




VIVA EXPLORERS

MVP Microsoft®
Most Valuable
Professional



Award Categories
M365 Apps & Services

First year awarded:
2017

Number of MVP Awards:
6

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Microsoft Teams Administration Cookbook

by **Fabrizio Volpe**

Released August 2023

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Pages 419 to 442 = 23 pages

Teams and Viva Adoption Examples

APPENDIX

By Lesley Crook



This appendix is dedicated to user adoption, so the content revolves around storytelling and experience sharing instead of technical recipes. You can read more about this guest author at the end of the appendix.

In November 2021, four Microsoft Viva modules were announced through the lens of Microsoft Teams—Viva Connections, Viva Insights, Viva Learning, and Viva Topics—with the not-so-secret ingredients of SharePoint Online, Exchange Online, and what was Workplace Analytics, with a dash of AI. The Viva suite has since been expanded to include Viva Engage, Viva Goals, and Viva Sales (see Figure A-1 for a quick overview).

The Viva suite is a diverse, inclusive, and accessible platform for productivity, collaboration, learning, and well-being, enabling employees to thrive in a hybrid workplace. It comes with features to help staff in HR, internal communications, and marketing to do their best work and support their colleagues. The Viva suite integrations accessed through Teams offer good employee experiences.

Seek and you will find the Answers in Viva!

Lesley Crook

MVP Office Services & Apps



Microsoft Viva

Empower organizations to continuously improve workforce engagement and performance

Drive mission and alignment



Viva Engage



Viva Amplify*

Enable a high-performance workforce



Viva Connections



Viva Learning



Viva Topics

Measure engagement and productivity



Viva Glint



Viva Insights



Viva Pulse

Microsoft 365 Copilot in Viva

Platform and admin services

Copilot in Microsoft Viva, people, answers, admin experience, common navigation

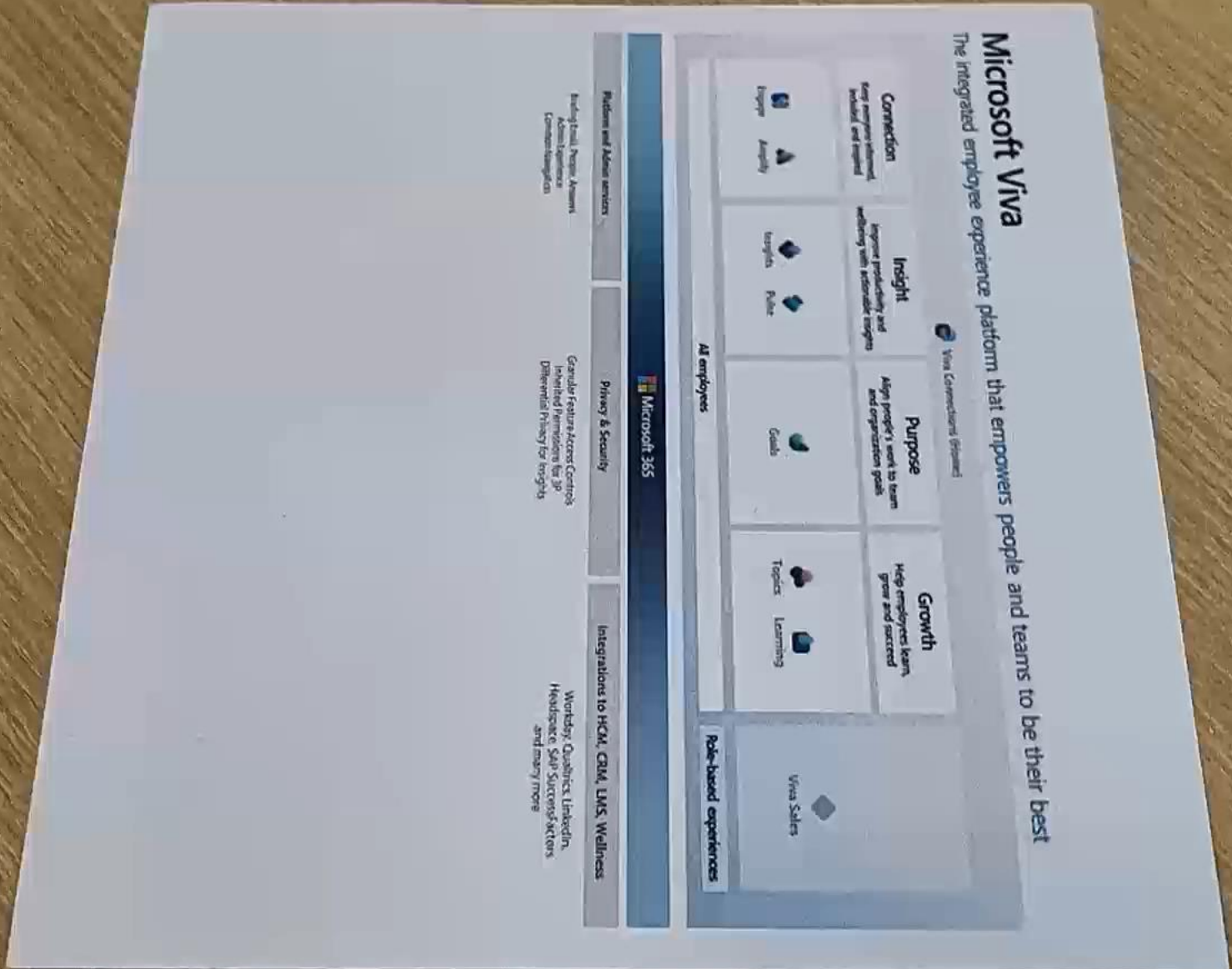
Privacy and security

Granular feature access controls, inherited permissions for 3P, differential privacy for insights

Integrations to HCM, CRM, LMS, wellness, and more

Workday, Qualtrics, SAP SuccessFactors, LinkedIn, Headspace, and more

Start a conversation about the Viva suite. – MVP, Lesley Crook is a Viva Visionary



Viva Engage



Viva Engage – Seeded features



Viva Engage – Premium features



Viva Engage Home Communities People Answers

Share thoughts, ideas or updates

Conversation Starters Try some of these ideas and see where Co-Pilot will take you.

- Hybrid Work**
Share your favorite tips for maximizing productivity in a hybrid workplace and ways for teams to implement at scale.
- Give Campaign**
February marks the 20th annual Give campaign at Contoso. Share your team is participating.
- Your recent live event**
Share a post-event summary of topics discussed and next steps, including strategy and plans for Q3.

Upcoming events

- AMA on Hybrid Work**
Ends Sept 29, 10:00 PM
Live
- Employee Town Hall**
Sept 18, 1:00 PM - Sept 19, 1:45 PM
- Welcome Contoso's new...**
Oct 5, 10:00 AM - 10:00 PM

Audience summary

Jul 11, 2022 - Jul 17, 2022

😊
3% more positive
Sentiment in the audience

158 20% ▲
Audience reached

61% 20% ▲
Audience engaged on posts

See full audience analytics


Discover your leaders

Announcement posted in All Company

Laurence Gilbertson
Now
Seen by 11,750

Welcome Carole Poland, our new Chief Executive Officer!

Today is the day we welcome Carole to the team! Carole brings over 15 years of industry experience and a passion for driving culture. Please send a warm hello, welcome her onboard, and visit her [storyline](#) to learn more about her.




Search

Viva Engage Home Communities Storylines Leader Answers

What is your question?

Questions for you My activity

Bruno Zhao • Just now
Seen by 1564 ✓ Best answer
What is your favorite team building activity? Assisting with a virtual team offsite and in need of ideas! Feel free to include any favorite ice breakers. Thank you!
Pets Office COVID 2022 +3 View more (25)

Bruno Zhao • Just now
Seen by 1564 ✓ Best answer
How does an employee locate their employee ID?
I don't have a badge yet; working on getting one. The link doesn't pull up, possibly, because it needs corpnet. I am currently working out of a hotel. Any workarounds?
Pets Office COVID 2022 +3 View more (25)

Colin Balinger • 11h ago
Seen by 1564 ✓ Best answer
What learning resources do we have?
Hi everyone, I am a new external staff member. I wanted to review and brush up on few skills. Do we have dedicated learning resources for that? My goal for next few months is to...

About Viva Engage Answers
Questions and answers shared by people across your organization. This information is available for any person with a license for this product.
Check Answers Support for more information
[Learn more](#)

Trending topics

- Viva Engage 525 answers • 354 followers +
- Yammer 525 answers • 354 followers +
- Outlook 525 answers • 354 followers +

My topics

- Microsoft 365 5 new questions • 354 followers
[View all](#)

Seek, and you will find,
Answers in Viva!



Search



Viva Engage

Home

Communities

Storylines

Leaders

Answers



Activity



Chat



Teams



Calendar



Calls



Files



Engage



Store



What is your question?

Questions for you

My activity



Bruno Zhao • Just now

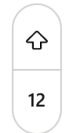
Seen by 1564

Best answer

What is your favorite team building activity? Assisting with a virtual team offsite and in need of ideas! Feel free to include any favorite ice breakers. Thank you!

Pets Office COVID 2022 +3

View more (25)



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Seen by 1564

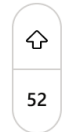
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Pets Office COVID 2022 +3

View more (25)



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About Viva Engage Answers

Questions and answers shared by people across your organization. This information is available for any person with a license for this product.

Check Answers Support for more information

[Learn more](#)

Trending topics

Viva Engage

525 answers • 354 followers

Yammer

525 answers • 354 followers

Outlook

525 answers • 354 followers

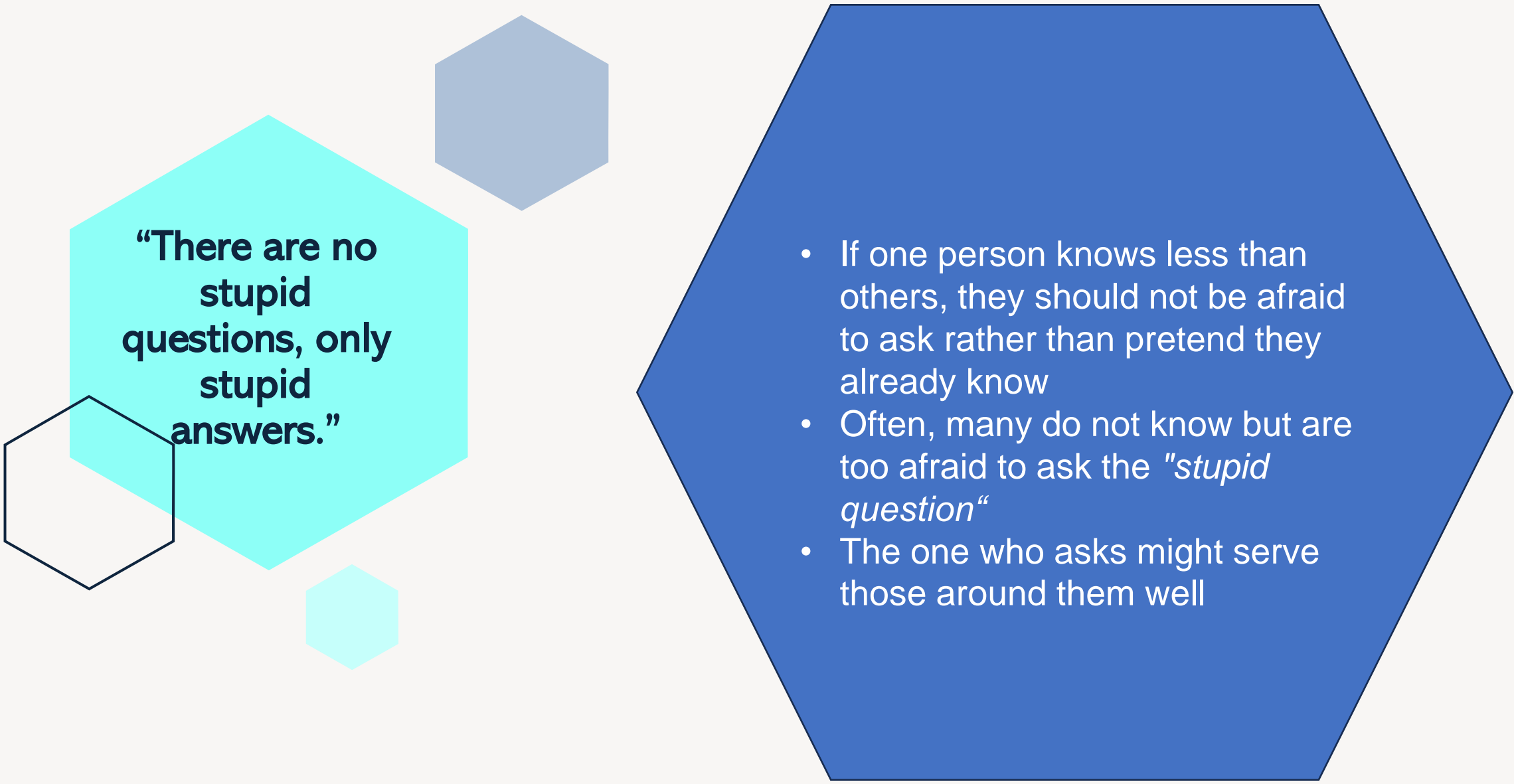
My topics

Microsoft 365

5 new questions • 354 followers

[View all](#)





**“There are no
stupid
questions, only
stupid
answers.”**

- If one person knows less than others, they should not be afraid to ask rather than pretend they already know
- Often, many do not know but are too afraid to ask the *“stupid question”*
- The one who asks might serve those around them well

New hire journey





Retail Store Assistant example

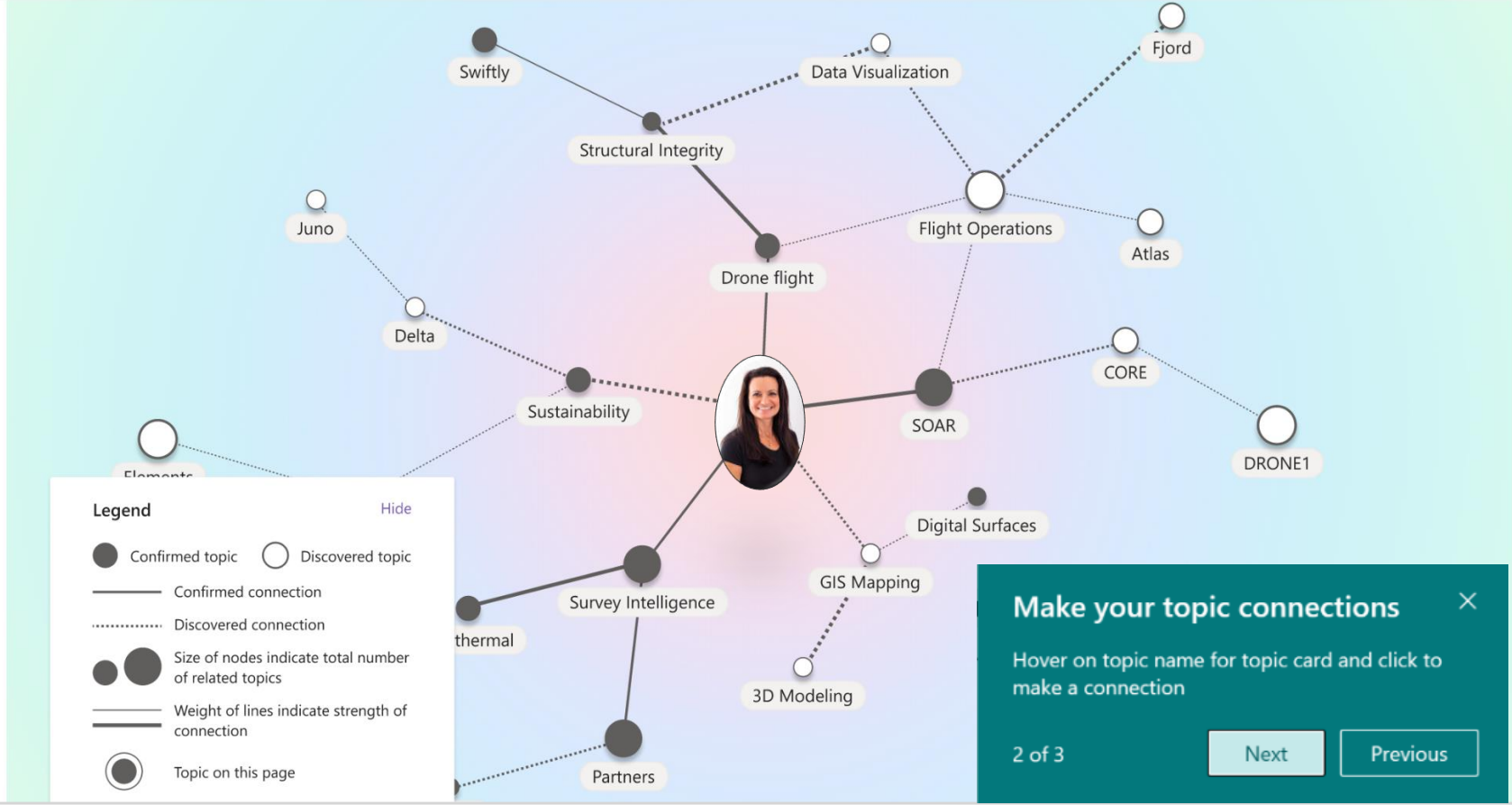
SMEs (3 x Q&A each)

- Facilities Management
- Health and Safety
- Quality Management
- Compensation and Benefits
- Marketing
- Internal Communications
- Procurement
- Finance
- Training
- Social Clubs
- Shareholder guidance

Role Guidance Help

- Customer product discounts.
- Staff discounts.
- Uniform guidance and dress code.
- Shift swapping.
- Transportation between stores.
- Job responsibilities.
- Hours of operation.
- Returns Policy.
- etc

- Activity
- Chat
- Teams
- Calendar
- Files
- Viva Insights
- Viva Learn...
- Apps
- Help



Make your topic connections ✕

Hover on topic name for topic card and click to make a connection

2 of 3 Next Previous

The screenshot displays the Viva Engage user interface. At the top, a navigation bar includes the Viva Engage logo and menu items: Home, Communities, Storylines, Leaders, and **Answers** (highlighted with a magnifying glass). A search bar is also present. On the left, a sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, Engage, and Store. The main content area features a question input field with the text "What is your question?". Below it, there are tabs for "Questions for you" and "My activity". A large white modal window is open, containing the following text:

What are the best practices for applying customer credits from old to new account?

I am trying to assist a customer in applying their credits from their old account to their new account, but they are experiencing difficulties. I am looking for best practices around this process.

Customer Support

At the bottom of the modal is a rich text editor with a "Post" button. To the right of the main question, a "Copilot" sidebar (also highlighted with a magnifying glass) provides "Ideas to improve your question":

- Provide customer background info such as account type and type of subscription.
- Mention you are looking for step-by-step instructions.
- Add call to action to encourage other customer representatives to share similar experiences.

Text generated by AI

Below the question, a snippet of an answer is visible: "Hi everyone, I am a new external staff member. I wanted to review and brush up on few skills. Do we have dedicated learning resources for that? My goal for next few months is to..." with tags for "Learning", "Office", "2023", and "+3". A "View in full (25 answers)" link is also present.



Microsoft Teams interface showing a Viva Engage post and a Copilot sidebar.

Feed

- Can you help answer Wanda's question? 11:42
Viva Engage
- Danielle mentioned you 10:23
Cupcake ipsum dolor sit amet lipsum
Chat with Alan and Danielle
- Karin reacted 07:21
Cupcake ipsum dolor sit amet lipsum
Chat with Karin
- Erik reacted 06:31
Cupcake ipsum dolor sit amet lipsum
Chat with Erik
- Adil mentioned you 06:16
Cupcake ipsum dolor sit amet lipsum
Chat with Adil and Karin
- Marie reacted 7 - 13
Cupcake ipsum dolor sit amet lipsum
Chat with Marie
- Danielle reacted 7 - 13
Cupcake ipsum dolor sit amet lipsum
Chat with Elvia and Danielle
- David Called you 7 - 13
Cupcake ipsum dolor sit amet lipsum
Cupcake ipsum dolor sit
- Adil mentioned you 7 - 09
Cupcake ipsum dolor sit amet lipsum
Chat with Adil and Karin
- Adil mentioned you 7 - 09
Cupcake ipsum dolor sit amet lipsum
Chat with Adil and Karin

Viva Engage Home Communities Storylines Leaders

Wanda asked a question about customer credits

Wanda Howard • Just now
Seen by 0

What are the best practices for applying customer credits from old to new account?

I am trying to assist a customer in applying their credits from their old account to their new account, but they are experiencing difficulties.

Here are more background info: The customer has recently upgraded to a new subscription and is facing difficulties in transferring credits.

I am looking for step-by-step instructions and guidelines for transferring credits.

[Customer Support](#)

Answer this question

Copilot

Suggested answer

Hi Wanda, the most common issue is that the customer does not receive the confirmation mail from the account portal confirming the transfer. Here are the instructions:

1. Navigate to the Account Portal
2. Initiate the transfer
3. Click 'Accept' in confirmation mail

[Apply](#)

Text generated by AI

Add references

- Contoso's documentation on customer credits:
<https://contoso.com/credits>

Loop in experts

- Lydia Bauer
Senior billing agent



Microsoft Teams interface showing the Viva Engage "Answers" section. The page displays a question and its answers.

Navigation: Home, Communities, Storylines, Leaders, **Answers**

Question details

Wanda Howard • 8h ago Seen by 158

12 **What are the best practices for applying customer credits from old to new account?**

I am trying to assist a customer in applying their credits from their old account to their new account, but they are experiencing difficulties.

Here are more background info: The customer has recently upgraded to a new subscription and is facing difficulties in transferring credits.

I am looking for step-by-step instructions and guidelines for transferring credits.

[Customer Support](#)

Answers summary

The thread discusses how to help a customer transfer credits from one account to another. Step by step instructions are provided that include using the account portal and checking for the confirmation email.

Text generated by AI

Popular answers

Celeste Burton
Missing the confirmation email tends to be the top issue. [View full answer](#)
✔ Best answer • 24 people helped • 6 hours saved

John Woo
Have the customer start by visiting the account portal. From there, make sure that they see the confirmation email. [View full answer](#)
12 people helped • 3 hours saved



Store

Summary – Answers in Viva

This feature differentiates and adds knowledge management value

- Over a Viva Engage community post or a storyline post where you do not need to add a topic to make a post

The topic will be integrated into Viva Topics for harvesting and curating knowledge for the future

Select a topic that already exists or create a new topic



Viva Amplify



Viva Amplify demo video

The screenshot displays the Viva Amplify interface. At the top, there is a search bar and navigation tabs for 'Hub', 'All Campaigns', 'Analytics', 'My Approvals', and 'Community'. A left-hand sidebar contains icons for Activity, Chat, Teams, Calendar, Files, and Apps, along with a Help icon at the bottom.

The main dashboard area features several key components:

- Good Morning, Mona:** A banner with the text "Let's amplify your message!" and a "Start a new campaign" button.
- Diversity and Inclusion campaign highlights:** A section stating "Your campaign began to show a trend of increased audience engagement over time in March." accompanied by a bar chart showing engagement levels from 03/01 to 03/11. The chart shows a general upward trend with some fluctuations.
- 9/10:** A circular progress indicator showing that 9 out of 10 communications scheduled for 'Black History Month' have been approved.
- Resources:** A section with two cards: "How to start using Amplify to empower your next campaign" and "Use Amplify templates to quickly get started".
- Favorite campaigns:** A section displaying three campaign cards: "Relecloud Team Celebration 2022" (Live), "Early Career Conference & Training Campaign" (Completed), and "Migrating to Cloud 2.0 Change Management" (Live).

Microsoft Viva in Microsoft 365

Included

in Microsoft 365 and Office 365 plans for enterprise

[See Microsoft 365 plans >](#)

Employee experience features included in Microsoft 365 enterprise plans:

- ✓ A company-branded employee destination for news and announcements
- ✓ Access to learning content in Microsoft Teams
- ✓ Personal insights for employees
- ✓ Community and conversations in Viva Engage

Microsoft Viva Employee Communications and Communities

\$2.00

user/month

(Annual commitment)

[Contact Sales >](#)

All the employee experience features included in Microsoft 365, plus:

- ✓ Premium community experiences
- ✓ Crowdsourced knowledge via questions and answers
- ✓ Support for multiple company-branded employee destinations for news and announcements
- ✓ Centralized campaign management for multichannel publishing

Apps included



Microsoft Viva Workplace Analytics and Employee Feedback

\$6.00

user/month

(Annual commitment)

[Contact Sales >](#)

All the employee experience features included in Microsoft 365, plus:

- ✓ Organizational insights for managers and leaders
- ✓ Custom insights tools and accelerators
- ✓ Organization-wide 'voice of the employee' surveys
- ✓ Quick surveys to help managers seek and act on feedback

Apps included



Microsoft Viva Suite

\$12.00

user/month

(Annual subscription—auto renews)¹

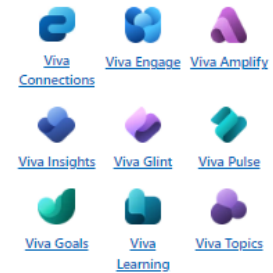
[Buy now](#)

[Contact Sales >](#)

Everything in Viva Employee Communications and Communities and Viva Workplace Analytics and Employee Feedback, plus:

- ✓ Goal-setting and management tools
- ✓ Learning recommendations, tracking, and partner integrations
- ✓ AI-powered content organization and discovery

Apps included



Thank you

- Lesley Crook, MVP Office Services & Apps
- lesleyanncrook@gmail.com
- Blog [Viva Visionary](#)

