

Digital Copy

Microsoft Teams

Day in the Life – Small Business Sales Scenario

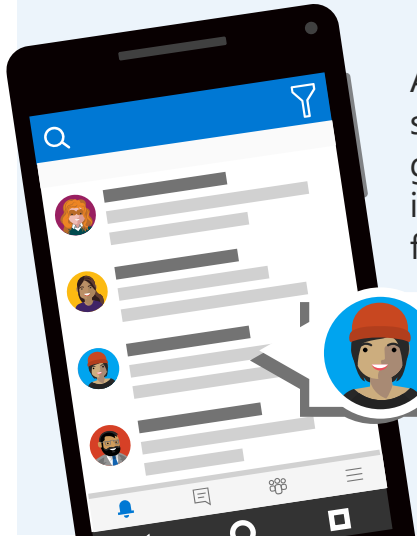
In an increasingly hybrid business landscape, every organization needs modern solutions that support seamless communication and collaboration. As a trusted Microsoft partner for small and mid-sized businesses, Expert Assist has the expertise to deploy Microsoft solutions to improve connectivity quickly and with minimal disruptions. Let's take a look at what that could look like for your company. April is the sales leader at Contoso Foods responsible for growing the customer base and closing deals to grow revenue and retain highly satisfied customers.



7:45 AM

April starts her day planning her sales strategy on ways to exceed sales goals for the quarter. While working in Teams, April receives a private chat from Darek, the owner of Contoso

Foods indicating a potential lead from Fabrikam.



8:30 AM

April responds immediately with a Teams call using her laptop and asks for Darek's help with an introduction. Darek agrees and includes her in a Teams meeting with the director at Fabrikam.



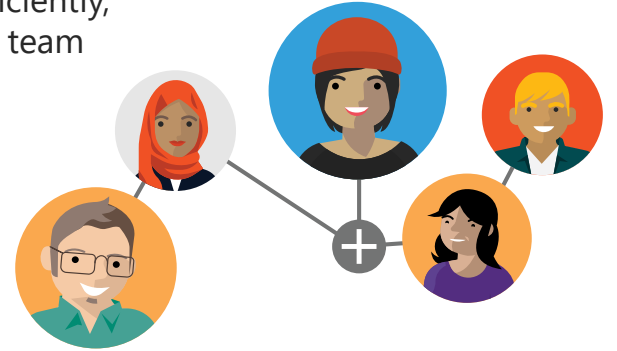
9:30 AM

April and Darek join their meeting on Teams. With the director's permission, they record the meeting and document his vision in the notes section of the meeting.



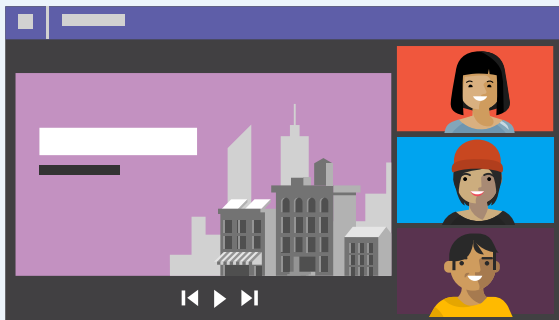
11:00 AM

April is excited about this opportunity to grow sales with Fabrikam. To communicate and collaborate efficiently, April creates a new team in Teams with her sales associate and Darek. She also includes guests from Fabrikam.



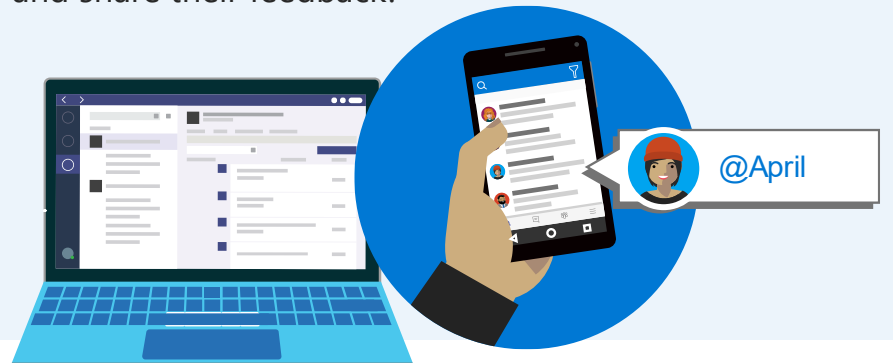
1:00 PM

April has her recurring sales team meeting from a video-enabled Microsoft Teams Room to include in-person and remote team members. She discusses the Fabrikam opportunity and posts a link of the meeting recording with her notes in Teams.



2:30 PM

April creates new OneNote and Planner tabs in their sales team channel. She assigns tasks with owners and due dates and @mentions her team asking them to review and share their feedback.



4:00 PM

April receives a call from the Fabrikam director. Microsoft Teams Phone redirects the call to her mobile phone using the Teams mobile app. She's able to provide an update on the agreed next steps and schedules the proposal meeting.



5:00 PM

Excited with the prospect of a new sales opportunity, April sends a channel chat to Fabrikam team members and updates progress and meeting details.

