Empower all users with Microsoft Teams as the Platform: *Real* workplace innovation

Use what you have, to do things you've never done

The reality of the "modern" workplace

20%

of time, each day, the average enterprise knowledge worker spends tracking down information

28%

of time, each day, the average enterprise knowledge worker spends managing email

59%

of managers who say they are missing important information, daily, due to information overload

*stat from Microsoft-commissioned Gartner research report

One key thing this data is telling us

Productivity isn't just about the tool, it's also about the approach.

One of the *most* successful approaches:
meet your people where they already are

Microsoft Teams is an *opportunity* to meet your people where they *already* are…

Microsoft Apps

45+ available

Third-Party Apps

500+ available

Custom Apps

Processes

Productivity

Employee Services

Approvals & Workflows

Unlimited possibilities

Power Platform (Low/No-Code)

Power BI

PowerApps

Flow

App Templates (Low/No-Code)

Company Communicator

FAQ Plus

HR Support

Icebreaker

(9 total)

Built from Scratch

Bots

Tabs

MS Graph

Messaging extensions
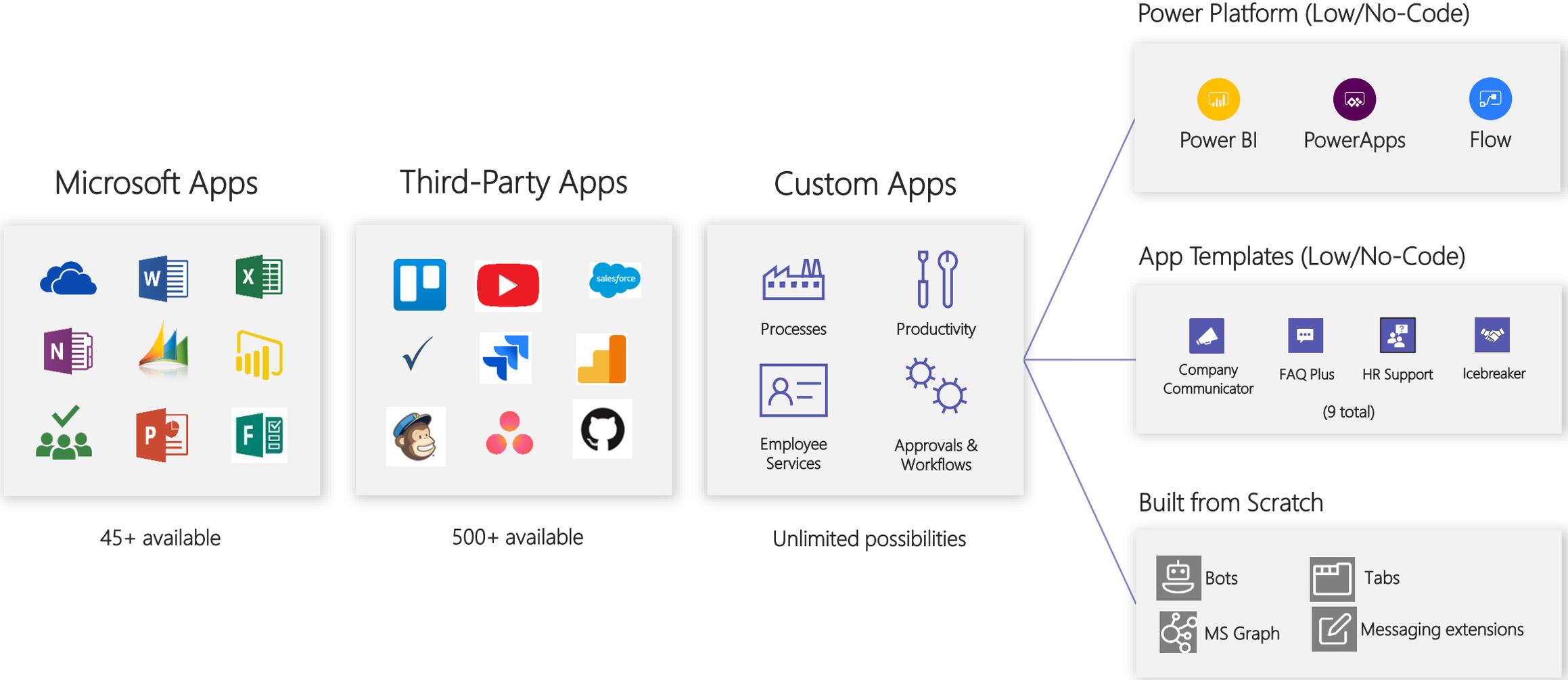
... Because Microsoft Teams is a *scaffolding*
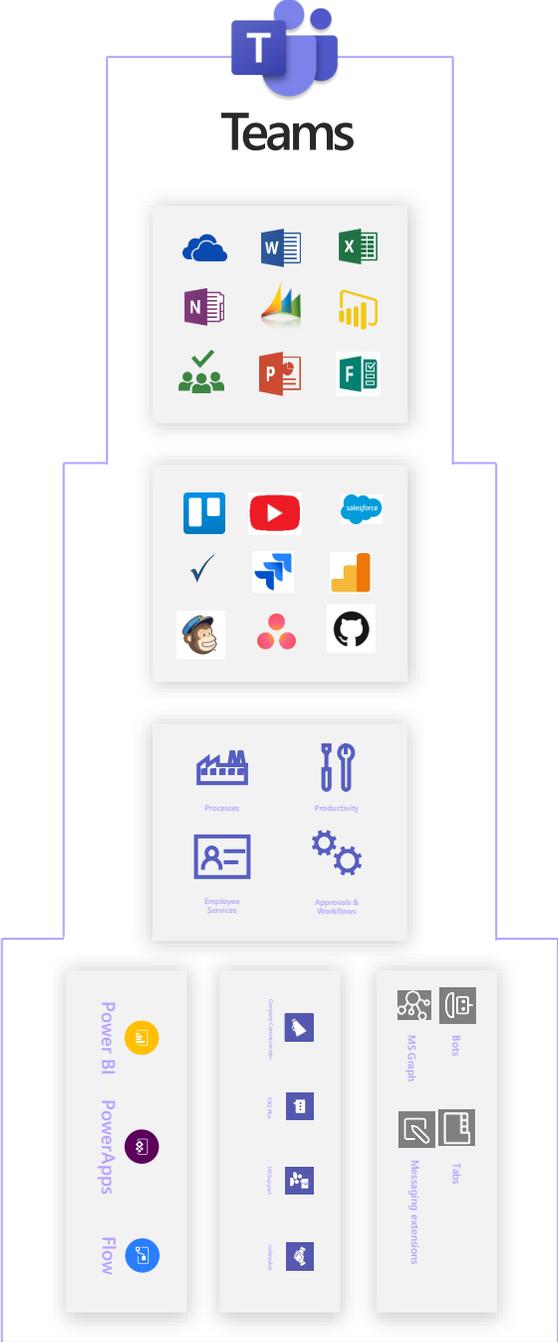
Teams

Application Templates for Microsoft Teams

Key App Template Benefits

Aka.ms/TeamsAppTemplates

No coding required to deploy
Deploys without writing any code for the out-of-the-box experience

Customizable and brandable
Add additional features and your own organization branding. FAQ Plus bot comes with an open-source free use license

Privacy and security
Deploys in organization's Azure instance, maintaining full ownership of end-to-end data flow

Reduce manual intervention
Employees can access help on mobile, within Teams saving time and increasing employee satisfaction

Reduce cost per request
A convenient self-serve option along with a seamless transition for escalated support

Instant feedback loop
Real time access to see what questions employees need support with, easily add new entries to the knowledge base without writing any code

Telstra Field Digitisation
MS Teams and the Power Platform

#ShiftHappens ASEAN

# Telstra Field Services Power Platform

MS Teams and the Power Platform are central to the strategy of our customer's in how we deliver digital solutions to drive positive business outcomes.

Who are our customers and how do they use Teams and the Power Platform?

Power Platform

Field Services Role in Telstra

User Profiling

Average Age
45 years

Average Experience
30 years

Motivation
Simplification

97% 3%

Perfectionists
Experienced

Remote
Independent

Willing and Able
Tech Savvy
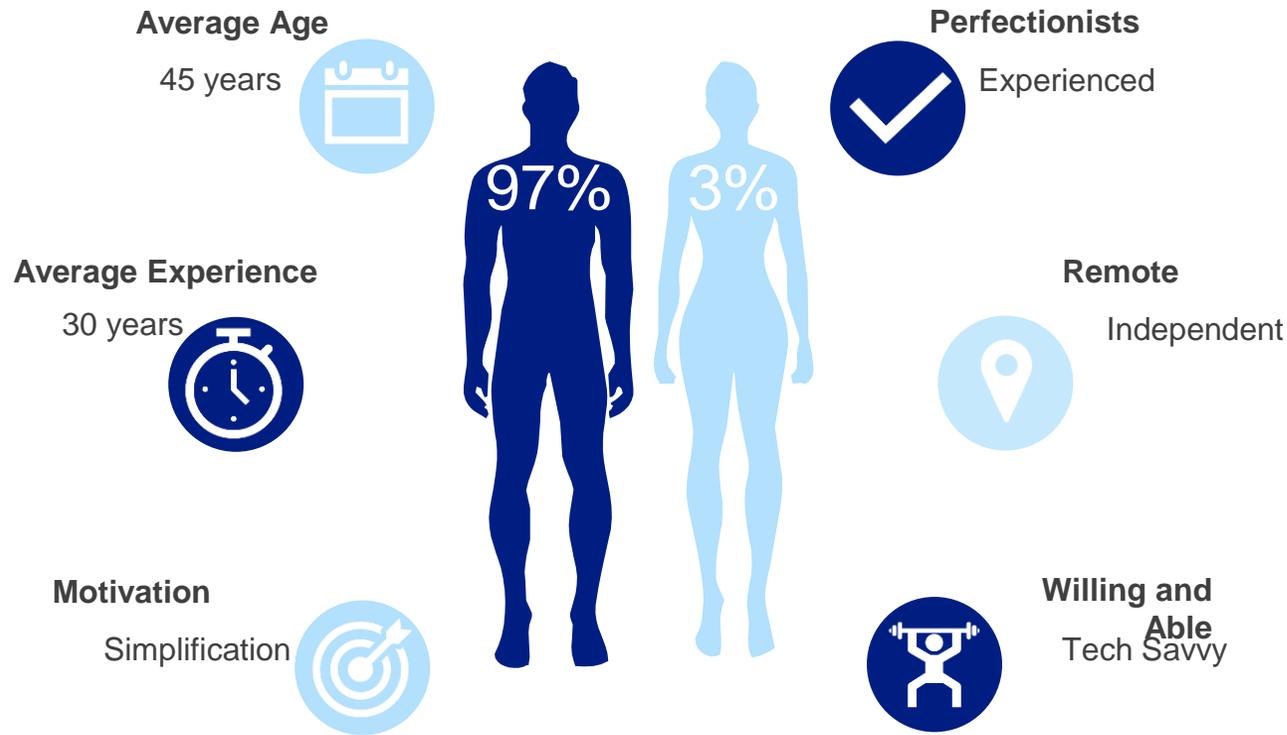
Telstra Field Services

Deliver Activation and Assurance for both our Domestic and International Enterprise customers, and Field services for all customers in Australia.

Our geography is unique, as many of the skills, knowledge and delivery experience exists due to a diverse product offering and difference in our workforces.

Our national footprint covers millions of square kilometres supporting our customers in all parts of metro, regional and remote Australia.

We have a strong national presence with a workforce that consists of over 2,000 highly-skilled communication technicians and 2,200 subcontractors. Our workforce travels millions of kilometres each year serving customers in their homes and businesses all over the country.

Our Technicians provide coverage between 8am to 5pm Monday to Friday (excluding local public holidays). We understand that this does not always meet the customers' requirements and therefore we can arrange for work to be completed after hours.

AUTONOMOUS CT 'ACT'

"Communication Techs have all the tools and information required to complete a job quickly without the need to seek and wait for help from other teams (e.g. via a phone call, assists, hand-offs or incomplete tickets)."

I want the Tools & Information to be able to solve customers requirements

But I am overwhelmed with processes, complexity, and restricted in what I can do
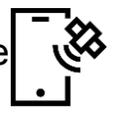
Phone Support

Problem: Techs calling for over the phone support, there are 167 phone numbers listed in the 'Field Mate' App! Confusing who to call and having to wait for support where they could do it themselves.

- Wireline Assurance / Wireline Activations
- NBN Activations / Retail BOH Support / Business Assurance
- Activation Make Ready (Lead in Handoffs)
- CT Help Desk (HFC/DTOW/DOT)
- CEMC Pair Gains Testing Team
- BIG / Telstra Platinum / NTSC etc etc

Strategy: Remove the dependency on Back of House and phone calls, give Techs the tools they need to self manage. Remove 32mins per day in calls and having to listen to hold music.

Messaging

Problem: Techs have a number of messaging platforms to use and can't reach all the people they need

- MSLync - Communictor
- Yammer – Groups
- Whatsapp – Private Groups
- F2DM – Field 2 Deployment

Strategy: A Messaging approach that allows Techs to communicate across the business and avoid the need for calls

Webforms

Problem: Multiple Webforms that require time and manual completion

- W6 Handoffs / Lead in Handoffs
- OMMA HFC Network Faults
- ROVE / Address Correction
- MYIT Support for Toolkit/Promise Faults

NON WORKING HANDOFF WEBFORM

National Non Working Handoff Webform

Strategy: Map / Consolidate & Automate Webforms

Equipment & Materials

Samsung Galaxy S2 Tablet - 8inch screen / 3.2GHZ / 32GB / 4G Android Smart Phone / Laptop or Toughbook / Sat Phone 'Remote' Testing Tools depending on role.

Problem: There is currently no Inventory Management system and materials are not tracked when ordered by Techs

Strategy: Implement an Inventory Management Tool

Knowledge & Training

Problem: Training can be months before Techs do the work, processes are in large documents, knowledge is spread in different sources and hard to find.

FIELD ESSENTIALS Office 365

Information is in MsWord, spread on different platforms, or I use peer support

Strategy: Introduce a Knowledge Management System, cognitive search and AI to provide information. Investigate tools including AR glasses.

ACE

"Hi I am the Autonomous CT Expert – you can call me 'ACE' here to help.."

INTELLIGENT ASSISTANT 'Natural Language Understanding NLU Interfaced with Robotic Process Automation RPA

Ticket Management

Promise – Ticket of Work Information / Call on Approach / Automated SMS (NIA/Where is My Tech) / Testing / Maps / Travel / Useful Links

Maps4P – Network Information / Satellite overlays / CNI Submissions – Prefilled Webforms

CTOF – F5 MDM Access 'CT of the Future' allows access to Telstra Corporate Network

LogMeIn – Rescue App for CTs

nbn – Operate & Atlas Wayfinder

Applications & Webpages

Fee for Service – Onsite Charging

ULL APP – SMS template to Wholesale to inform work done.

Field Hawk APP – Access GOC Portal, healthchecks, alarms

Nav Tech APP – Find closest exchange and store pickups

Sherloc APP – Report Damages without having to call in to CNI

MATT APP – Capture materials use on OMMA jobs

Field Mate APP – Useful Phone Numbers

HSE Assist APP – HS&E Submissions

CRUX – OneStop FNN – Order history / Job details

Materials Portal – Ordering site for Materials

SNAPP APP – Telstra Employee Referral

TIDE APP – Field Feedback Loop – not launched yet

THOR

- **Call Conductor** – Programming DOT customers
- **NPAMS** – lookup cable info and make
- *Jumper Moves Tool* – Used by CTs to make pair swaps – **to be fixed**
- *BigPond Password Tool* – Recover customer username / password
- **ADSL Service Performance Dashboard** – ADSL Performance
- **ADSL Congestion Board** – ADSL Performance
- **Mobile Coverage Faults** – Mobile Performance
- **CNI Search Tool** – Search for CNIs
- **Optus MLT** – Metallic Line Testing Tool
- **Platinum** – Clean Ticket of Work Tool
- **CT Activation Tool** – PSTN / ADSL Service Activation – in POC
- **PSTN Dashboard** – POC to Start
- **NBN Dashboard** – In Review
- Field Essentials "Quick Links" – 88 links provided

Strategy: Review existing apps and use. Look to consolidate functionality and provide access and functionality to existing tools to enhance and empower Techs. Explore Automation, AI and Chatbot solutions

PowerFactory

Nathan Backers

PowerFactory Objectives

Work Streams

Community

Supporting citizen developers from throughout the business through expert Power Platform education and upskilling.
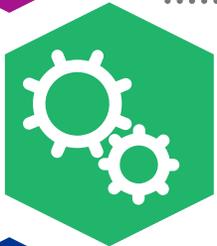
Delivery Pipeline

Discovering opportunities, defining problems, designing solutions, building products, iterating and maintaining to deliver commercial value.

Technology and Platform

Unlocking Power Platform capabilities to enable both the Delivery Pipeline and Telstra power user community.

Program Operations

Structuring governance, KPI's, program management, change, communications and reporting.

Evolution

Value

Maturity

Phase 3: Advanced Power Practice

Community
- Recognise advanced users
- Rotate super users through power factory

Delivery Pipeline
- Support Telstra wide solutions
- Implement dynamics modules supported by HPSE

Technology & Platform
- Implement platform governance strategy
- Simplify Licensing and permissions

Phase 2: Unlock Value and Scalability

Community
- Inform technical training pathways
- Standardisation of best practice

Delivery Pipeline
- Expand product offerings
- Scale to meet business demand

Technology & Platform
- Design platform governance strategy
- Unlock new features and capabilities

Phase 1: Off the shelf

Community
- Create community
- Community sharing sessions

Delivery Pipeline
- Establish team and cadence
- Develop simple value adding solutions

Technology & Platform
- Define feature roadmap
- Expand product capability

Our pipeline consists of projects from throughout GBS

Legend: GFS · C&CI · P&SC · ID&I · AUID · PS · Phil · Other

Pipeline stages: Backlog · Ready to build · Build · Test · MVP1 Complete

Project Size
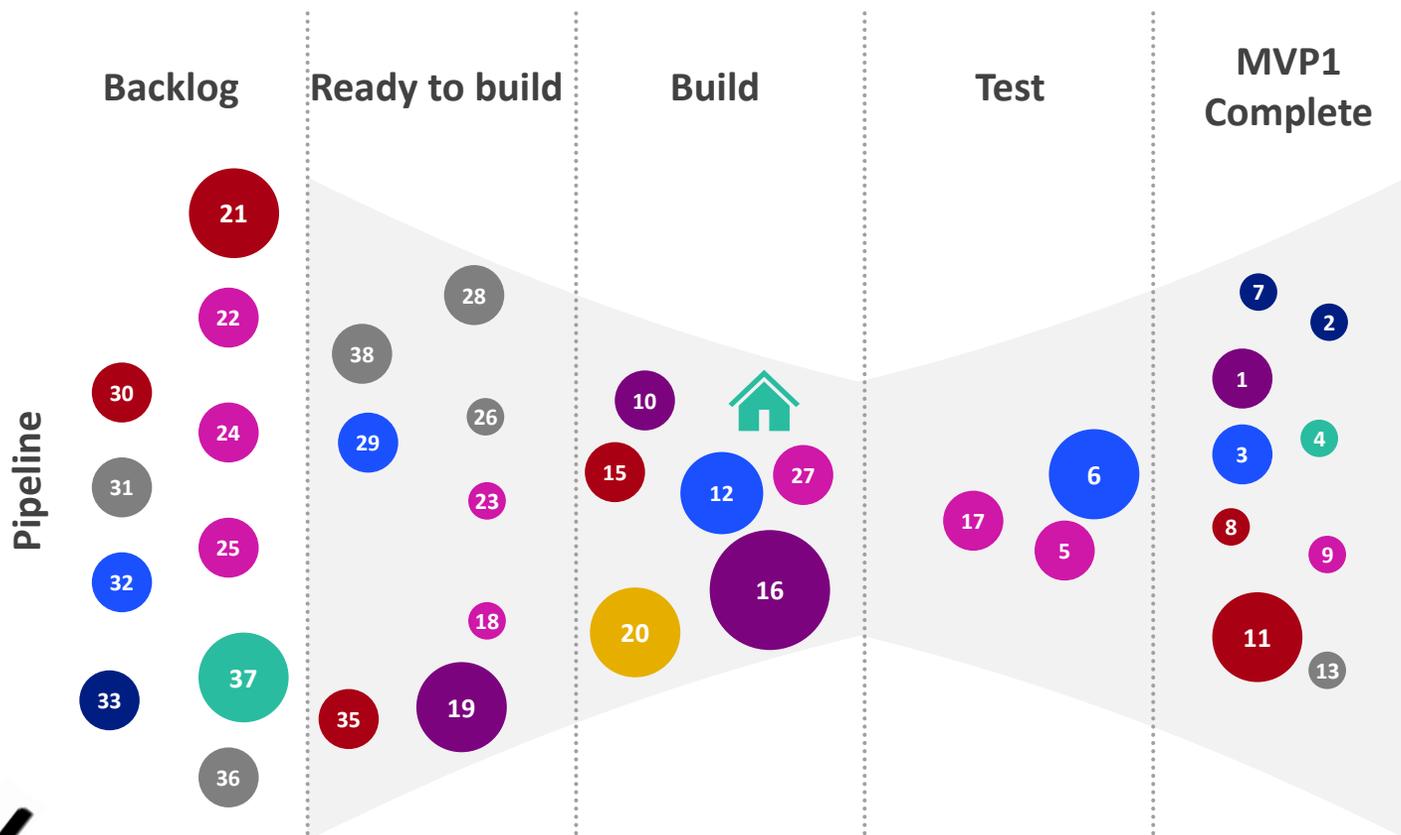
#	Project	#	Project
🏠	PowerHouse – Education, Support, Temples, reporting and more	20	Asset (Philippines resource management)
1	Urgent Payment requests	21	Bulk Org Change Management
2	Service Central Cognitive UAT / CETC Cognitive UAT form*	22	T-connect support engagement
3	Purchase order gating MVP 1*	23	Business Awards Nominations
4	Signavio User permission reporting	24	Field Leave Balance reporting
5	CSC Control centre	25	Field Training and compliance reporting
6	PSDD Webform	26	C&SB Self assessment tool
7	C&CI Project escalation mailbox	27	Field Artefact capturing: Project Salus
8	Pulse Automate	28	TC&P: Journey Management App
9	Exchange site artefact collection	29	Product code RIMS automation
10	Citibank CBCP rollout app*	30	Hire and onboarding process
11	Contingent worker management	31	Data core connectivity
12	Resourcing Professional services	32	Purchase Order gating 2.0
13	Whispir Desktop Messaging	33	C&CI Project escalation mailbox (MVP2)
14	Group Sync Dashboard	34	RPA SLA reporting
15	Payroll: Improve overpayments & recoveries	35	AI builder feedback analysis
16	AP Invoice processing (international)	36	RIMS Automation
17	Enterprise Services: Engagement tool	37	P@T Process Bible
18	Submit ideas, Telstra business awards	38	Azure Capability Extension
19	Accounts Payable Queries, (domestic & India)		
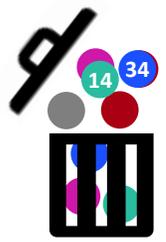
Most Projects Utilise Multiple Technology Domains

PowerFactory Projects in Build or Delivered

PowerApps

User Input / Action

1

3

5

7

1

0

3

PowerBI

PowerAutomate

Reporting

Automation

Common project Design

Data is connected to the system

User actions, approves, escalates or other

Action triggers an email, update, escalation or other

Tracks, reports, provides insight, alerts and more

Demo of the PowerHouse