

A Blueprint for Transformation

Deploying digital tools for your frontline workers



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Begin transforming your frontline with Microsoft Teams

A proven path to frontline worker efficiency

Successful organizations prioritize listening to and empowering their frontline workforce. By doing so, they gain a clearer understanding of frontline needs and can provide secure, streamlined tools that help teams work efficiently. Microsoft has designed a progressive model for implementation that helps organizations deliver valuable Microsoft Teams solutions for frontline workers.

By building upon your platform's foundation, you'll be able to deploy Teams to your frontline and allow for further capabilities to be customized and deployed as needed. This e-book offers practical guidance along with tips to help organizations deploy Teams for frontline workers—supporting improved communication and operational efficiency.

You'll learn how to:

Identify what Teams tools and features will be the most valuable to your organization to catalyze change

Establish a strong initial foundation that gets your frontline workers up and running quickly

Follow a progressive model of implementation to build valuable solutions for your frontline workers and organization at scale



Key factors for success

To better understand how best to integrate frontline worker needs with the needs of your business, Microsoft has identified five elements of success from organizations that have empowered their frontline with Teams.

These organizations:

- Keep frontline workers at the center of every decision, capturing their feedback as part of pilot programs.
- Communicate prioritized use cases for frontline workers in ways that best apply to them.
- Ensure structured collaboration and engagement between business and IT stakeholders by using the right tools to find solutions quickly and efficiently.
- Partner with frontline managers, as they often define the ways of working and drive adoption of new technology with their frontline teams.
- Start simple for quick time-to-value, then expand frontline solutions continuously to drive evolving business outcomes.

A progressive model for implementation

Our model begins with establishing, piloting, and deploying a foundation of core Teams capabilities. Once deployed at scale, you can explore and customize additional features and capabilities using the same deployment process as your foundation. Through these capabilities and applications, you'll be able to help improve group collaboration, support individual productivity, and foster organization-wide engagement – creating a more connected and efficient frontline experience.

While Teams offers a wide range of capabilities and applications, Microsoft recommends starting with this foundation to help simplify deployment and support faster adoption.

The steps to implementation:

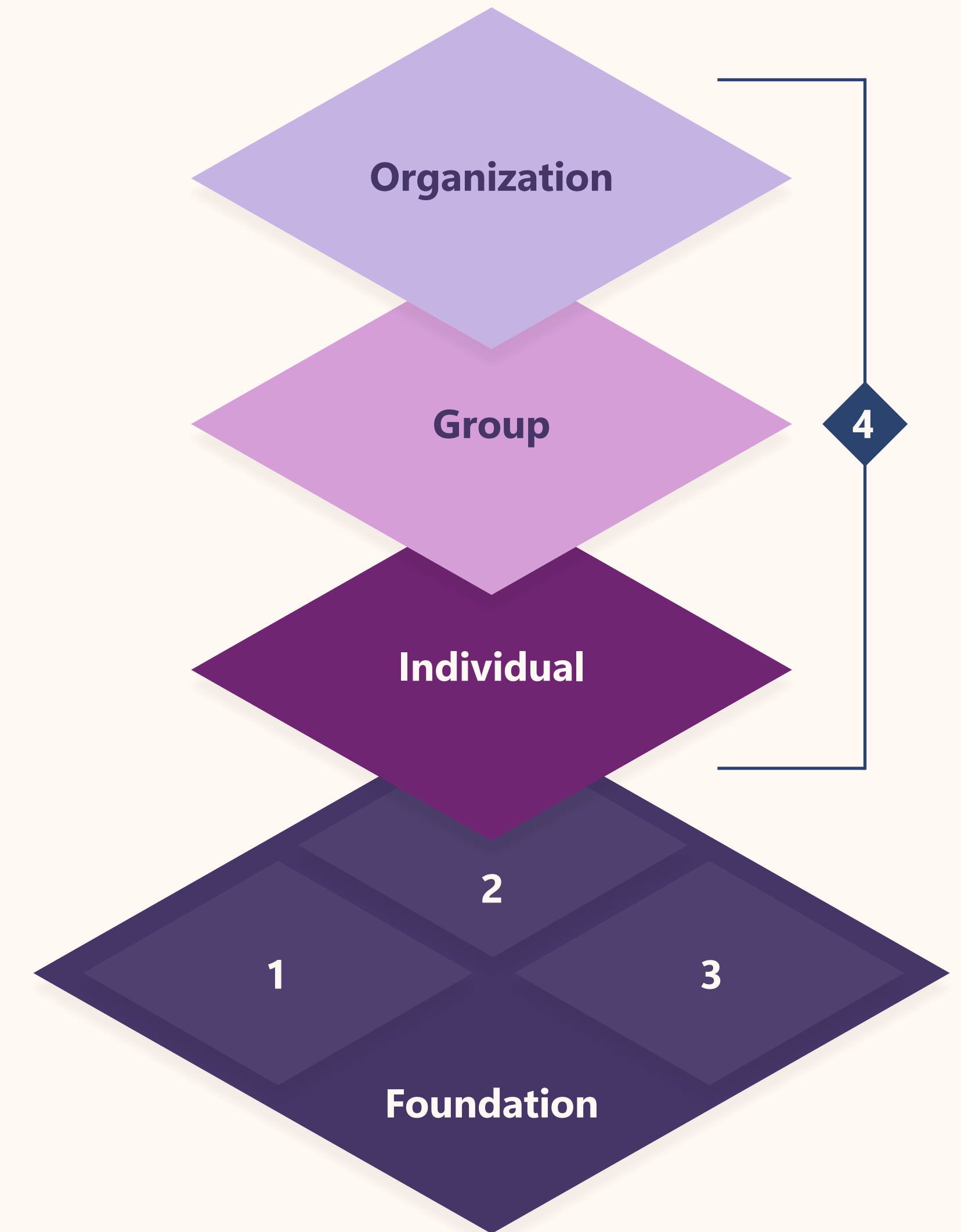
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- Individual productivity
- Group productivity
- Organization-wide engagement





Start:

Establish your Teams foundation

To begin, we start with the foundational elements of Teams that enable ad-hoc communication across the frontline: text, voice, and video chat, predictable and relevant notifications, and efficient management and security. Developing the base of your new technology program is essential for a successful Teams deployment. In doing so, organizations and frontline workers alike get ample time to adapt to this base technology and recognize the value within it.

This foundation is comprised of:

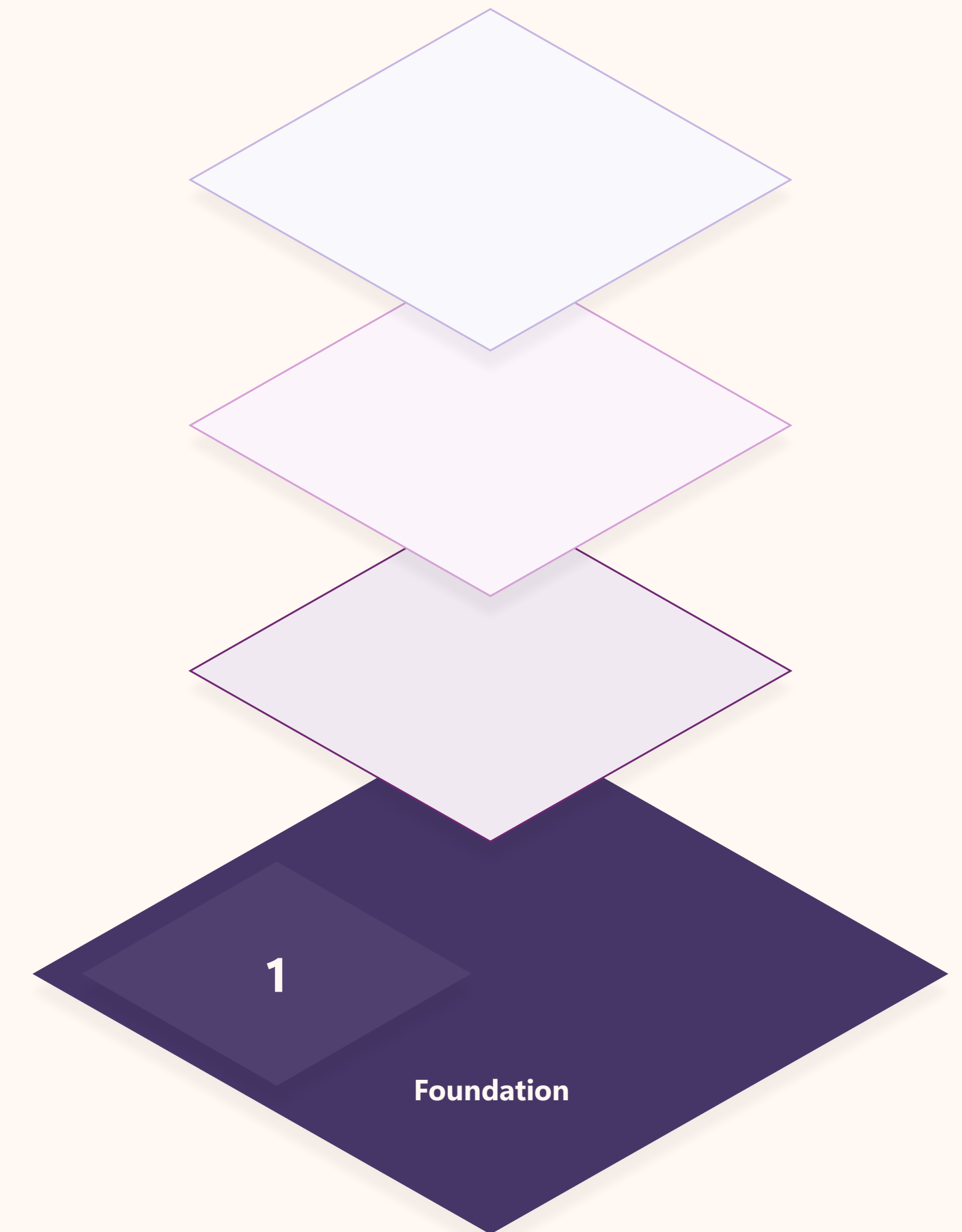
- Enabling real-time 1:1 communication, Team Chat, and voice across workers and managers

- Enabling departmental and/or local communication and collaboration

- Identity, security, and management

- Mobile-first client with predictable notifications and relevant search

Lay the foundation for Teams to become a primary hub for unified frontline communication and collaboration. Once these foundational elements are in place, you're ready for the next step: piloting.



TIP: Pinning often-used foundational Teams applications like Chat, and Activity allows users to collaborate quickly with others.



Next:

Pilot your Teams foundation

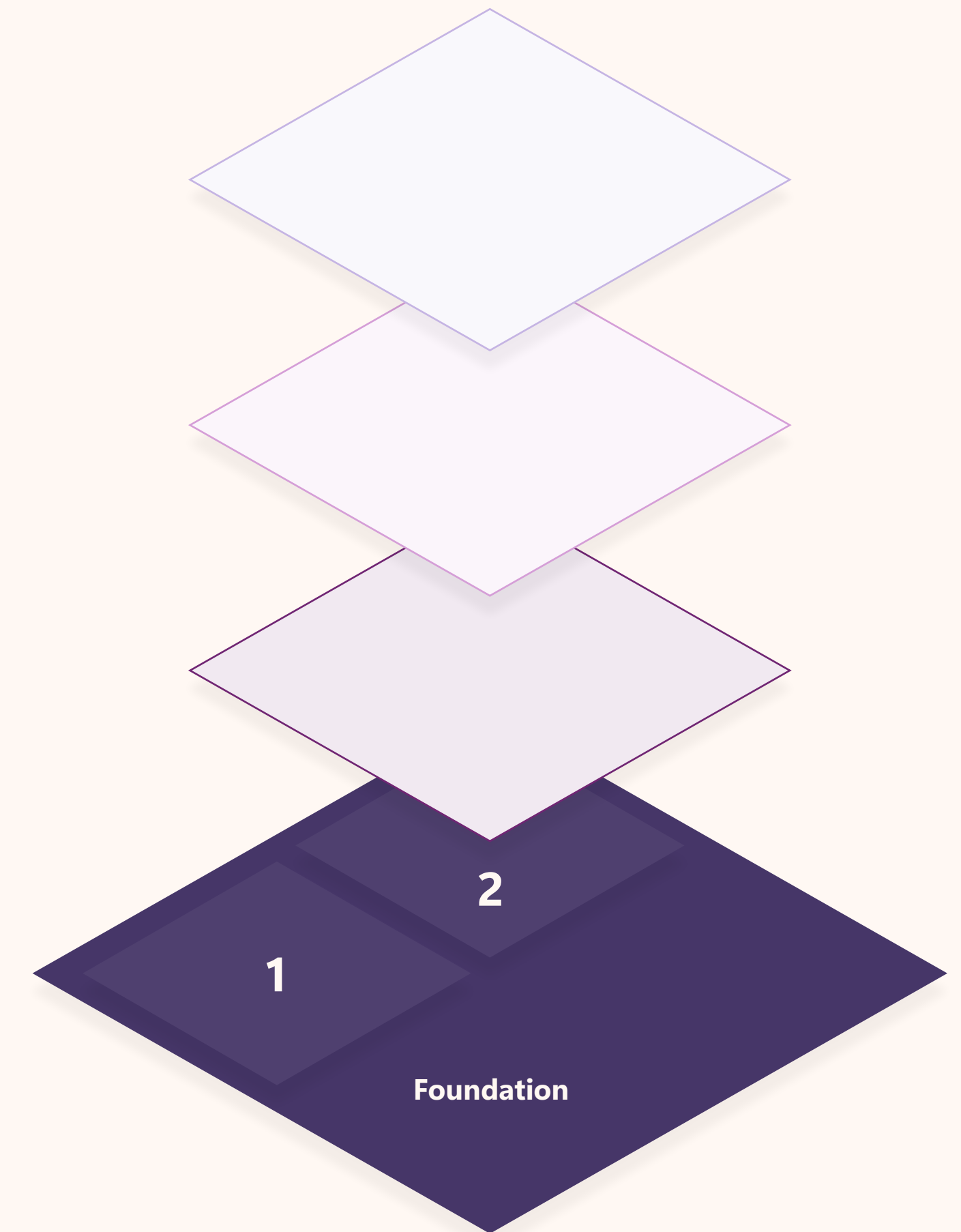
When first implementing Teams, pilot your solution at a few select locations first. By initially using smaller groups, your organization will be able to test the pilot tools before company-wide deployment.

TIP: Microsoft recommends enabling the “Show favorite channels in Chat” setting for frontline users of Teams. Configuring Chat in this way simplifies the user experience, delivering a layout your frontline workers will already be familiar with.

Establishing identities and permissions when setting up and adjusting your pilot program is made easy with Microsoft Entra, a cloud-based identity and access management solution from Microsoft 365. With built-in and custom user attributes in place to help you set up the program, your organization can test the deployment tools to a pilot location, then apply them to a broader set of locations in phases.

You can define core attributes such as geographic location, email addresses, and job titles, in addition to collecting additional employee information during sign-up. Membership of frontline dynamic teams is determined and managed by these sets of attributes and automatically managed over time as frontline workers are onboarded, offboarded, or change locations.

This smaller, initial deployment is a good time to capture feedback and incorporate it into any changes. Partnering with frontline managers can also help you better understand what your frontline may need to adopt this new technology. After troubleshooting and identifying what features best support your frontline, you can refine and adjust your foundation as needed after the initial pilot.





Then:

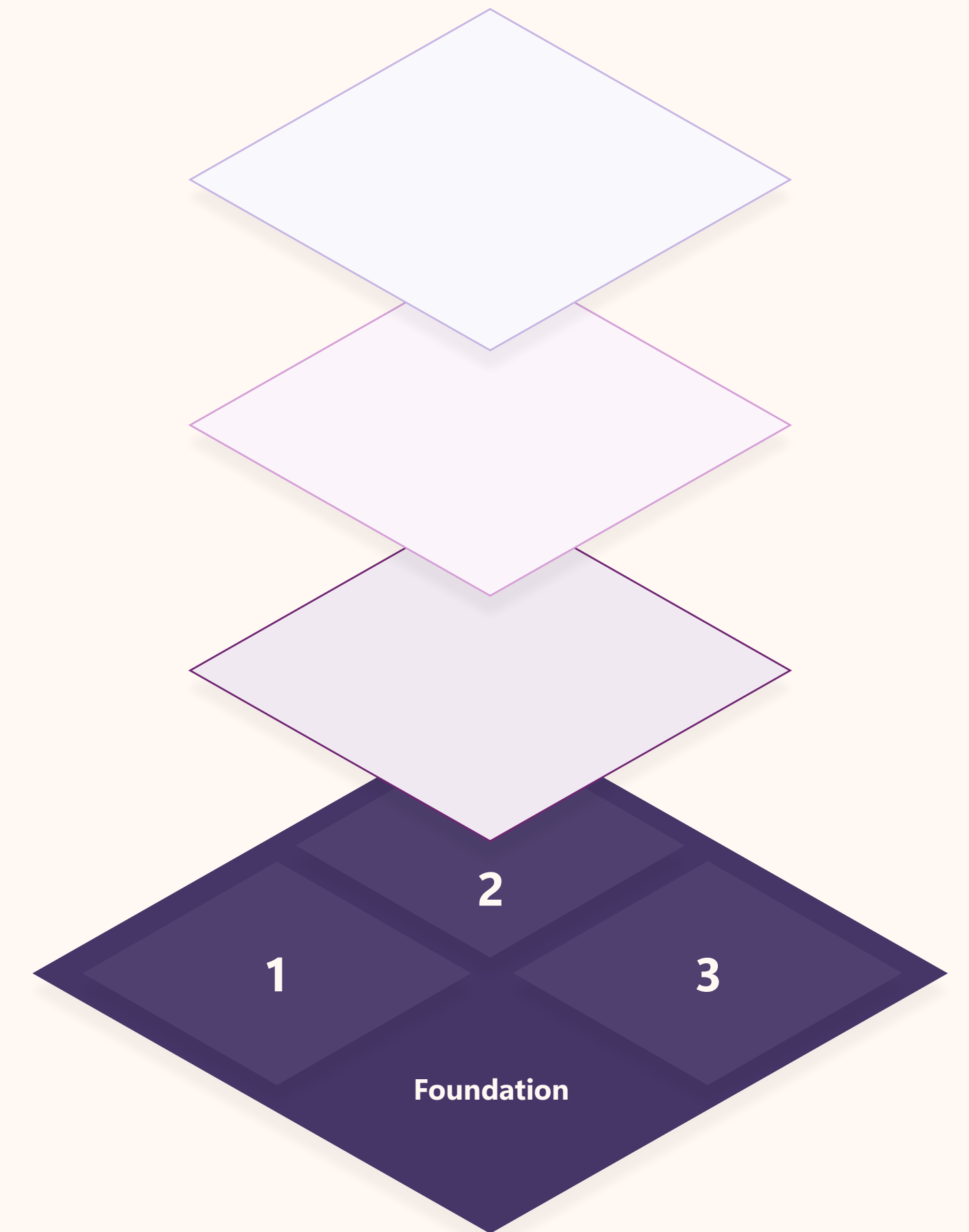
Deploy your Teams foundation at scale

To meet the needs of a dynamic frontline workforce, IT teams require dynamic solutions. To help deploy more efficiently, Microsoft has developed a step-by-step process to frontline technology deployment.

TIP: To get a list of your frontline team IDs, in the Teams admin center, go to Teams > Manage frontline teams, and then in the Frontline teams section, select Download CSV.

- ↓ Once you've set up and piloted Teams, click the "Manage frontline teams" page to deploy.
- ↓ From here, you can review your settings, view the list of locations that don't yet have a frontline dynamic team created, and select additional locations you'd like to create teams for.
- ↓ Click "Deploy." This process can take up to a few hours depending on how many teams you're creating. You can repeat this process in the future for any other frontline locations that don't yet have a team.
- You'll continue to have the opportunity to fine-tune and adjust Teams as often as needed.

Now that Teams has been successfully deployed, management of your frontline dynamic teams is easy whenever changes happen within your organization. In the Teams admin center, you'll be able to create new teams for newly opened locations, edit your frontline team settings, and receive analytic reports on frontline usage. Once your entire frontline organization is using Teams, you can begin to roll out additional capabilities and tools.





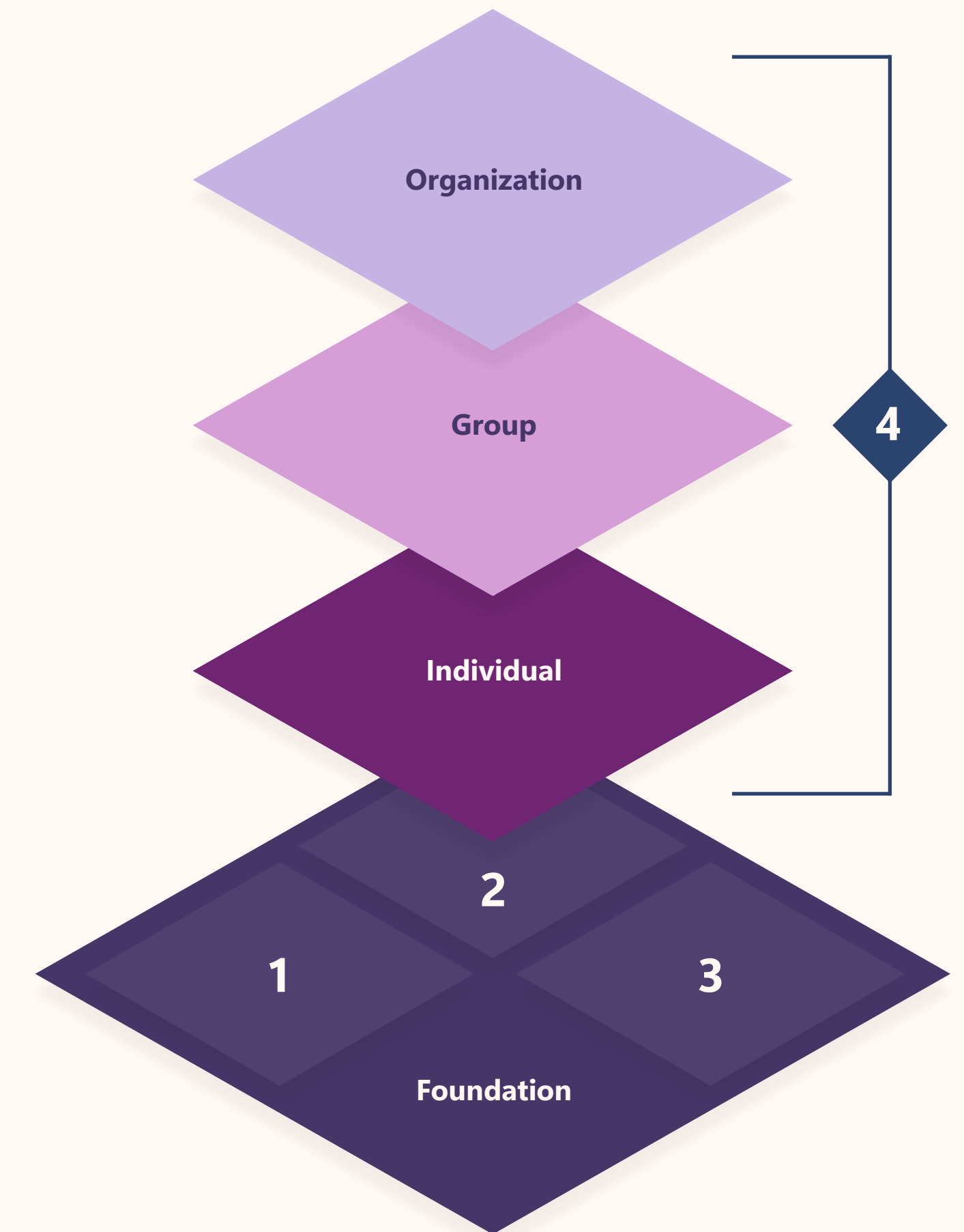
Progressing Forward:

Scale and deploy additional Teams capabilities

At this point, you've built and deployed your Teams foundation and enabled frontline workers across your organization to communicate on one unified platform. Now you can begin to roll out additional capabilities and tools that best serve your unique organizational needs.

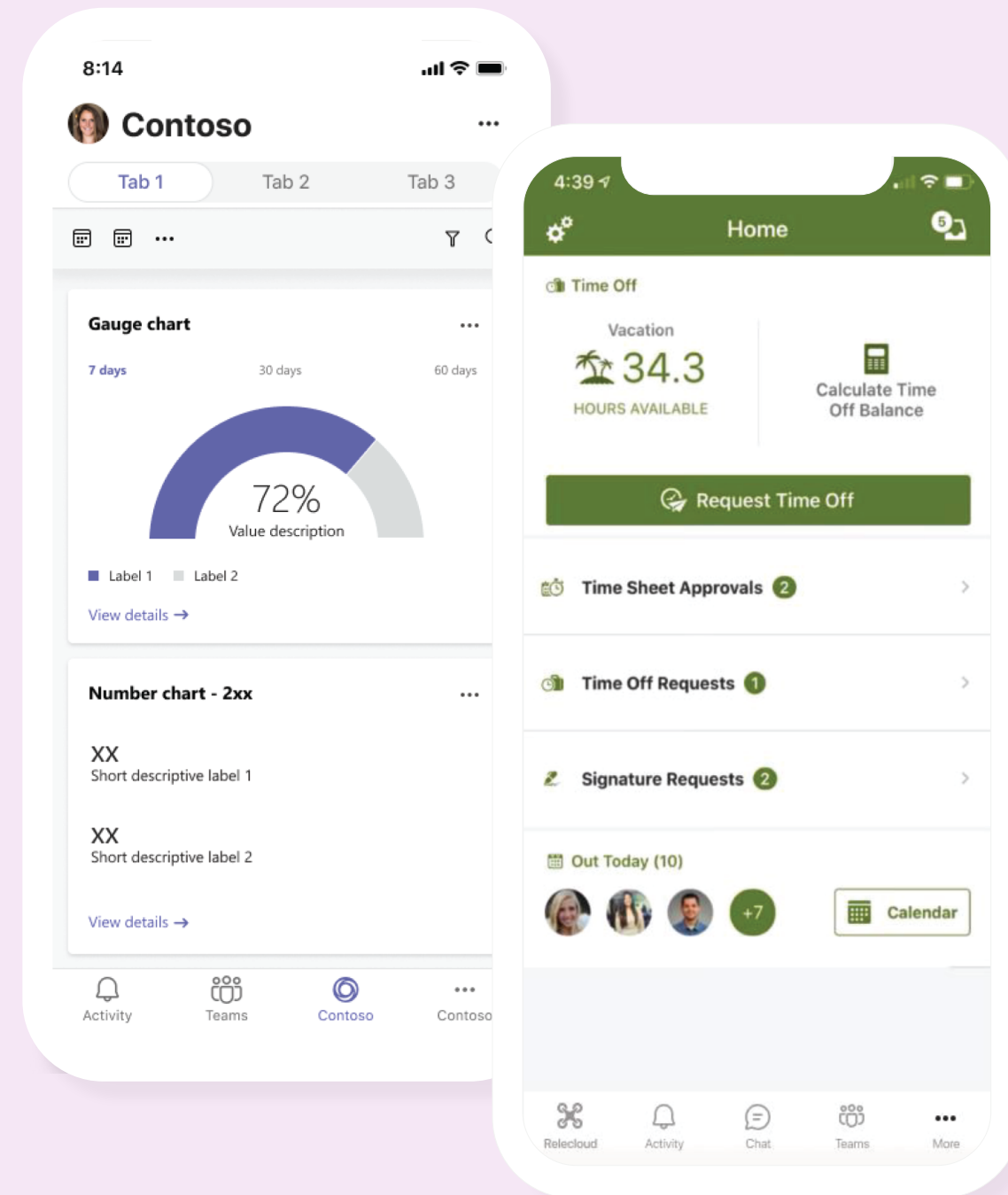
Some capabilities and applications are already included with Teams such as Chat, Channels, and Shifts. Others are available for purchase or may be developed for your organization. These include third-party applications created by independent developers or custom applications created specifically for your organization.

Layering in additional Teams capabilities is organized through three core pathways: **individual productivity, group productivity, and organization-wide engagement.**



TIP: The admin running the deployment process must be a Global administrator.

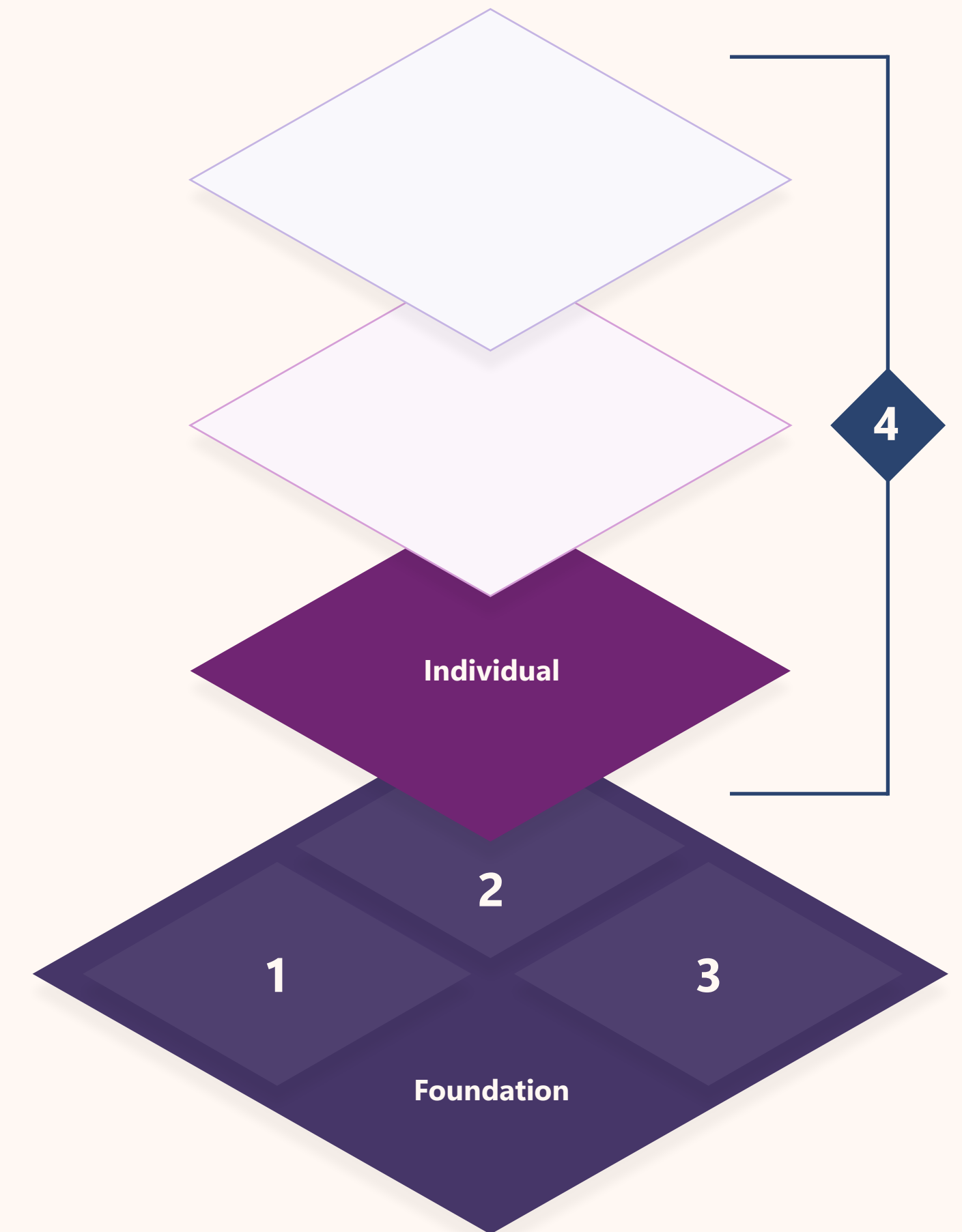
Individual productivity tools and capabilities



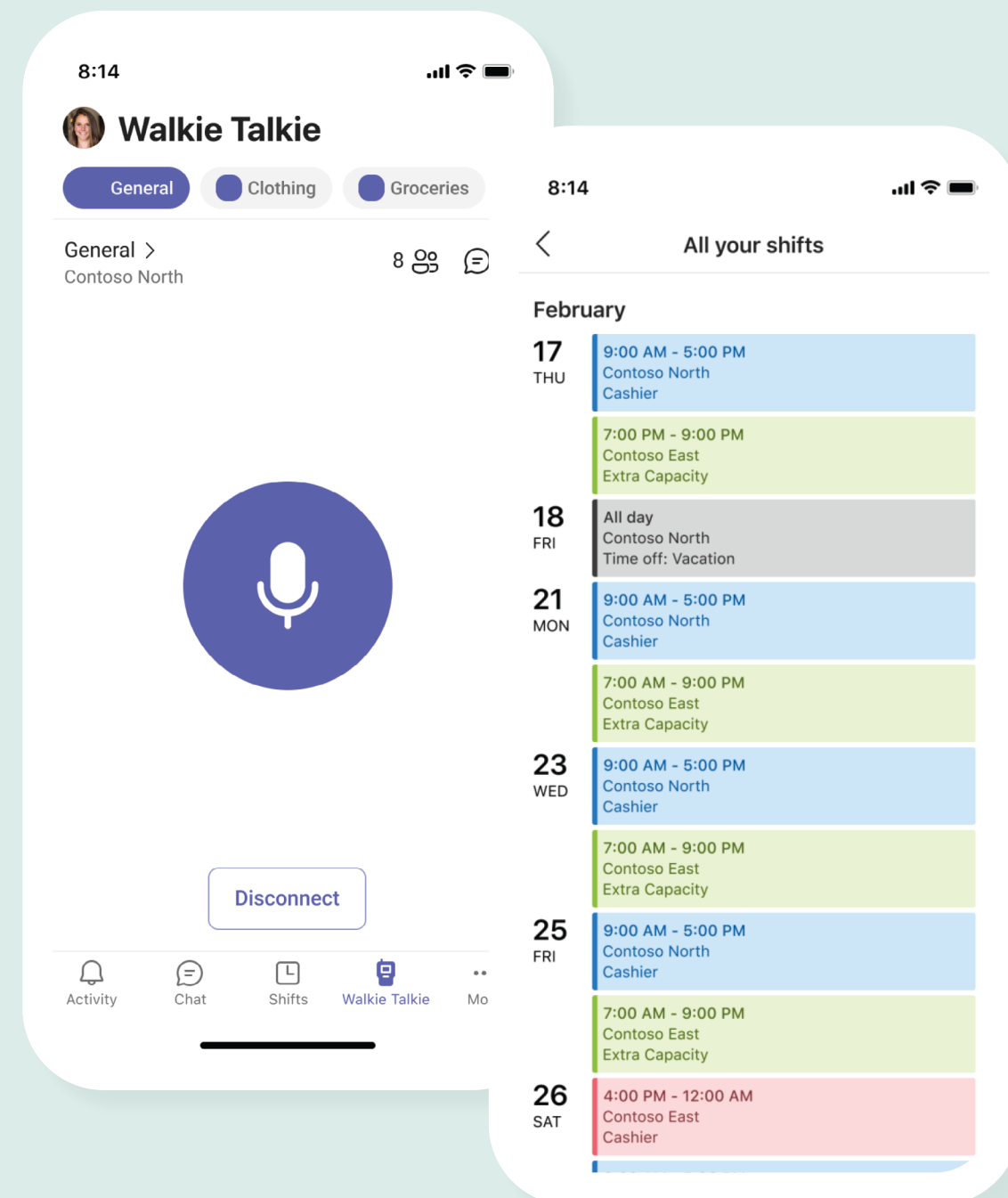
Use Teams to further increase frontline productivity by enabling employees to complete tasks without requiring group interactions. Consider the following first steps toward further empowering the individual:

- 1. Customize line of business (LOB) applications created by your organization to better support specific frontline roles.
- 2. Discover Viva Learning, a central hub for learning in Teams where individuals can share, recommend, and learn from content libraries across your organization.
- 3. Integrate third-party app solutions directly into Teams to further connect with your work on one platform.
- 4. Enable frontline workers with a shifts marketplace that allows them to swap shifts, request time off, and clock in and out.

Individuals are empowered to customize their own Teams workplace within your organization. Whether it be pinning certain channels or applications for ease of use or equipping their workspace with specific LOB or third-party applications, Teams helps individuals personalize their experience with settings and tools that support their productivity.



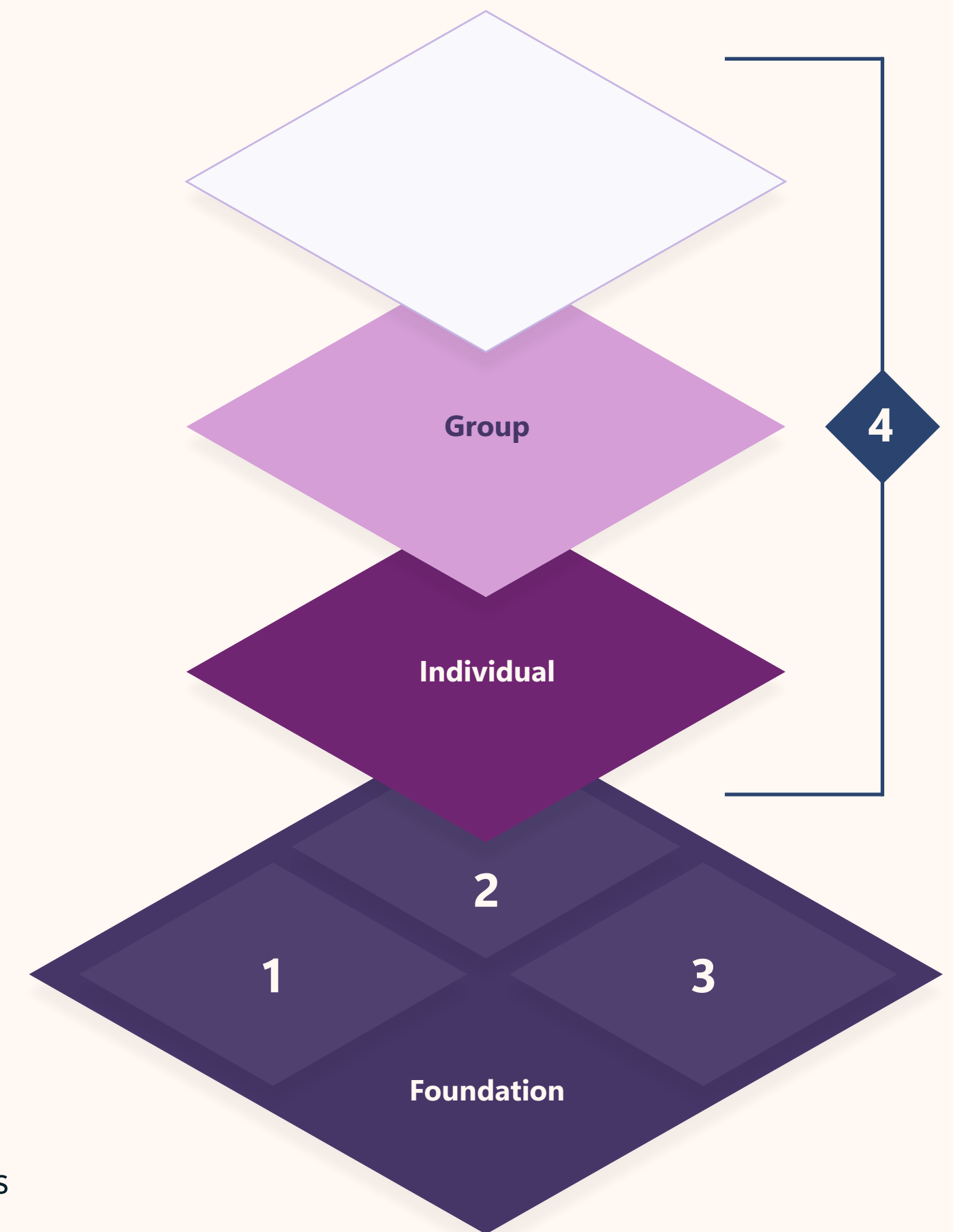
Group productivity tools and capabilities



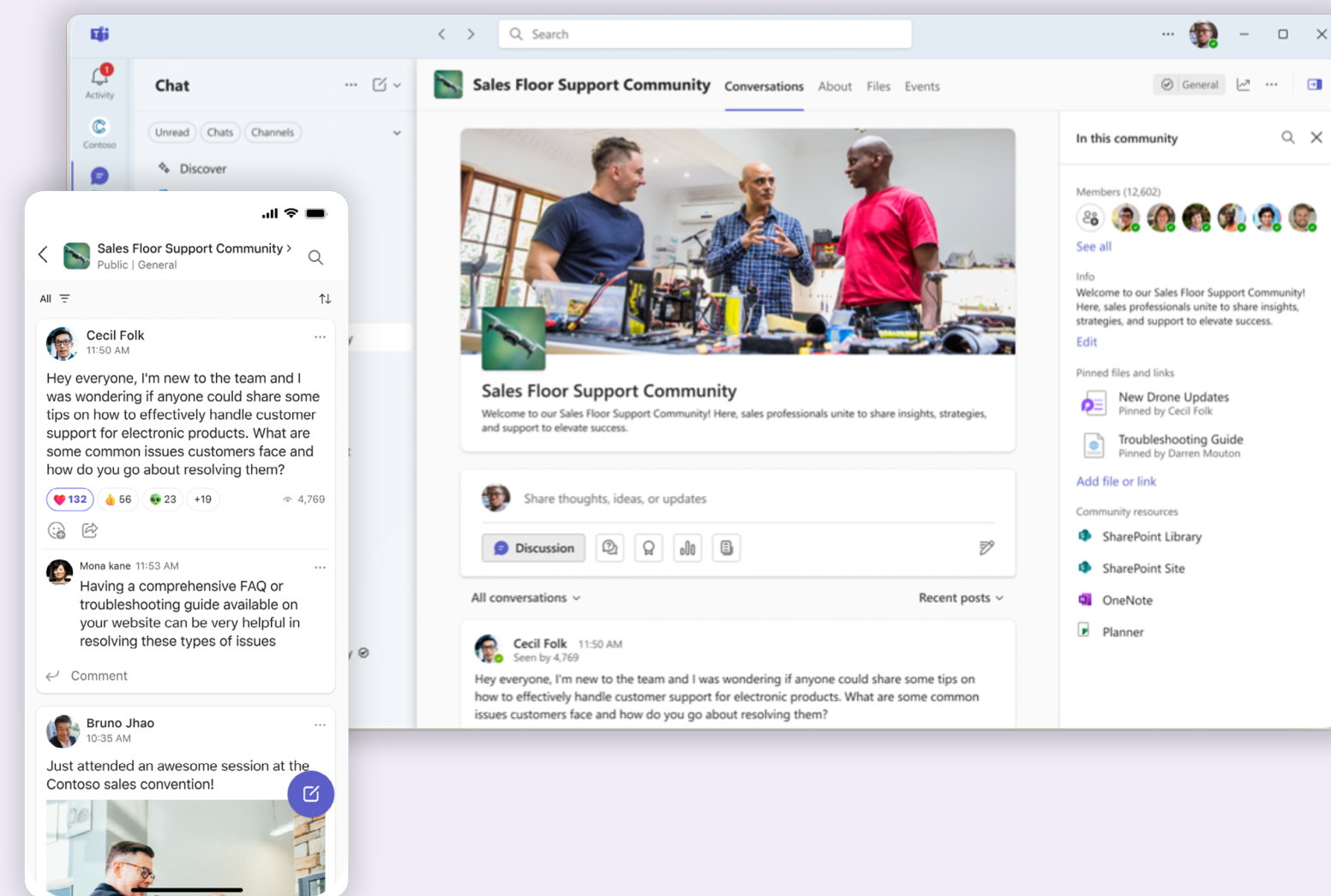
Enhancing the functionality of Teams with unique capabilities and applications can elevate group productivity on the frontline. When bringing a frontline team together, a managed shared space for groups of employees to communicate and collaborate towards an outcome can be essential. Some examples of how group productivity can be amplified are:

- Standardizing organizational structures and schedules through collaborative applications like Bookings, Shifts, and Tasks.
- Utilizing collaborative communications by assembling Teams and channel communications that best connect the appropriate team members.
- Using the Walkie Talkie feature to connect quickly with teams over voice chat in real time.
- Extending a business workflow or process using third-party applications that directly sync with Teams to advance design, project management, and more—all on one platform.

Applications and capabilities within Teams are completely customizable for distinct groups within your organization. This flexibility helps support the specific and unique needs of each frontline team, ensuring these employees always have access to the tools they need.



Organization-wide engagement tools and capabilities



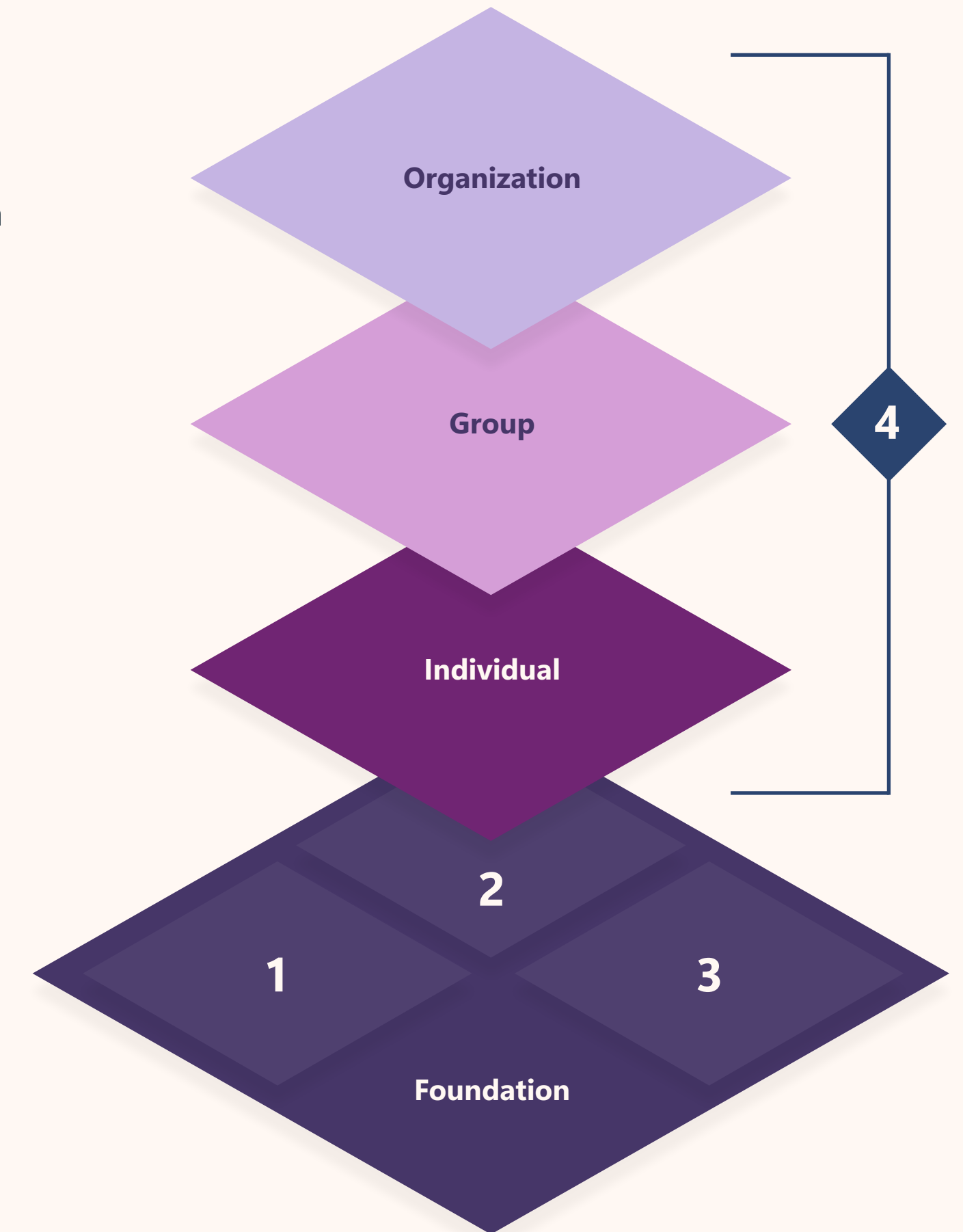
Beyond supporting individual and team productivity, Teams can help foster mission alignment and encourage employee engagement across the organization. With additional capabilities in Teams, frontline workers gain tools that help them stay informed and connected, reinforcing their sense of contribution and belonging. Consider these methods that can help promote engagement throughout your organization.

Build communities aligned to shared interests and allow frontline workers to engage with coworkers, share ideas, and foster meaningful connections.

Connect your frontline to the information they need and help them find answers and experts across your organization.

Distribute company announcements and orchestrate targeted communications to keep your frontline informed and connected—regardless of role or location.

By creating communities within your organization that allow users to share important news regardless of team or geographic location, it becomes easy for your frontline to feel like a critical part of the team—no matter the physical distance between them.





Begin transforming your frontline with Microsoft Teams

Through this guide, we've learned that with a progressive model for implementation, you can seamlessly bring Teams to your organization. Now you'll be able to confidently establish your Teams foundation, scale your new technology within your organization, and expand upon initial Teams capabilities and tools to better serve your frontline.

Microsoft's progressive model helps organizations simplify adoption and streamline deployment and management of frontline solutions at scale with Teams. Get started today and start building a foundation for frontline success.

Empower your frontline



Explore plans and pricing



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