

Retail environments, with their rotating schedules and on-the-go staff, have very different needs than other organizations. To get the most benefit for your retail organization, you first choose which scenarios Microsoft 365 and Microsoft Teams can help you with in your day-to-day business operations,

and then make sure that you prepare your Teams environment with the right fundamentals, teams, and apps to support those scenarios. Find more information about these scenarios at <https://aka.ms/m365frontlinescenarios>.

In-store communications

Bring in-store associates and management together to collaborate and streamline operations with Teams and Teams apps.

Teams
Key apps:
Shifts, Walkie Talkie, Planner, Approvals, Chat, Praise, Lists, Files, Updates

Cross-store communications

Staff members can communicate and collaborate across multiple stores, with headquarters using the same tools and apps.

Teams
Key apps:
Shifts, Walkie Talkie, Planner, Approvals, Chat, Praise, Lists, Files, Updates

Outlook
Use email to communicate with different stores or headquarters staff.
*Requires F3 license for mailbox.

SharePoint
Share regional or department-based news in a SharePoint Communications site.

Viva Engage
Create regional or department-based communities.

Power Apps
Create a custom app to quickly check inventory across stores.

Virtual fittings and consultations

Use the Virtual Appointments app in Teams to schedule virtual appointments such as as virtual shopping experiences.

Teams
Key apps:
Virtual Appointments

Simplify business processes

Create standard processes across stores, use lists to manage information and track ongoing processes, and streamline requests with Approvals. Automate workflows to speed up actions like collecting data or routing notifications.

Teams
Key apps:
Approvals, Lists, Shifts, Planner, Updates

Power Apps
Create custom apps for your organization so you can track inventory or equipment, or check in on tasks or problems.

Power BI
Track key performance indicators (KPIs) for your store with Power BI reports.

Corporate communications

Keep everyone informed and engaged to boost workplace satisfaction, loyalty, and productivity.

Teams
Key apps/capabilities:
Meet, Praise, Meetings

Outlook
Send announcements and event information over email.
*Requires F3 license for mailbox.

Viva Connections
Create a dashboard for your workforce to view information and resources tailored to their role.

SharePoint
Set up a communications site for announcements and leadership updates.

Viva Engage
Share knowledge and communicate across your organization.

Onboarding employees

Make new employee onboarding a great experience by fostering an environment where new employees can find important resources, meet people in their organization, and prepare to be successful in their new role.

Teams
Key apps/capabilities:
Lists
Meetings

SharePoint
Set up a communications site using the New Employee Onboarding site template.

Viva Learning
Surface learning content in Teams so your employees can access the training they need without leaving the flow of work.

Viva Engage
Create a channel for new employees.

Digital ecosystem
Extend even further with third-party apps in AppSource and custom apps that you or our partners build for you.