

Microsoft Teams

Day in the Life – Small Business Sales Scenario

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.

@April

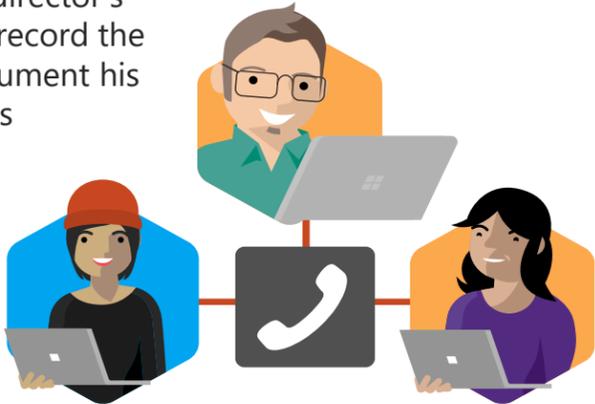
8:30 AM

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.



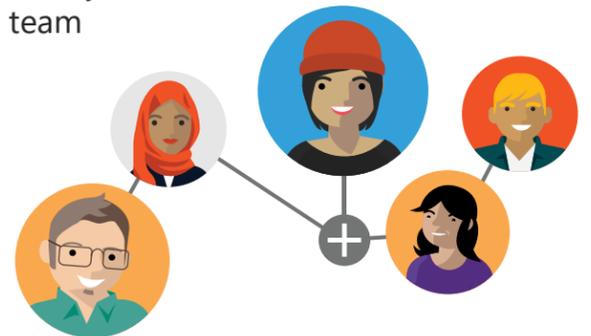
9:30 AM

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.



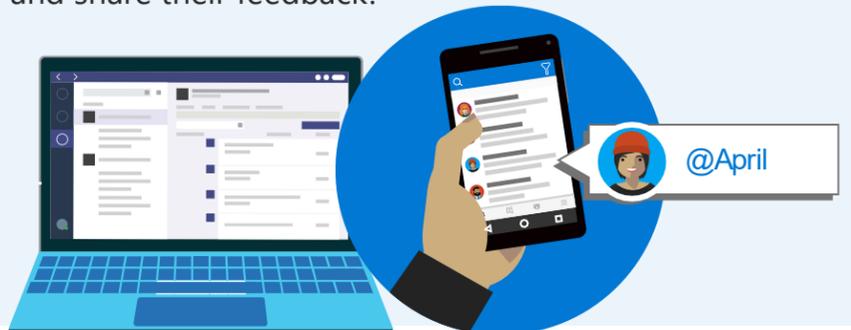
1:00 PM

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.



4:00PM

April calls the Fabrikam director on her mobile phone using Teams mobile app 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.

