Deliver the power of AI to frontline workers

Improve frontline productivity

Frontline workers are the backbone of the modern workforce, interacting with customers, making sales, providing healthcare, assembling vehicles, and handling day-to-day operations. But it's difficult for frontline workers to do their jobs efficiently and effectively when challenges stand in the way of productivity:

One-third
of frontline workers feel they don't have the right technology to do their jobs effectively[1]

70%
of the frontline workforce would be more productive with better communication[2]

1 in 2
frontline workers cite being burned out in their jobs[1]

73%
of frontline workers say it's important to use innovative technologies to support employee productivity and efficiency[3]

[1] Microsoft Work Trend Index, 2022
[2] "25+ Critical Communication in the Workplace Statistics: How Effective is Good Communication?," Zippia, 2023
[3] "Providing Frontline Workers with the Digital Tools They Need to Thrive," Brandon Hall Group, 2023

Generative AI gives organizations the opportunity to address these challenges in innovative ways, and a majority of frontline workers are open to AI's promise. When asked about AI, 65% of frontline workers are optimistic that it will help them in their jobs.[4]

Xpress has the expertise to design, implement, and optimize Microsoft Teams and Microsoft 365 Copilot to solve the most common challenges faced by frontline workers.

Generative AI solutions allow workers to access information quickly, make more strategic decisions, and communicate more effectively, even in challenging environments.

Take a deeper dive into how Xpress and Microsoft supports three AI-powered frontline worker use cases.

Transform frontline effectiveness with Copilot assistance

The challenge

Frontline workers often lack the appropriate technology to support their roles and find themselves struggling with a range of challenges, including outdated or inefficient systems that can lead to:

- Decreased productivity.
- Frustration.
- Communication barriers.
- A lack of timely information.

These situations often force frontline workers to find workarounds or to use personal devices to bridge the gap.

The solution

Xpress can implement Teams and Copilot into the workflows and processes already followed by your frontline workers and managers. They receive in-the-moment answers, with the right information at the right time to increase efficiency and productivity. This also enables seamless collaboration, communication, and information sharing with other roles across the business, fostering community and aligning a diverse workforce around organization goals.

25% productivity increase when employees have more effective communication[2]

Automate tasks and business processes

The challenge

Inefficient and manual workflows directly impact the effectiveness, accuracy, and job satisfaction of frontline workers. Without automation, many routine and repetitive frontline tasks are handled manually or by aging, disconnected technologies. These ineffective processes can:

- Slow down workflows.
- Introduce errors.
- Reduce overall productivity.
- Inhibit data-backed decision-making.

The solution

Deploy Teams and Copilot AI assistants with Xpress to track information and automate common workflows to speed up, simplify, and increase accuracy of everyday tasks to deliver consistency across the frontline.

- A sales associate can use an AI assistant to check stock availability, assign tasks, and recap the day's events for the next worker on shift.

- A factory worker receives daily communications targeted to her role and tasks for the day and asks her AI assistant to check her line's daily production rates.

- A warehouse worker uses his smart device to get answers by easily connecting with the right person through the right tool, including chat, email, phone, or video; or he asks his AI assistant to provide guidance.

Discover how Alfa Beta supermarkets streamlined workflows on a unified Microsoft Teams platform to help eliminate delays in information sharing and boost productivity.

Uplevel frontline worker productivity with generative-AI assistance

The challenge

One of the most time-consuming processes for managers is schedule management. Redundant administrative tasks include requests to swap shifts, take time off, and schedule leave, which can overwhelm managers and take up valuable time.

The solution

Gain real-time visibility into schedule management and updates when Xpress configures Shifts in Teams and Copilot into existing workflows and processes. Empower frontline workers and managers to dynamically manage their own schedules by making it simple to select and swap shifts, communicate with team members, request time off, and clock in and out, all without leaving their shared communication tools.

80%
of frontline workers think AI will be helpful to find the right information and answers they need

69%
of frontline workers would be comfortable using AI for more administrative aspects of their work like scheduling and coordinating

Smart tools for frontline employees

Frontline workers are the backbone of many industries, and to stay competitive, businesses must invest in generative-AI-enabled solutions that support their teams' efficiency, engagement, and productivity.

Xpress provides the expertise and guidance your organization needs to implement Teams and Copilot to deliver a smart, secure, and simple solution for your frontline workers.

Contact us today to learn more:

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Get started

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