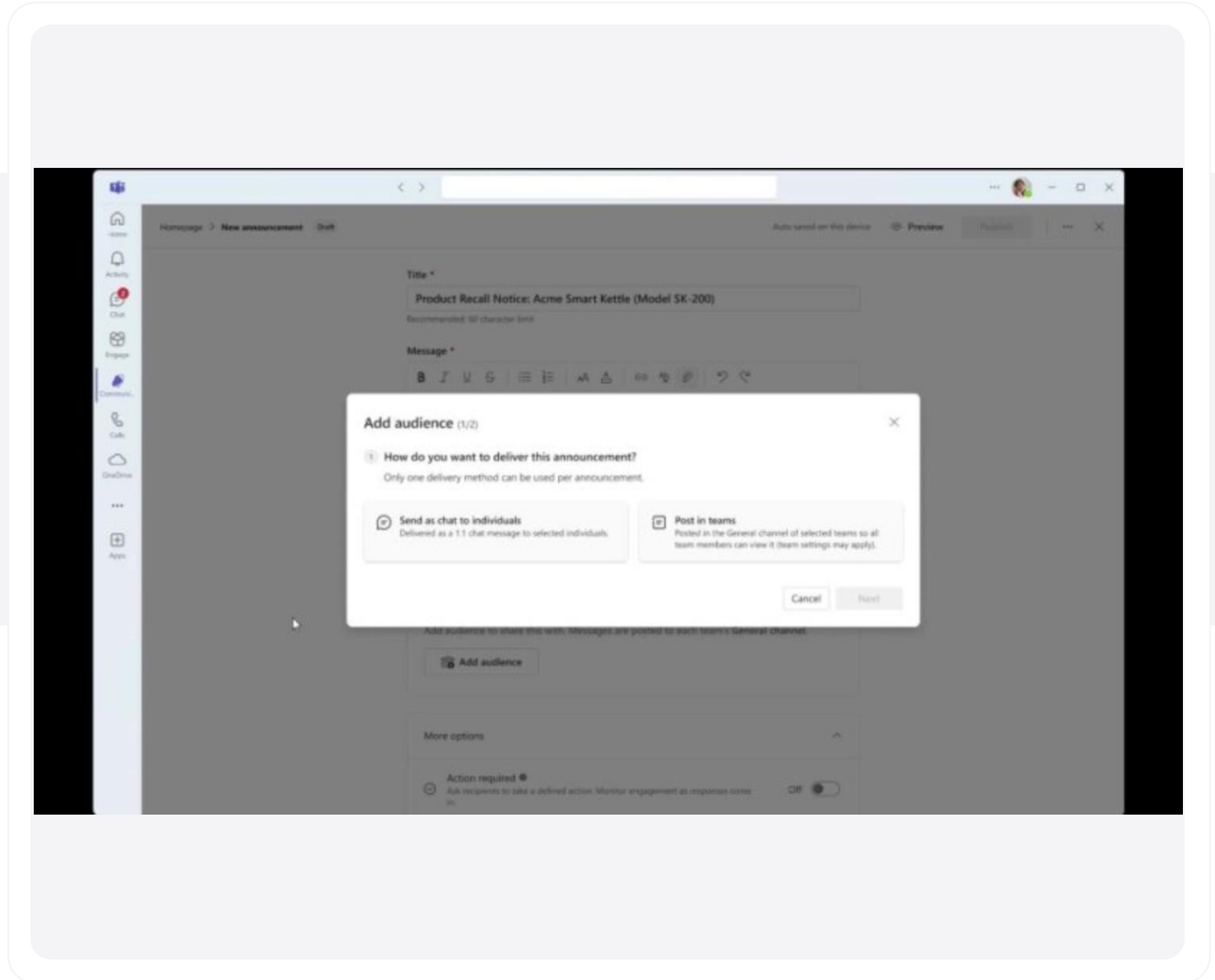
Last updated by Adele Vance on January 8, 2025 2:33 PM.
Published by Communications Hub on January 6, 2025 8:28 AM. Some fields can't be edited.

Corporate View




Communicator App

Sign up for
Limited Public Preview at
aka.ms/CommunicatorApp

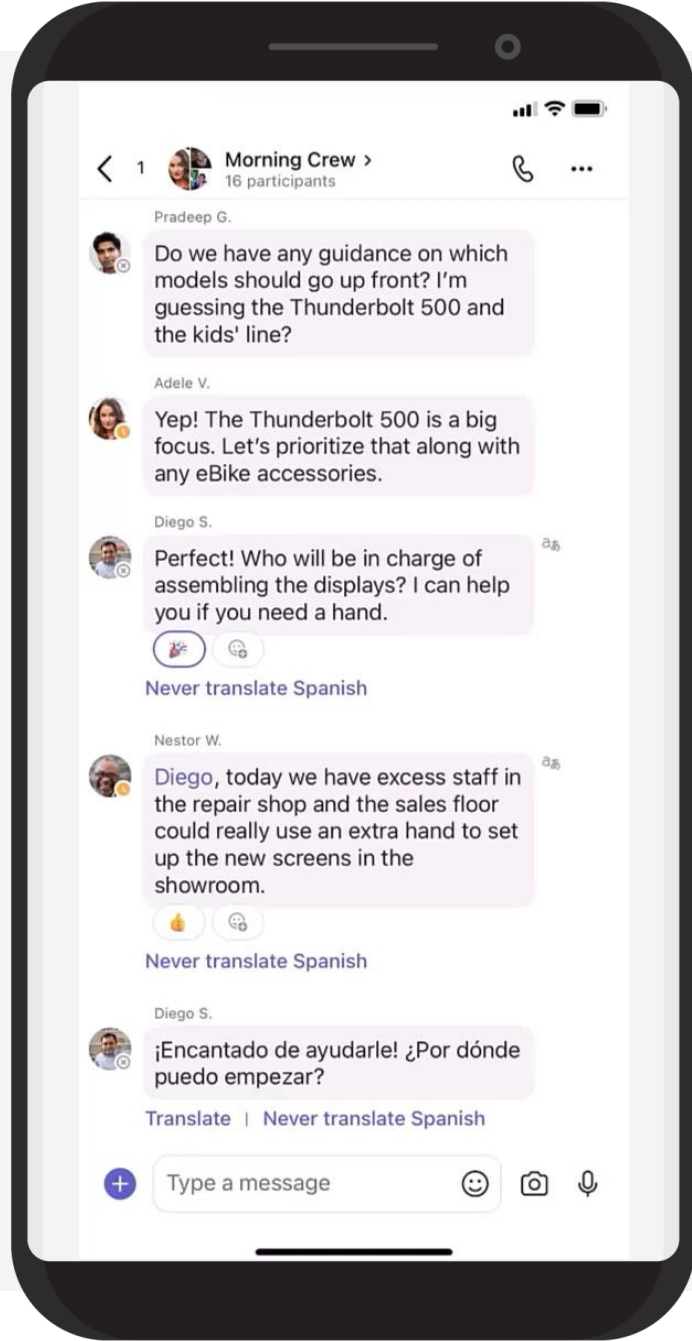






Alex
Store Associate




Enable local collaboration



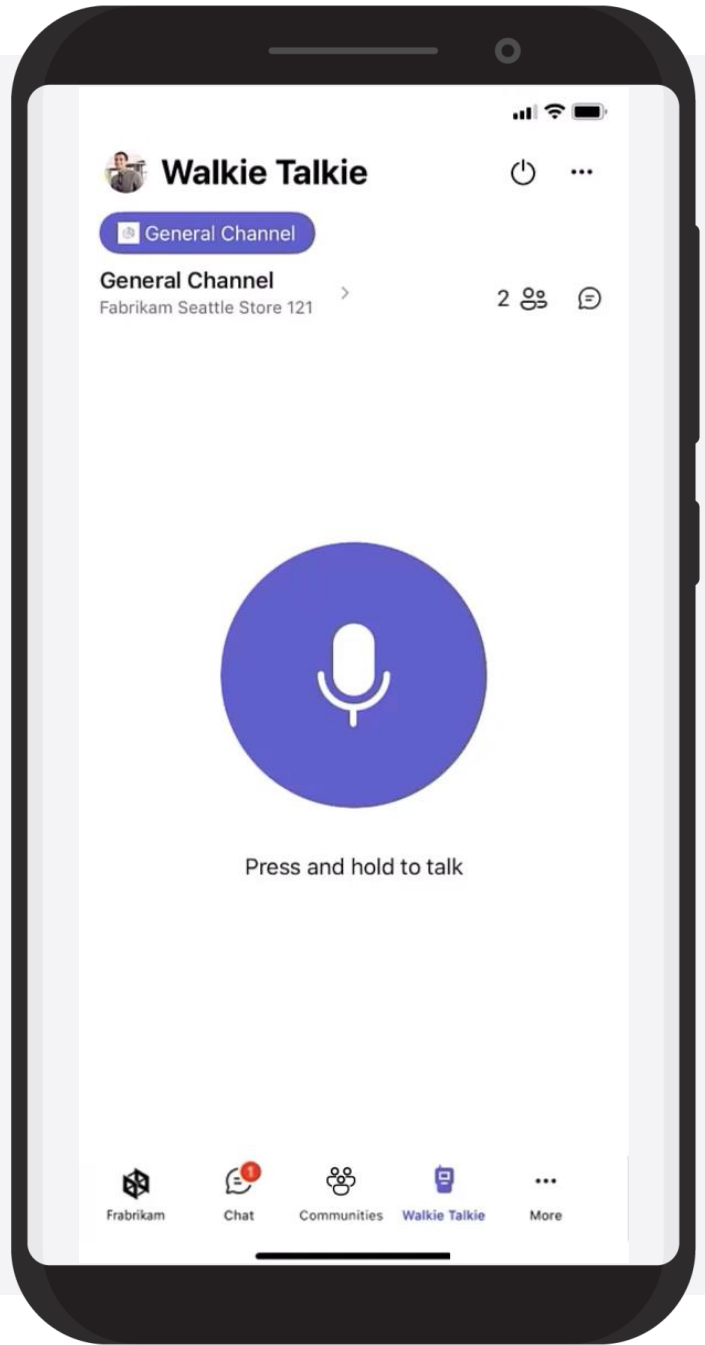






Alex
Store Associate




Walkie Talkie

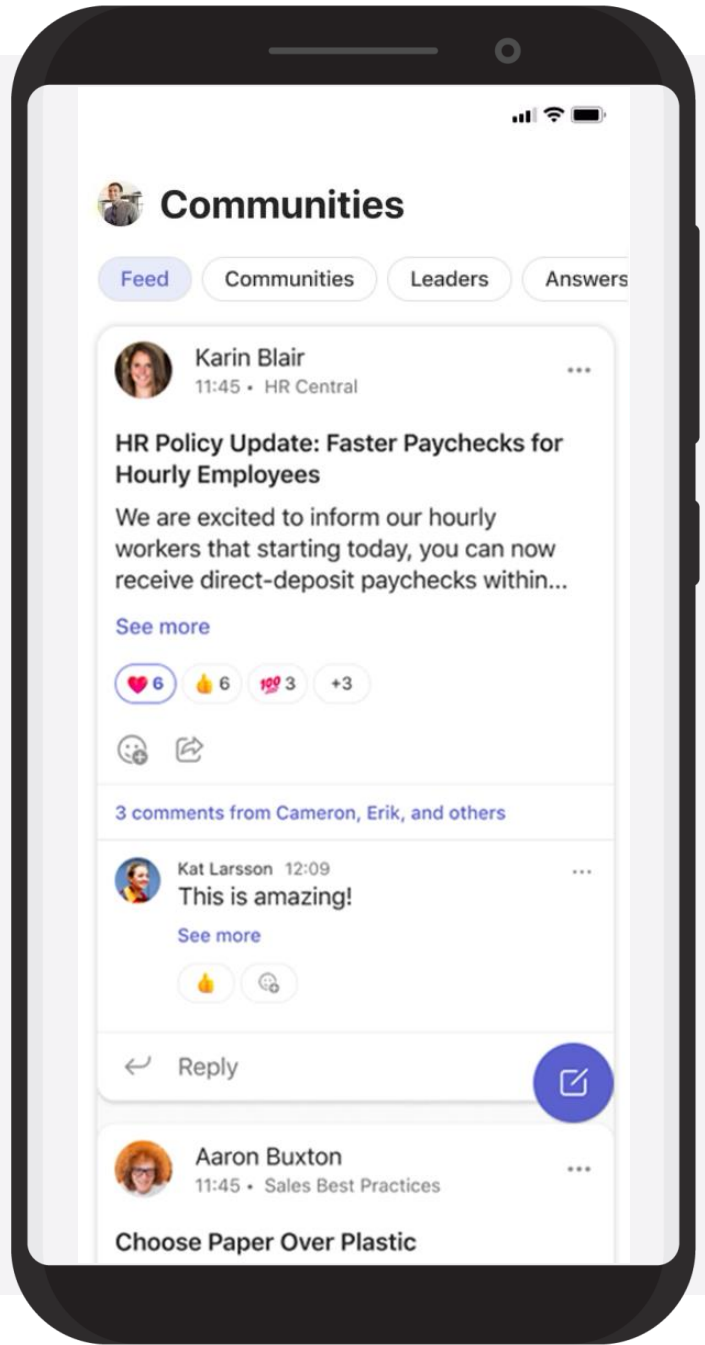




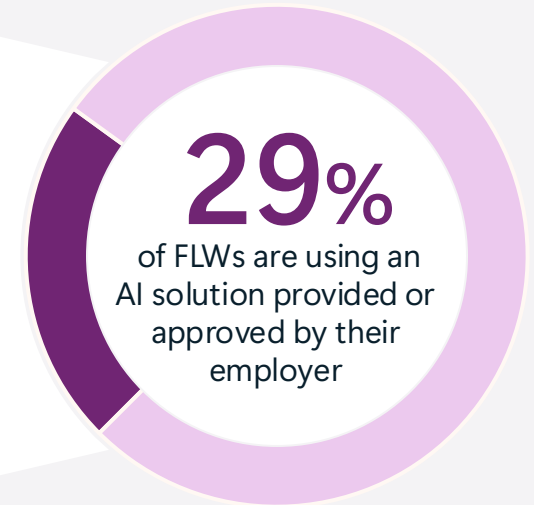
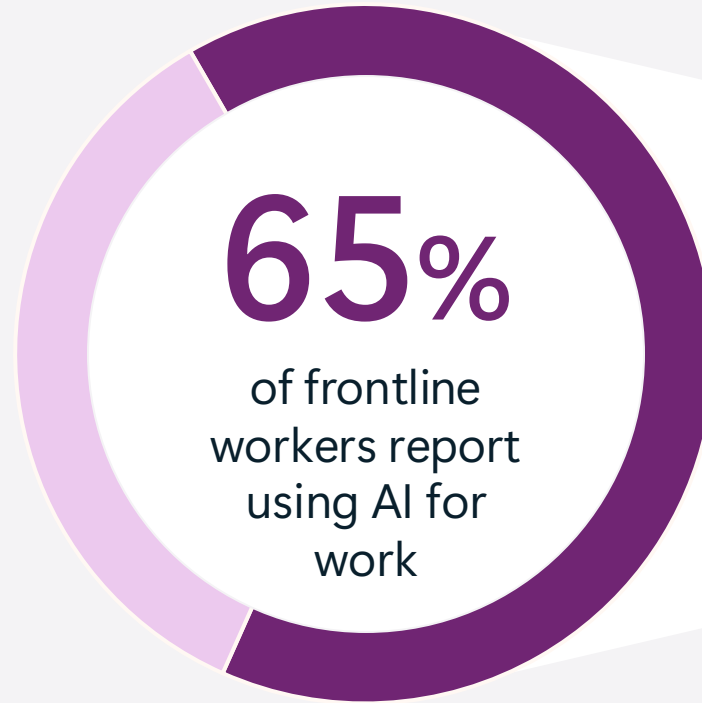
Alex
Store Associate





Communities




Frontline workers are already using AI for work



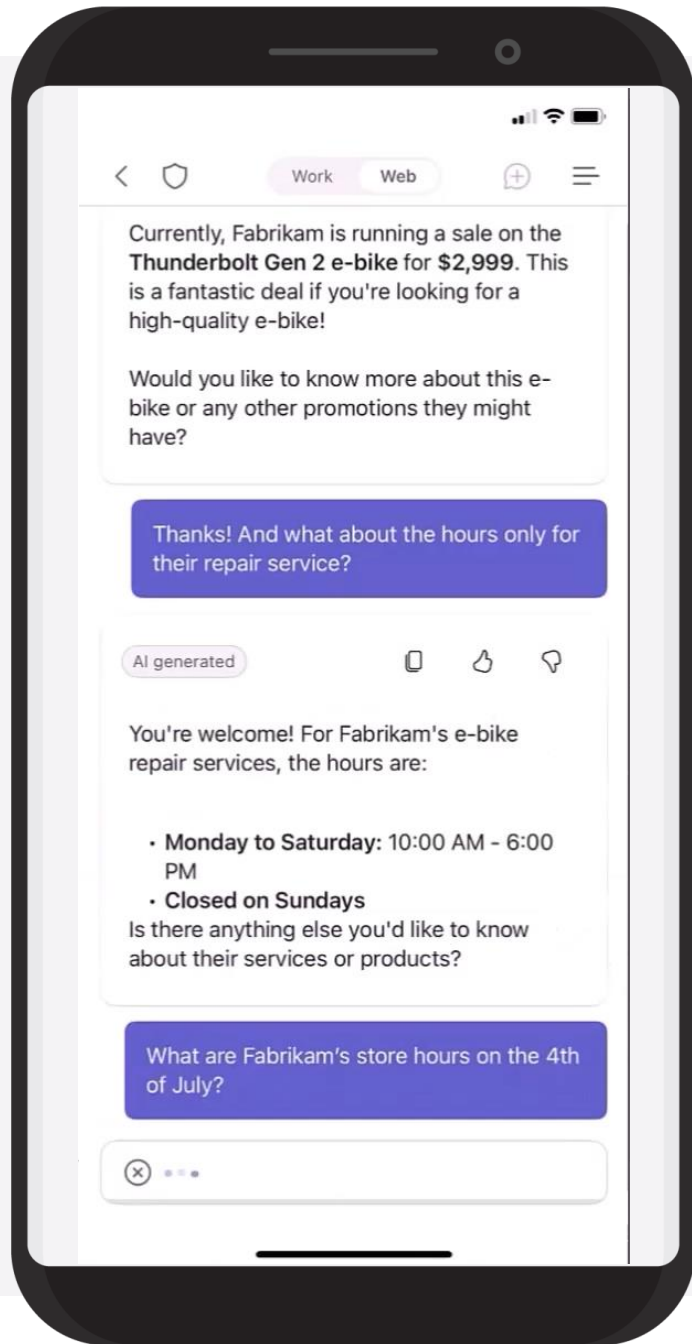
Source: Microsoft Frontline Survey, September 2025. US. n750 Frontline Managers, Frontline Workers, and decision makers for Frontline technology solutions spanning Healthcare, Retail, and Manufacturing.





Alex
Store Associate




M365 Copilot Chat

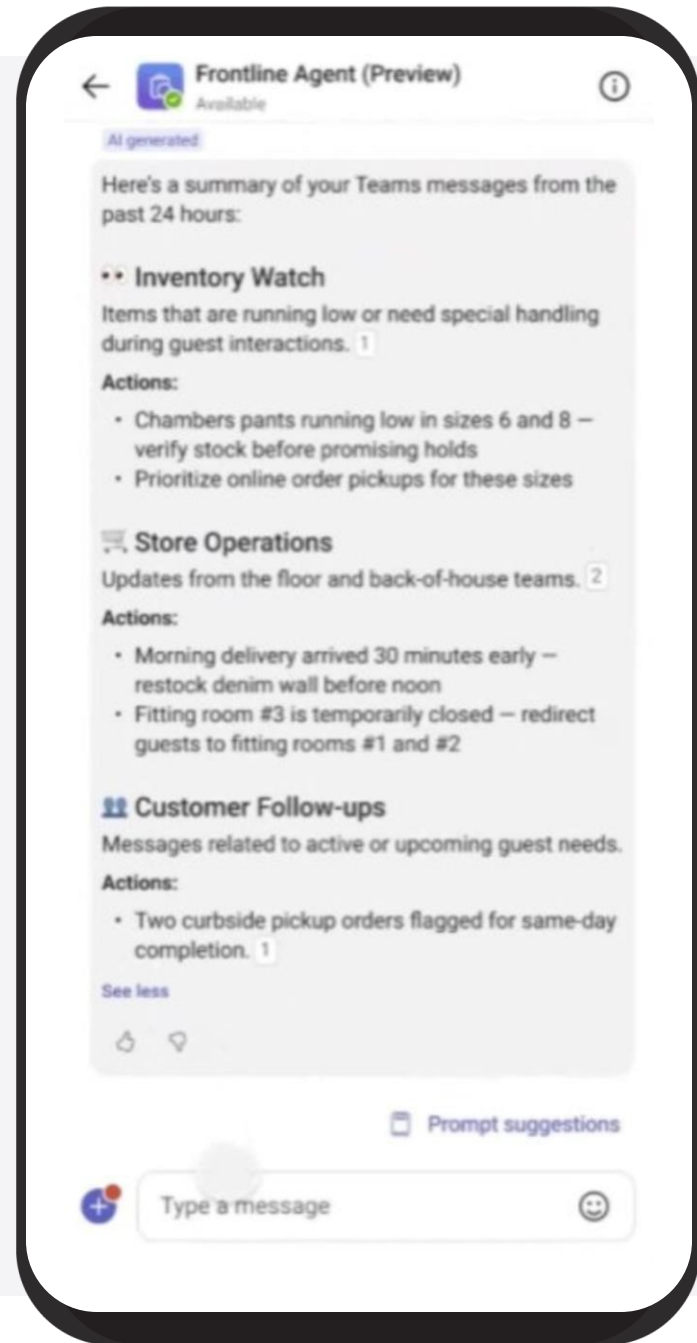






Alex
Store Associate




Frontline Agent in Teams



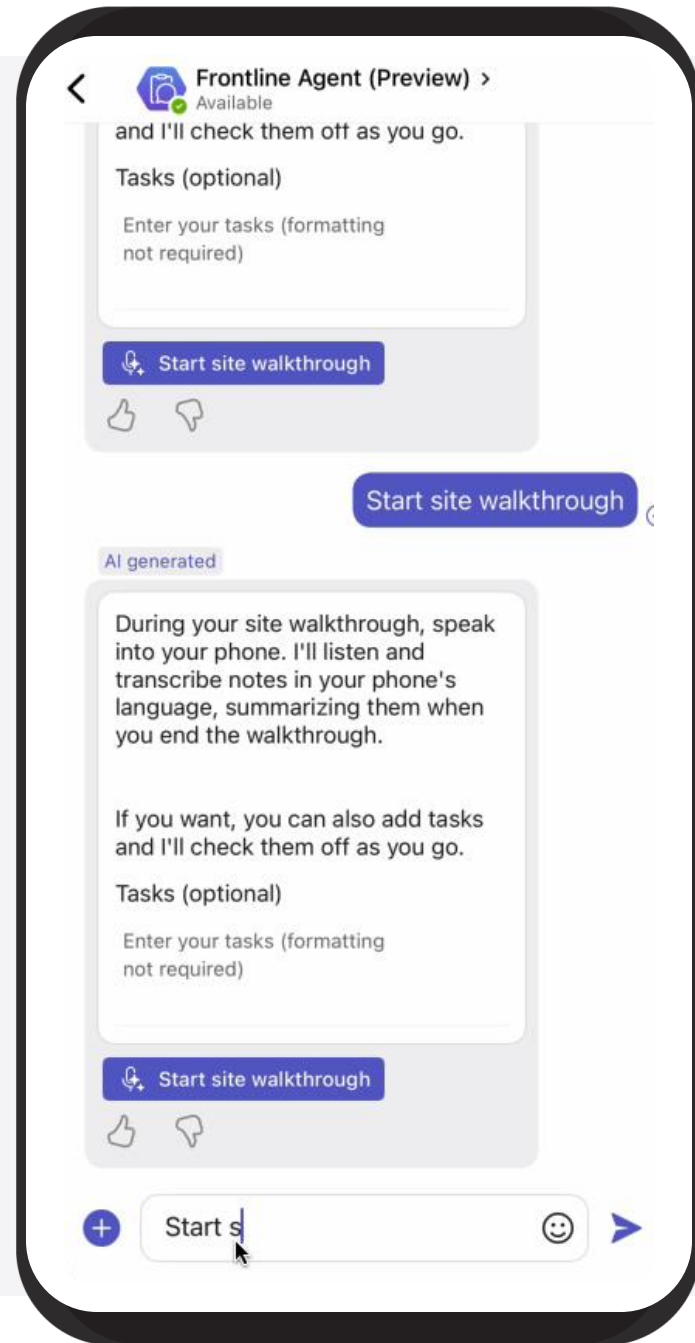


Alex
Store Associate



Voice-Driven Site Walkthrough

Sign up for
Limited Public Preview at
aka.ms/SiteWalkthrough





Simple



Smart



Secure

Unified tools from Microsoft



Identity



Security



Device
Management



Compliance



Privacy

Deploying to your frontline

1

Identity
Set-up

2

Device Strategy
Shared
Personal
Dedicated

3

Sign-In &
Authentication
Methods

4

Access
Policies

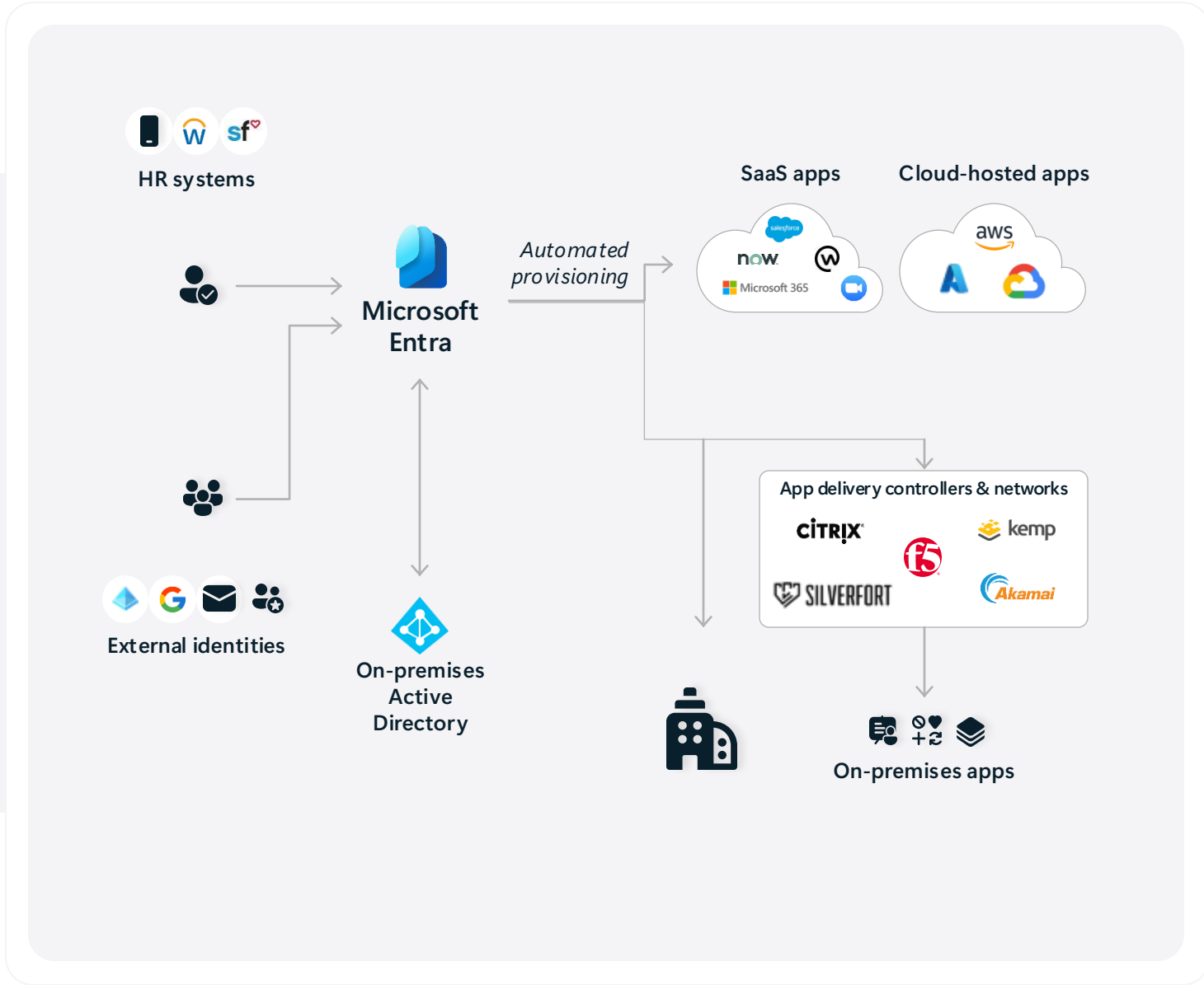
5

Teams
Pilots



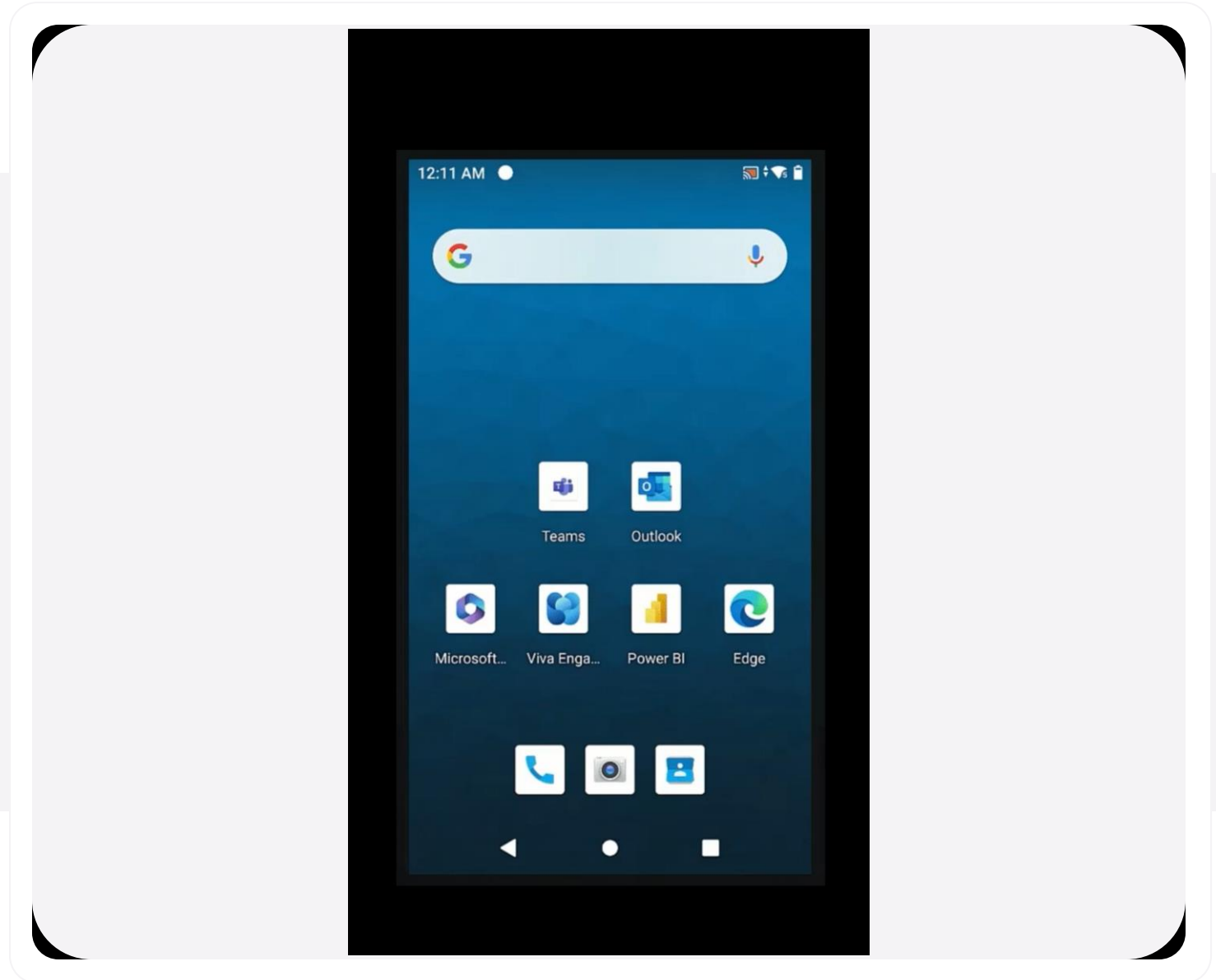


Provide access to the right applications and resources from day one





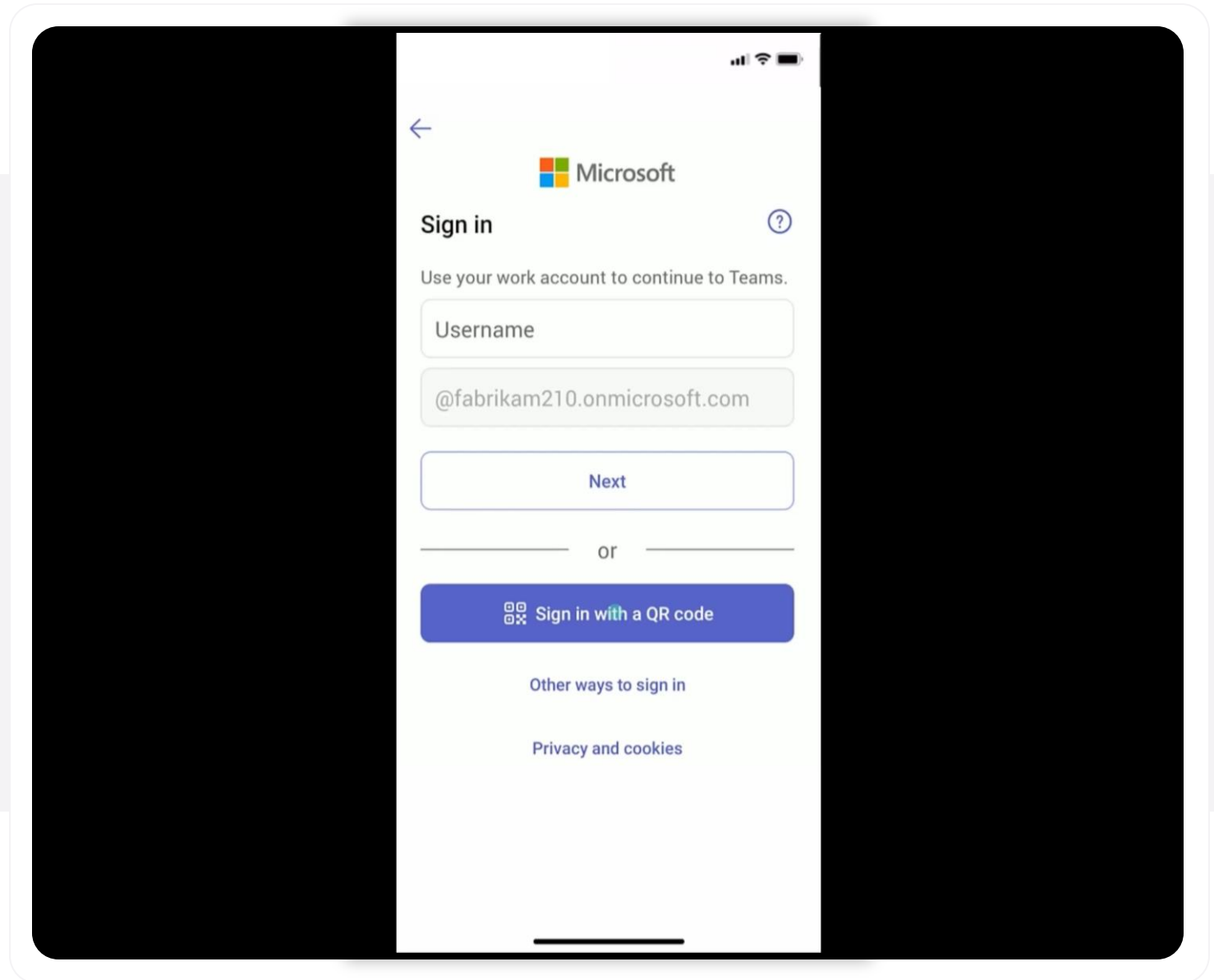
Shared Device Mode





QR code + PIN sign-in

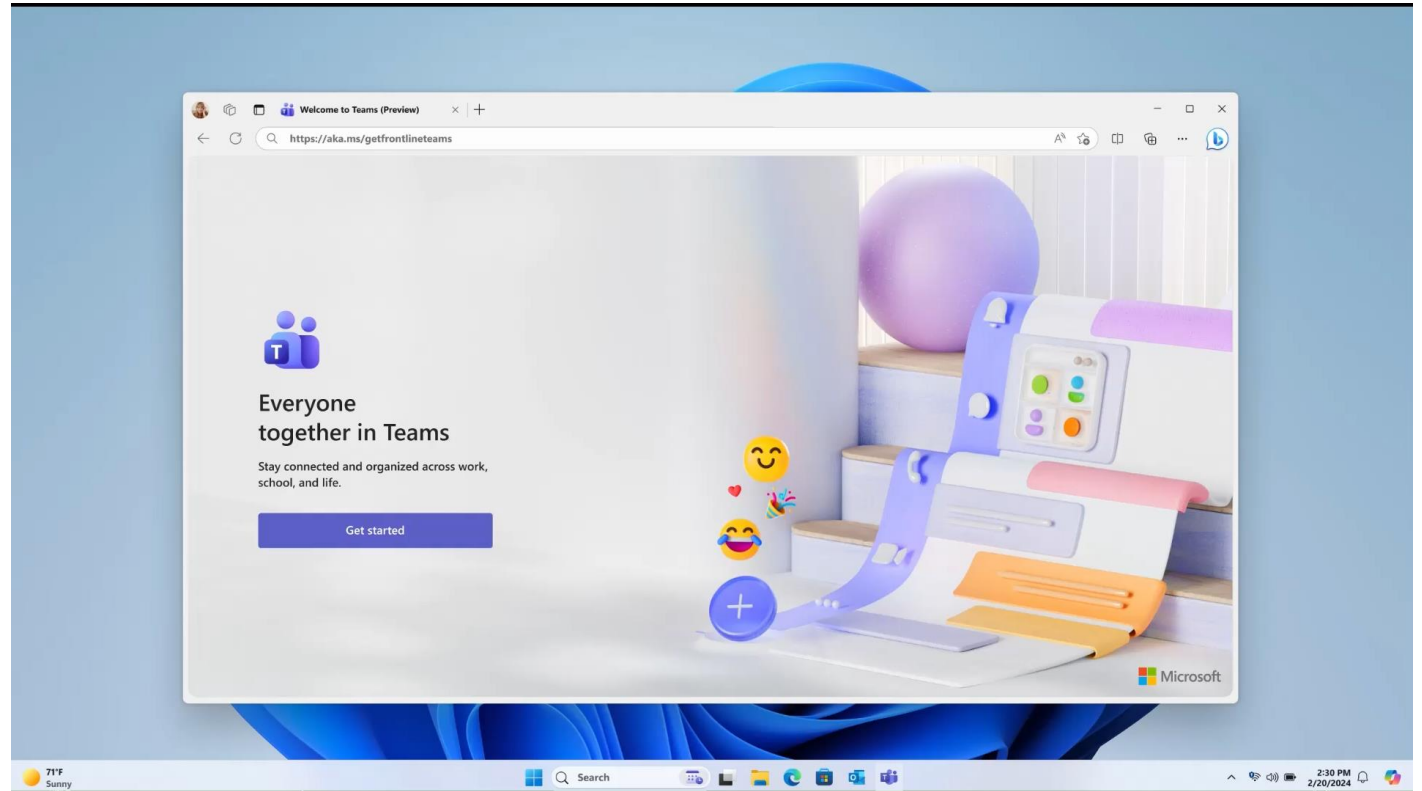
Generally Available





BYOD Teams Onboarding Wizard

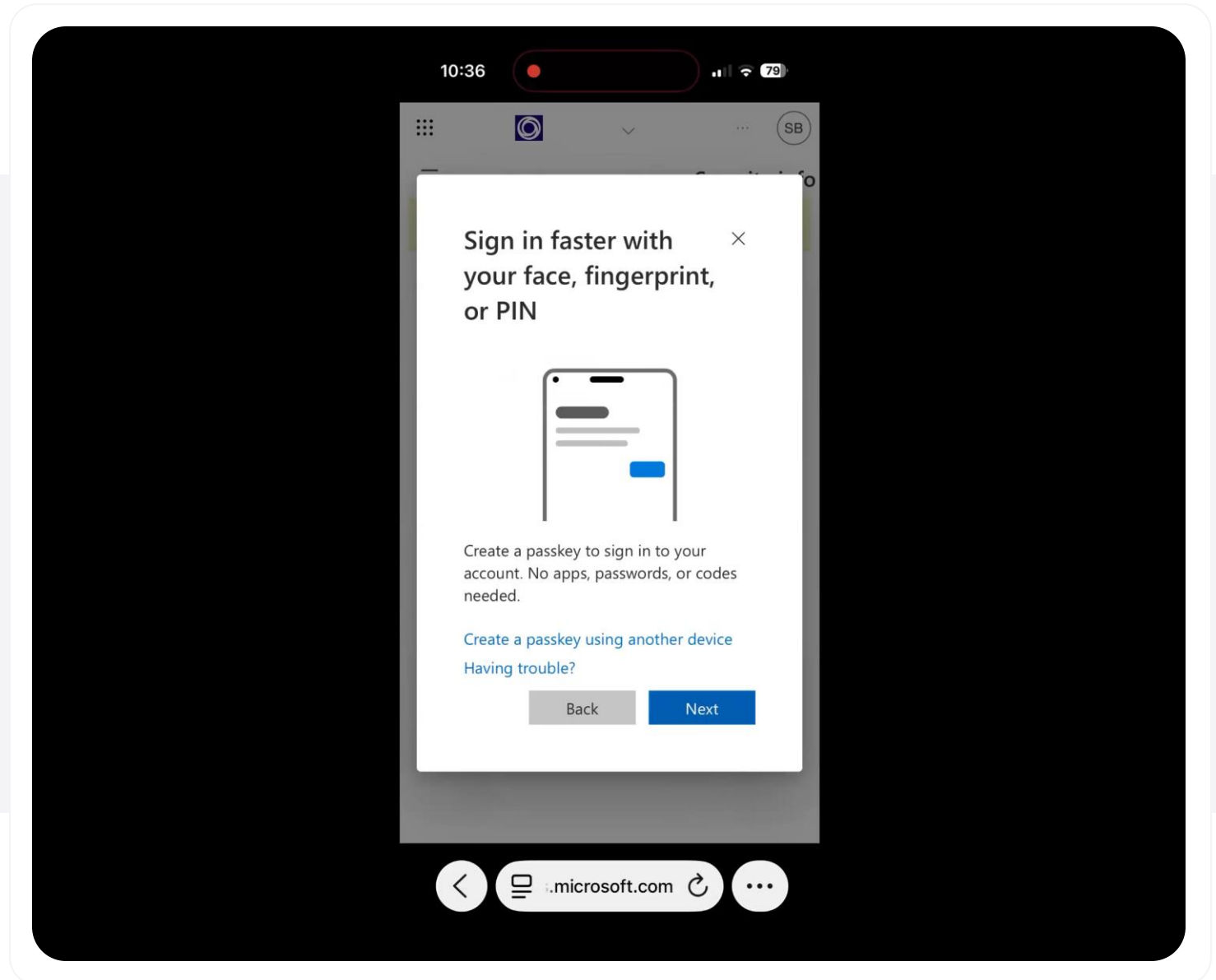
Public Preview





Sync pass keys

Now available in GA





Enforce access policies to improve compliance

Home > deverett > Security > Conditional Access > Policies > New > Cloud apps or actions

New

Info

Try out the new configuration experience. Click to enable the preview. →

Name *
MFA for My Staff ✓

Assignments

- Users and groups ⓘ >
Specific users included
- Cloud apps or actions ⓘ >
No cloud apps or actions sele...
- Conditions ⓘ >
0 conditions selected

Access controls

- Grant ⓘ >
0 controls selected
- Session ⓘ >
0 controls selected

Enable policy
Report-only **On** Off

Create

Cloud apps or actions

Select what this policy applies to
Cloud apps User actions

Include Exclude

- None
- All cloud apps
- Select apps

Select
None >

Done

Select

Cloud apps

my

- MS My Staff

Selected items

- MS** Mv Staff Remove

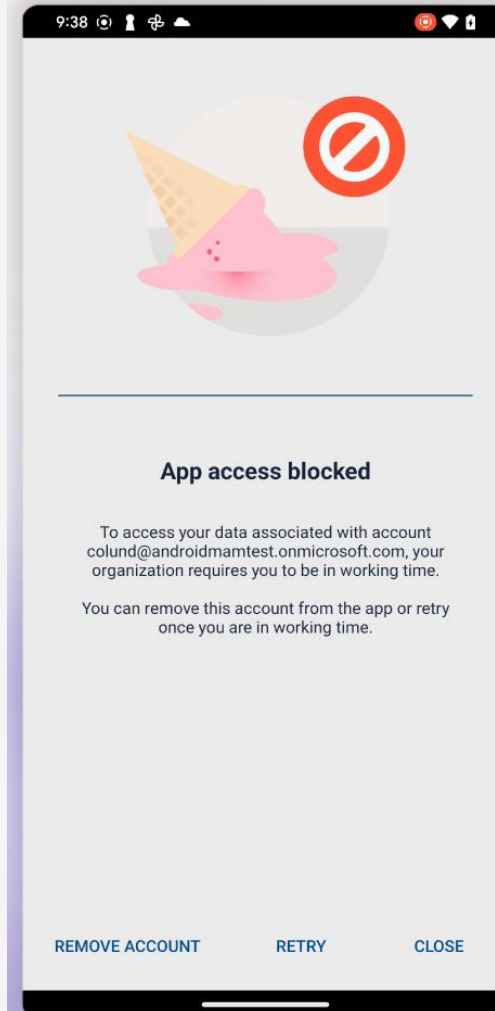
Select





Set boundaries around working hours

Non-working hours





Teams Pilots

Public Preview

The screenshot displays the Microsoft Teams admin center interface, specifically the 'Frontline hub' dashboard. The top navigation bar includes the Microsoft Teams logo, the text 'Microsoft Teams admin center', a search bar, and utility icons for Copilot, download, chat, settings, help, and a user profile (AG). A notification banner at the top reads: 'Ask the experts. Join the Microsoft frontline team every week to get answers on deploying and using Teams for your frontline workers. Join office hours X'. The main content area is titled 'Welcome to your frontline hub' and features a 'Resources' dropdown and a 'Start a new deployment' button. Below this, the 'Suggested actions' section contains three cards: 'Deploy' with a 'Start a pilot' button, 'Deploy' with a 'Get started' button, and 'Manage' with a 'Manage' button. The 'Overview' section includes three cards: 'Frontline licenses' with a donut chart showing 'Assigned 48 / 50' and an 'Assign licenses' button; 'Pilots and frontline teams' with '0 Pilots' and a 'Start a pilot' button, and '0 Teams' with a 'Deploy frontline teams' button; and 'Monitor usage' with a 'Monitor usage' button. A left-hand navigation menu lists various admin center sections such as Dashboard, Teams Premium, Teams, Users, Teams devices, Teams apps, Meetings, Messaging, Voice, Teams client health, Locations, Frontline management, Frontline hub, Manage frontline teams, Usage insights, Enhanced encryption, Policy packages, Planning, and Analytics & reports.



Manage and View Insights

Microsoft Teams admin center

Search

- Dashboard
- Teams
- Users
- Teams devices
- Teams apps
- Meetings
- Messaging policies
- Voice
- Frontline management
 - Frontline hub
 - Manage frontline teams
 - Usage insights**
- Analytics & reports
- Notifications & alerts
- Provide feedback
- Show pinned

Usage insights

Discover how people in your organization are using frontline capabilities and experiences. [Learn about usage reports](#)

Teams: Date range: Aggregate on: [Generate report](#)

Active users in the past 30 days

Capability	Active Users
CHAT	18
CHAN...	12
WALK...	14

● Chat ● Channels ● Walkie Talkie

[Learn how to increase frontline app usage](#)

Activity

Aug 28, 2025 11:59 AM (PT) | Date range: May 10, 2025 - May 17, 2025

Unit name	Team ID	Total members	Total active users	Active Teams users	Active Chat users	Total Chat messages	Total Channel
Contoso - MIAMI <small>Pilot</small>	17507f42-4405-492c-a5ca-9684	367	200	22	20	120	34
Contoso - REDMOND <small>Pilot</small>	4dd724ed-8880-4ac7-aede-9ed8	243	130	11	30	130	67
Contoso - BELLEVUE <small>Pilot</small>	422fe016-c1c6-4cee-8c1e-4ff9	116	87	33	40	140	89
Contoso - LA <small>Pilot</small>	5281d864-b3d7-4b2e-8153-23da	42	45	44	50	150	23





Pilot to scale

Now available in Public Preview

The screenshot displays the Microsoft Teams admin center interface, specifically the 'Frontline hub' dashboard. The interface includes a left-hand navigation pane with various administrative options, a top search bar, and a main content area with several key sections:

- Navigation Pane:** Dashboard, Add-on Licenses, Teams, Users, External collaborator..., Teams devices, Teams apps, Meetings, Messaging, Voice, Teams client health, Locations, Frontline, Frontline hub (selected), Manage organization, Usage insights, Operational hierarchy, Targeted communications.
- Header:** Microsoft Teams admin center, Search bar, and utility icons.
- Notification:** 'Ask the experts. Join the Microsoft frontline team every week to get answers on deploying and using Teams for your frontline workers.' with a 'Join office hours' button.
- Welcome to your frontline hub:** Includes a 'Resources' dropdown and a 'Start a new deployment' button.
- Suggested actions:** Three cards for 'Manage pilots', 'Scale fast with teams and groups', and 'Scale smart with flexible teams', each with a 'Get started' button.
- Overview:** Three summary cards: 'Frontline licenses' (Assigned 2/2), 'Pilots and frontline teams' (1 Pilots, 0 Teams), and 'Monitor usage'.

Empower your frontline with simple & smart tools without compromising security



Secure AI-Powered Productivity

A new level of productivity built on a foundation of security



AI-Ready Business Protection

Security to enable your AI adoption



IT-Optimized Solutions

Simplify your IT ecosystem. Amplify your results



Get started today



Start with a frontline pilot: aka.ms/PilotsBlog



Build shift schedules quickly with Smart Scheduling: aka.ms/SmartScheduling



Send operational communications to frontline workers: aka.ms/CommunicatorApp



Enable Frontline Agent with Voice-Driven Site Walkthroughs: aka.ms/SiteWalkthrough



Track usage insights and scale the pilot: aka.ms/ScalePilots

**We have an
exciting future ahead.**

Session feedback surveys



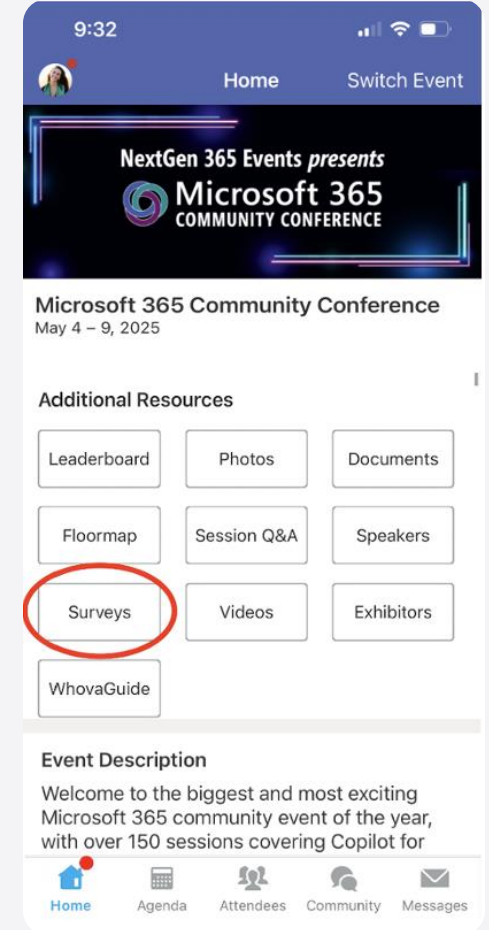
We want to hear from **YOU!**

Share your feedback to make next years conference even better!

Here's how

- Simply go to the Whova App on your smartphone.
- Scroll down on the M365 Community Conference Homepage to 'Additional Resources' to click "Surveys".
- Click Session Feedback.
- Scroll down to find this session title.
- Complete the session feedback survey.
- Finally, click 'Submit'.

It's just that easy!



Expertise and tools for your journey



Technical expertise
via our FastTrack
partners

aka.ms/Microsoft/FastTrack



**Tools, resources &
training** on our
Adoption Hub

adoption.microsoft.com



Events and real-world
knowledge in our
community

aka.ms/TechCommunity

News & community content



Microsoft Community Learning
aka.ms/Community/LearningChannel

Community led expert content on all your favorite Microsoft services.



Start your week with live news and event updates
aka.ms/MondaysatMicrosoft

Watch live or on-demand & share our blog.

Home / Microsoft 365 Copilot

Microsoft 365 Copilot

Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot deployment and adoption. This powerful technology combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

Microsoft 365 Copilot Chat and in-app experiences provide real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

[Looking for Copilot resources for Small and Medium Businesses? >](#)

Copilot Success Kit
Our Success Kit empowers you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.
[Download here >](#)

Copilot Chat and agent starter kit
This new kit includes guidance on IT controls, setup, and resources to help prepare your tenant and enable your users to create and use agents.
[Explore the kit >](#)

Join the Copilot community
The Microsoft 365 Copilot community is your hub for the official blog, latest news, and discussions.
[Join now >](#)

Microsoft 365 Copilot

Welcome to the Microsoft 365 Copilot community. Your hub for the latest news, live events, and discussions on Microsoft 365 Copilot. For help & learning (how-to articles and training resources), please visit [Microsoft 365 Copilot Adoption hub](#).

Search this community

[Unfollow](#)

#M365Con

Microsoft 365 COMMUNITY CONFERENCE May 6-8 Las Vegas

Your front-row seat to the future of work

The ultimate Microsoft 365 community event

Learn directly from the experts and redefine what's possible at work—join us at the Microsoft 365 Community Conference.

[Learn more!](#)

Stay Connected!

Engage with the best community in tech...
There's something for everyone!



Microsoft Tech Community

The community platform for Microsoft 365 – forums, blogs, and events

aka.ms/joinMTC



CommunityDays.org

Find or host a local event in your area or to match your interests

www.communitydays.org



Microsoft Community on LinkedIn

News, announcements and training delivered to your news feed

aka.ms/microsoftcommunity/linkedin



The one stop shop for Microsoft ecosystem community events

The screenshot displays the Microsoft Community Days website interface. At the top, the logo reads "Community Days Supporting the Microsoft Community". Navigation links include Home, Events, Calls, Speakerboard, Contact, FAQs, About, and a "Create" button. The main heading is "Discover Community Events happening across the world." Below this is a search bar and filter options. The "WHERE" filter is set to "Global". The "FILTERS" section includes checkboxes for "Registration Open", "Call for Speakers", "Call for Sponsors", "Hide Paid", and "Hide Others". The event grid features:

- FABRIC DATA DAYS**: Nov 4 - Dec 11, 2025. Hybrid. Free. Location: Your city, Your country, United States.
- SMARTCLOUD 365 - 2025**: November 25, 2025. Virtual. Free. Location: Germany.
- DYNUG AUTUMN CONFERENCE 2025**: November 25 - 26, 2025. Paid. Location: Oslo, Gardermoen, Norway.
- SHIFT ENTER SUMMIT 2025**: November 26, 2025. Paid. Location: Budapest, Hungary.
- AI COMMUNITY CONFERENCE - AICO SEOUL**: November 28, 2025. Free. Location: Seoul, Jongno District Seoul, Korea, Republic of.
- AI COMMUNITY CONFERENCE - TORONTO 2025**: November 28, 2025. Free. Location: Toronto, Ontario, Canada.
- SEASON OF AI - MCP**: November 29, 2025. Hybrid. Free. Location: Clusagram, Maryana, India.
- ESPC25**: December 1 - 4, 2025. Paid. Location: Dublin, Dublin 1, Ireland.
- MSREBUILD 2025**: December 2, 2025. Free. Location: Nantes, Pays de la Loire, France.
- TECHBAYANIHAN 2025 DATA AT AI PARA SA BAYAN**: December 3 - 4, 2025. Paid. Location: Makati City, National Capital Region, Philippines.

www.communitydays.org