



How to Deploy and Adopt Microsoft Viva Connections & Viva Engage

A Deep Dive in Employee Engagement

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DanielGlenn.com



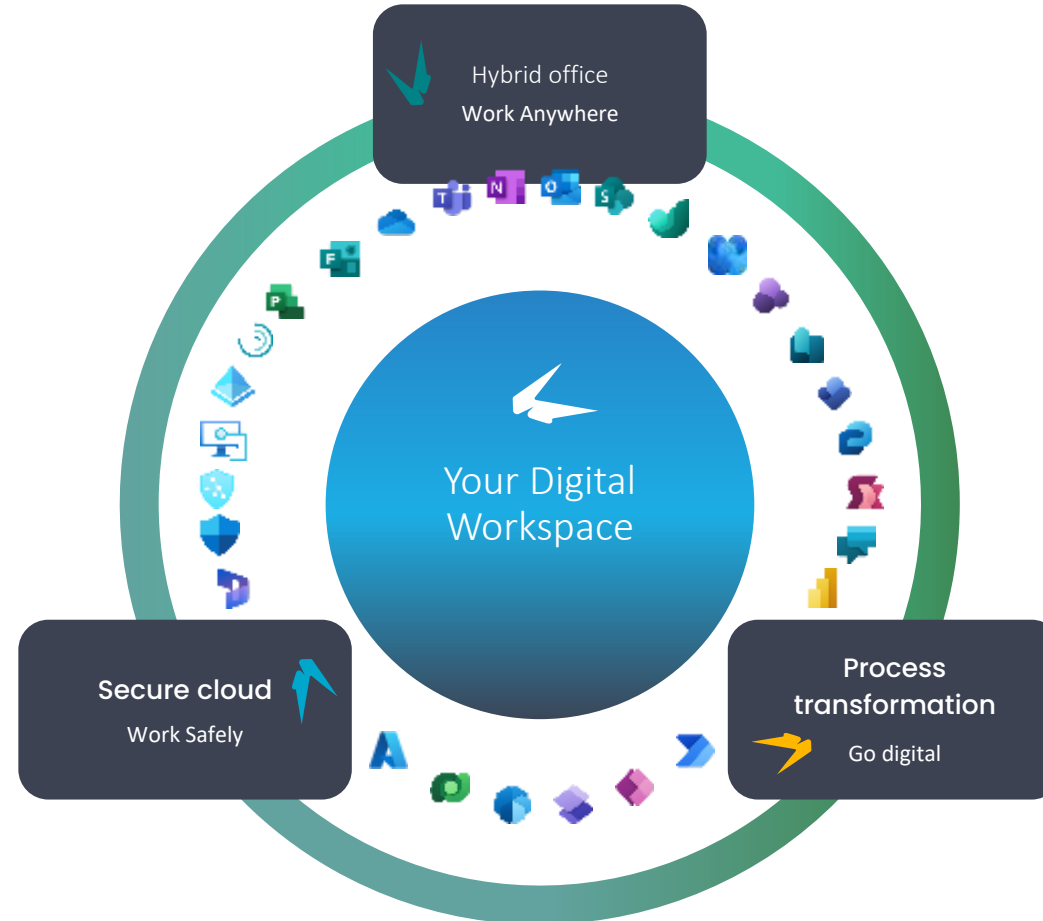
[/DanielGlenn](https://youtube.com/DanielGlenn)



[/DanielGlenn](https://linkedin.com/DanielGlenn)


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DEVintersection, Microsoft Azure + AI Conference, Azure Data and M365 Conference - Fall 2022



DEVintersection, Microsoft Azure + AI Conference, Azure Data and M365 Conference - Fall 2022 Official Event App

- Explore the **professional profiles** of event speakers and attendees
- Send **in-app messages** and **exchange contact info**
- **Network and find attendees** with common affiliations, educations, shared networks, and social profiles
- Receive **update notifications** from organizers
- Access the **event agenda**, GPS guidance, maps, and parking directions at your fingertips



The event invitation code is:

FallConf22

Schedule

Viva Connections & Engage; Deployment tasks & scenarios

Viva Dashboard and Adaptive Cards

Information Architecture Planning

- SharePoint: Site types, Hubs, Home(s)
- Teams: Team types, channel choices
- Yammer: Communities planning

Microsoft 365 Groups

What to Use When

Enabling Your Vision

Mapping Exercise

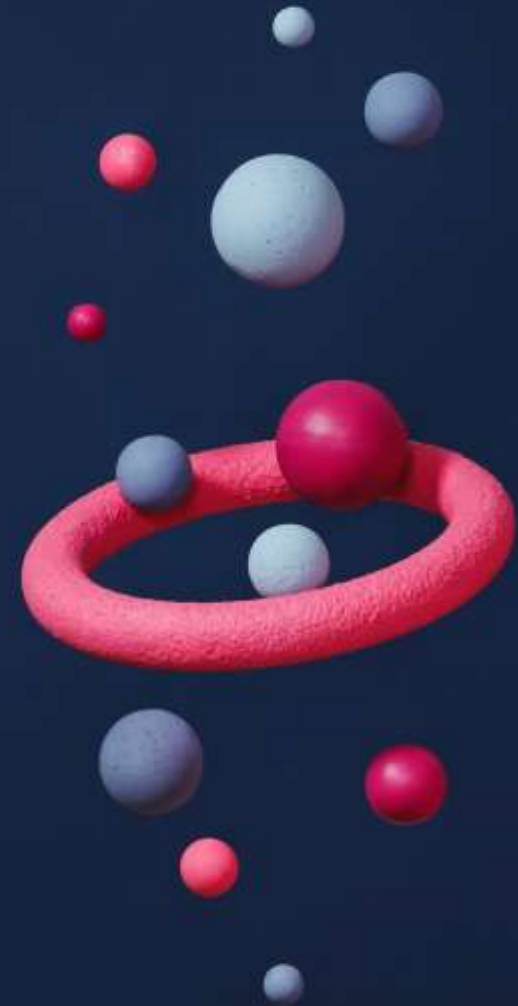
9:15a – 15-minute break

11:00a – 15-minute break

12:00p – Lunch

1:00p – Back to workshopping

3:00p – Finish

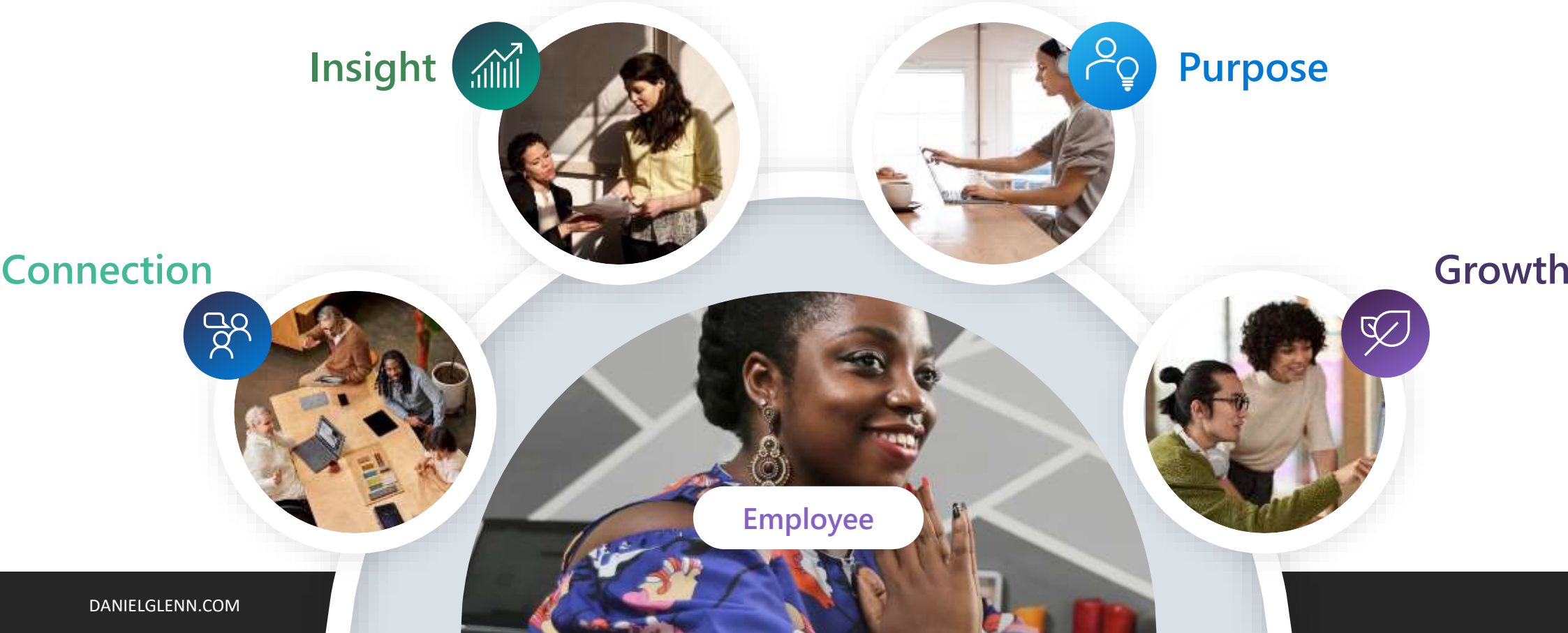


A close-up photograph of a person's hand holding a silver pen and writing on an orange sticky note. The person is wearing a grey sweater and a ring. The background is blurred, showing other sticky notes and a window. A white semi-transparent box is overlaid on the bottom left of the image, containing the text.

Employee Engagement

Microsoft Viva

Microsoft Viva enables four primary experience areas



Microsoft Viva

The integrated employee experience platform that empowers people and teams to be their best



Viva Connections | All apps in one place

All employees ◀

▶ Role-based experiences

Connection

Keep everyone informed, included, and inspired



Viva Engage



Viva Amplify

Insight

Improve productivity and wellbeing with actionable insights



Viva Insights



Viva Pulse

Purpose

Align people's work to team and organization goals



Viva Goals

Growth

Help employee learn, grow, and succeed



Viva Topics



Viva Learning



Viva Sales

Microsoft 365

Platform and admin services

Briefing email, 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

Viva Connections

STAY ENGAGED AND INFORMED

Modernize your employee experience

SHAPE CULTURE, FOSTER CONNECTIONS



One place to connect with news, conversation, and resources from across the organization.

Brand the experience with name, icon, colors and logos that reflect your organization's identity.

Personalized experience delivers relevant content, information & resources, powered by AI and Microsoft Graph.

Tailor the experience to targeted employee groups, roles or geographical regions

Create custom components that enrich the experience with powerful frameworks for developers

Integrate your investments in partner solutions from leaders including Workday and ServiceNow

Leverage your investments in SharePoint, Yammer, Stream, Teams and Microsoft 365 security, compliance and identity.

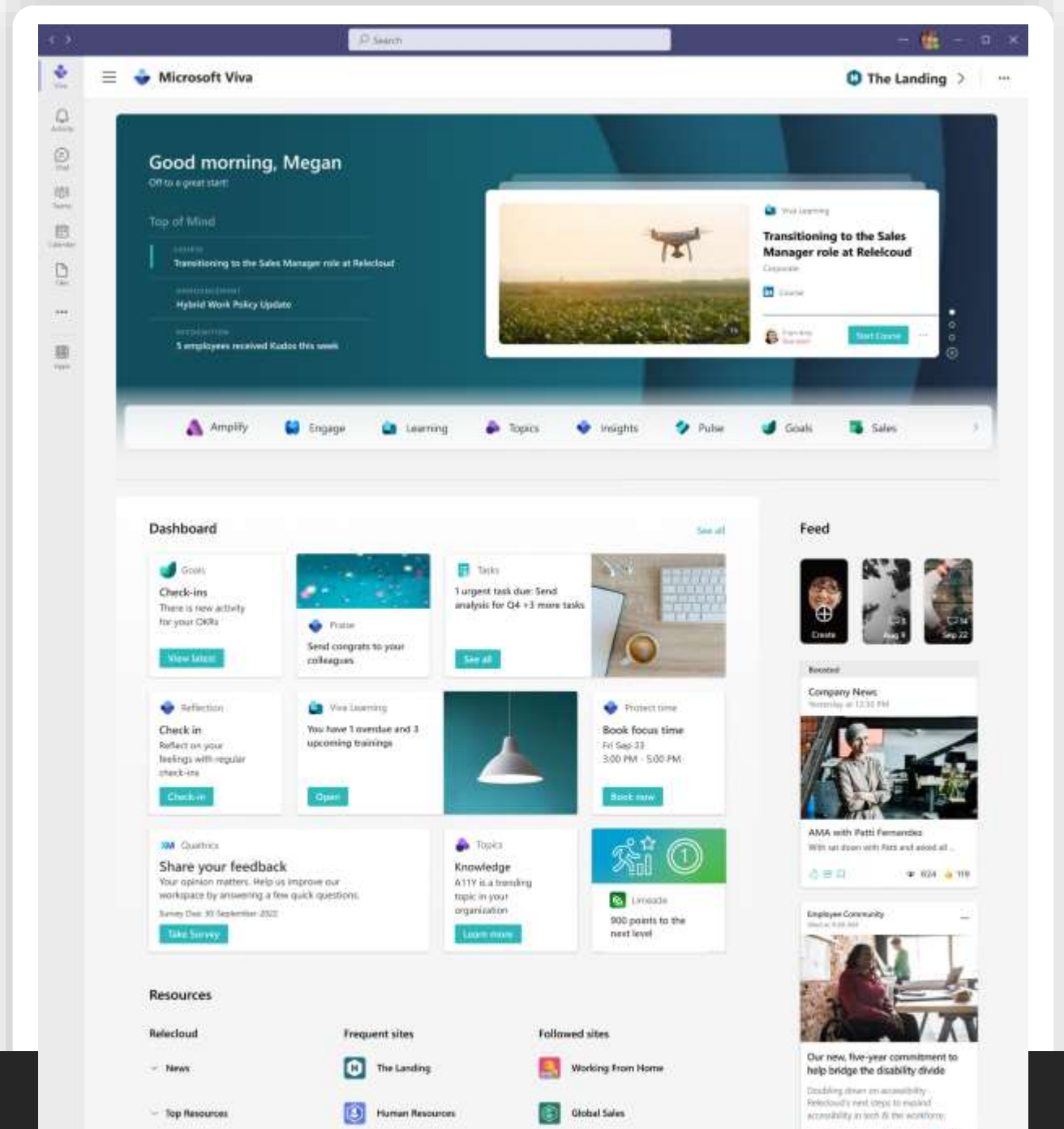
Viva Connections

The home for your employee experience

Simplify employees' days through an integrated and personalized dashboard

Keep employees **connected** with targeted news and information from across Microsoft 365

Seamlessly move across different Microsoft Viva apps without navigating away



Viva Engage



Yammer and Viva Engage

Connect people across the organization so everyone feels included & invested

Available for all Microsoft 365 customers at no additional charge

Replaces the Yammer and Communities apps in Teams & Outlook

Empowers people to connect and contribute with storyline & stories

Yammer remains the standalone app on web, desktop and mobile



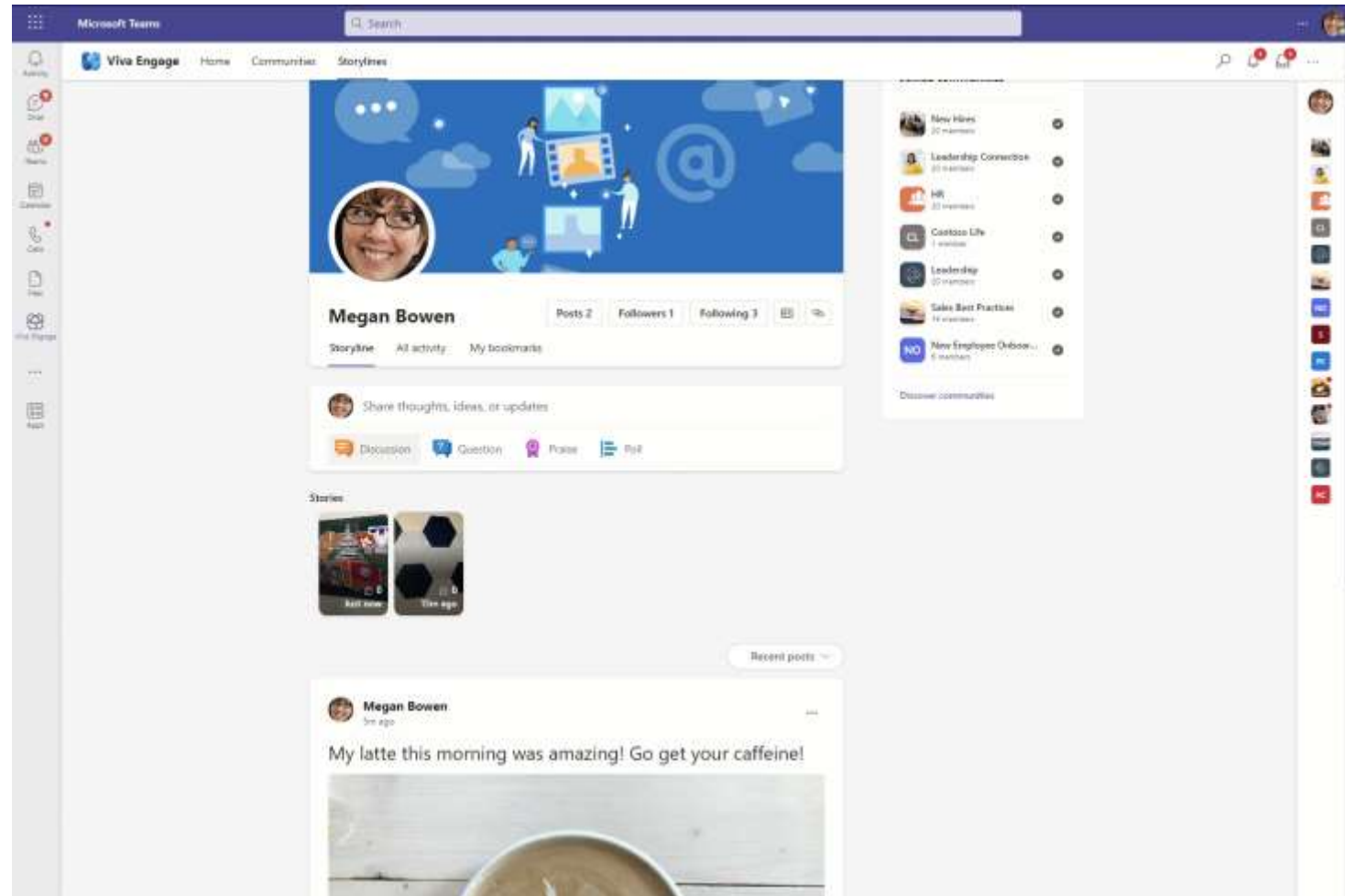
Stories and Storyline

Posting outside communities

Post your updates and experiences

Follow others to see their updates

Videos & pictures – Insta-style



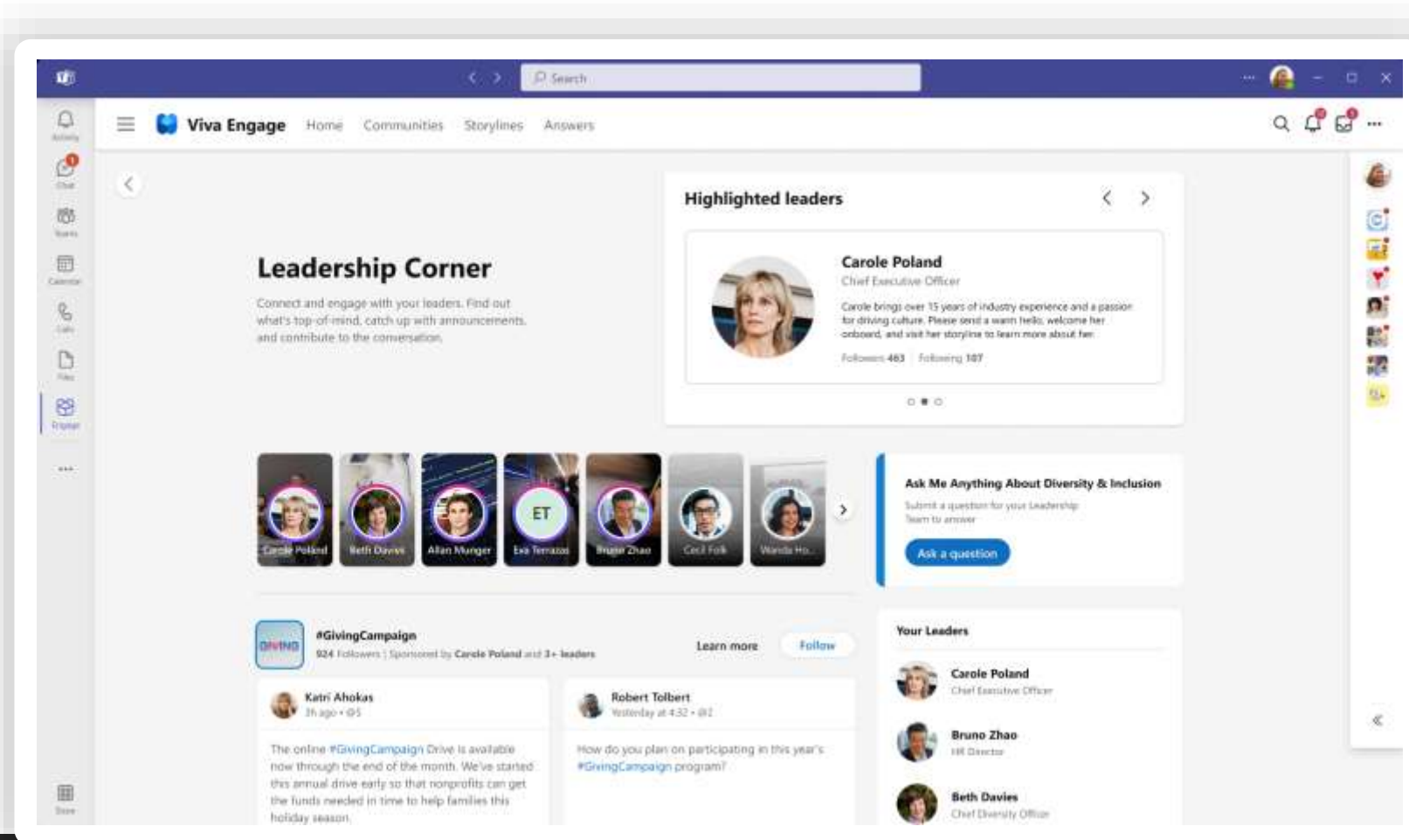
Viva Engage – Leadership Corner

Give leaders the tools to engage directly with employees across the company

Find and engage with highlighted leader stories, articles, events & conversations

Foster open dialog & learn what's top of mind for employees

Get insight into employee engagement, concerns, sentiment, & actionable steps through rich metrics



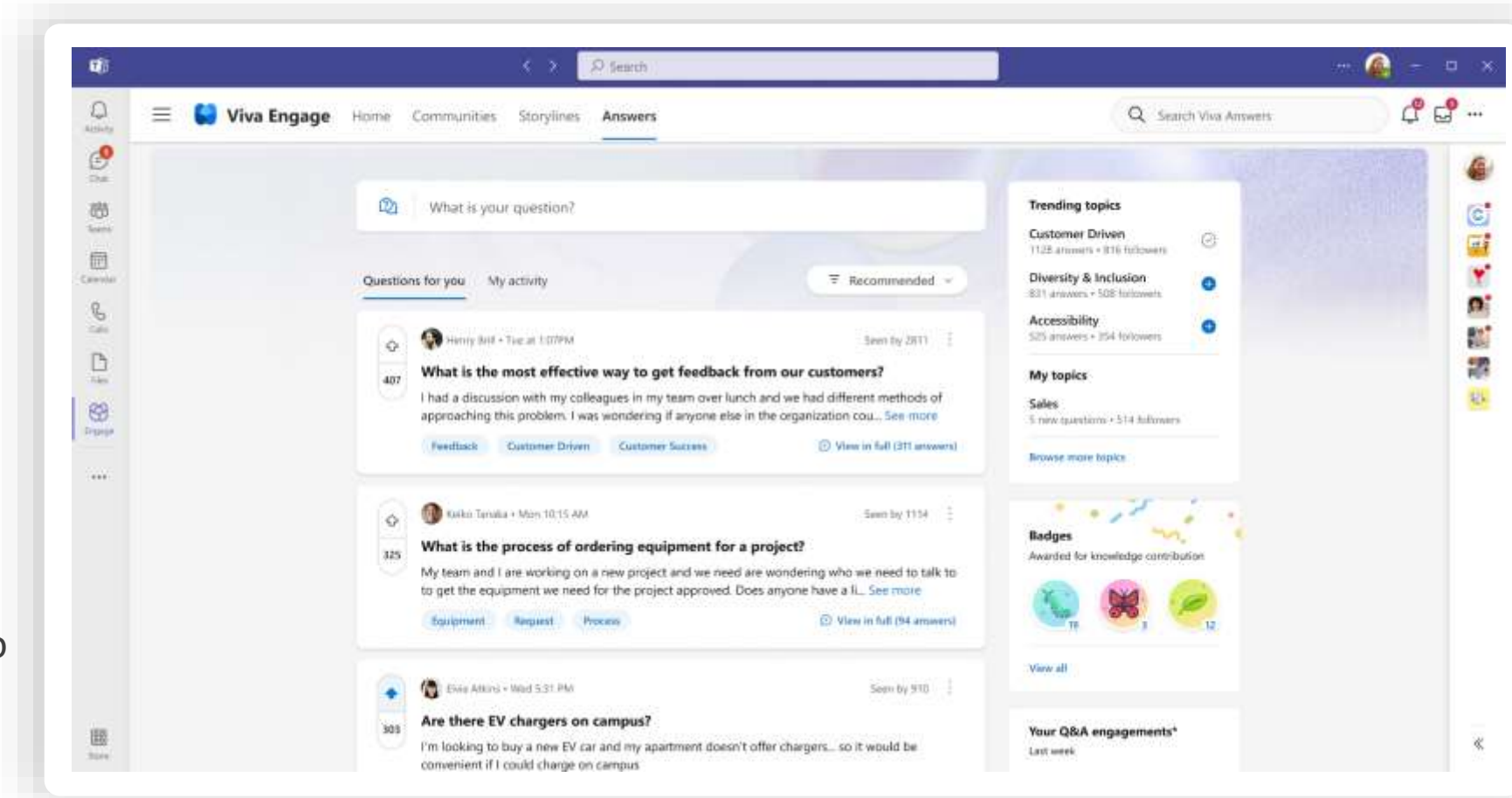
Answers in Viva

Enable employees to get answers to critical questions

Help employees find answers to their questions by matching experts to unanswered questions

Built on AI-generated knowledge to distribute topics and answers in context

Earn points, gain badges, and more to help build a community of experts



Install and Configure

DEMO

Viva Connections & Engage Resources

[Overview: Viva Connections | Microsoft Learn](#)

[Introducing Microsoft Viva Engage | Microsoft Learn](#)

Viva Dashboard

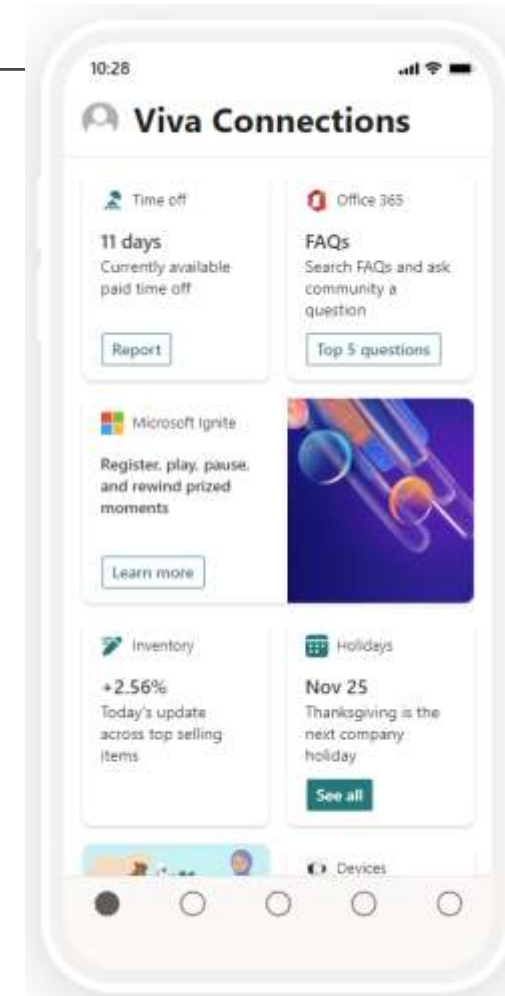
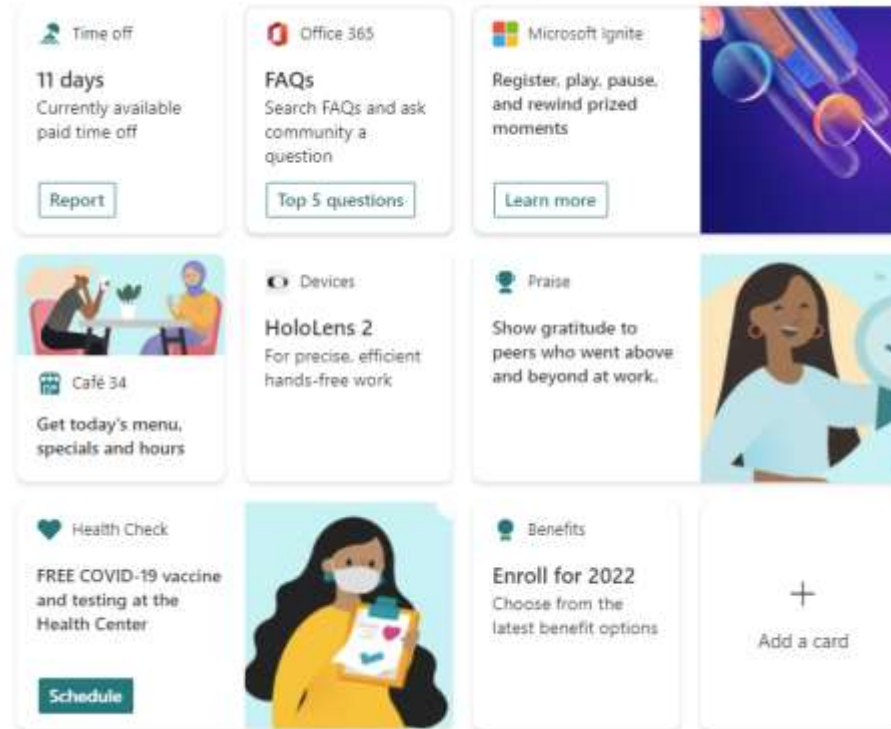
ADAPTIVE CARD EXTENSIONS

Viva Dashboard

Quick and easy access to information and tasks

Content can be targeted to specific groups

Teams apps, custom solutions, links, & third-party apps



Adaptive Cards Designer

<https://adaptivecards.io/designer/>

1. New card from samples
2. Host app Microsoft Teams
3. Target Version 1.3
4. Card & Card Elements
5. Card Structure & Element Properties
6. Card Payload Editor & Sample Data Editor
7. Preview mode & Copy payload

The screenshot displays the Adaptive Cards Designer interface. At the top, the Microsoft logo and 'Adaptive Cards' title are visible. The interface is divided into several sections:

- Left Panel (CARD ELEMENTS):** Lists various elements like Containers, ImageSet, FactSet, ColumnSet, TextBlock, RichTextBlock, Image, Media, ActionSet, and various Input types.
- Center (Preview):** Shows a preview of a card titled 'Test Bot 2:36 PM' with a 'Publish Adaptive Card Schema' button and a 'Bind' button. The card content includes a message from 'Matt Hiding' and a form with 'Set due date' and 'View' buttons.
- Right Panel (CARD STRUCTURE):** A tree view showing the hierarchical structure of the card, including AdaptiveCard, ColumnSet, Column, Image, TextBlock, FactSet, ActionShowCard, and ActionOpenUrl.
- Far Right Panel (ELEMENT PROPERTIES):** Shows the properties for the selected 'TextBlock' element, such as Data context, Only show when, Id, Initially visible, and Text.
- Bottom Panels:** Two editors for the card payload and sample data, showing JSON code. The CARD PAYLOAD EDITOR shows the structure of the card, and the SAMPLE DATA EDITOR shows the data used for rendering.

Numbered callouts (1-7) highlight specific features: 1. New card button, 2. Host app selection, 3. Target version dropdown, 4. Card preview, 5. Card structure tree, 6. Payload and sample data editors, 7. Copy card payload button.

Dashboard

DEMO

Dashboard & Cards Resources

[Create a Viva Connections Dashboard and add cards | Microsoft Learn](#)

[Designer | Adaptive Cards](#)

[Build your first SharePoint Adaptive Card Extension | Microsoft Learn](#)

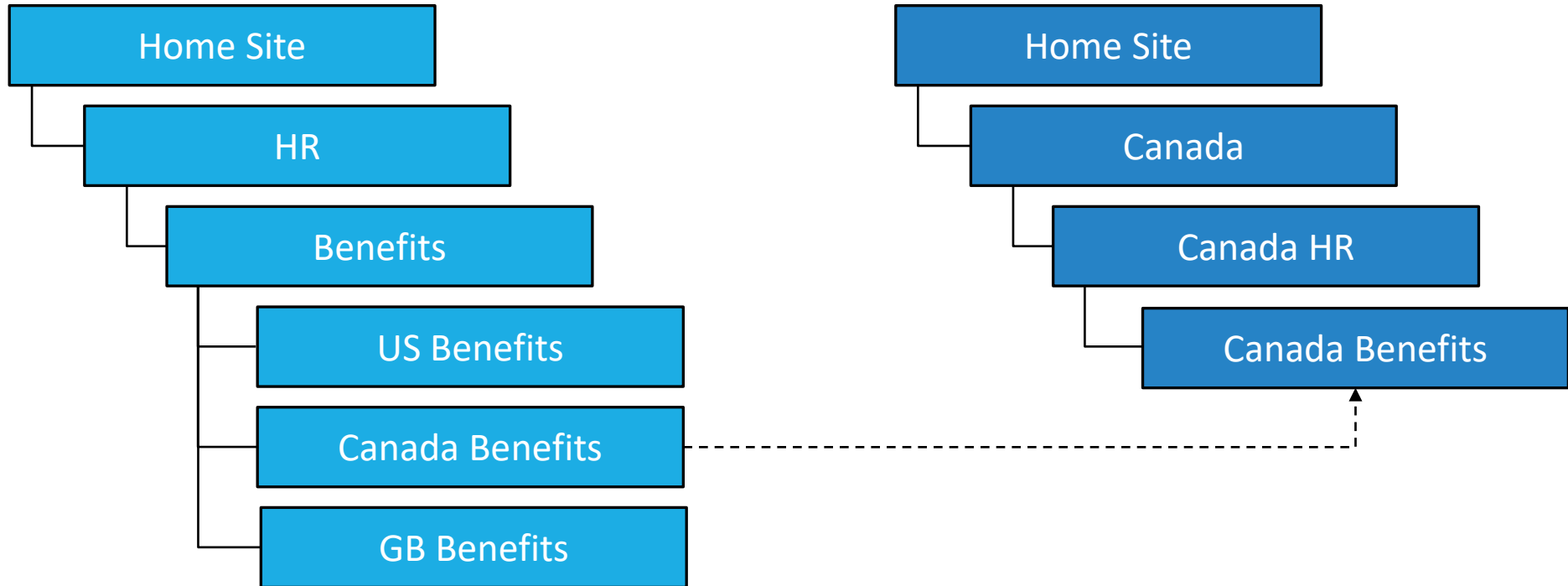
[Samples and Templates | Adaptive Cards](#)

[Building a Help Desk Adaptive Card Extension for Microsoft Viva - YouTube](#)

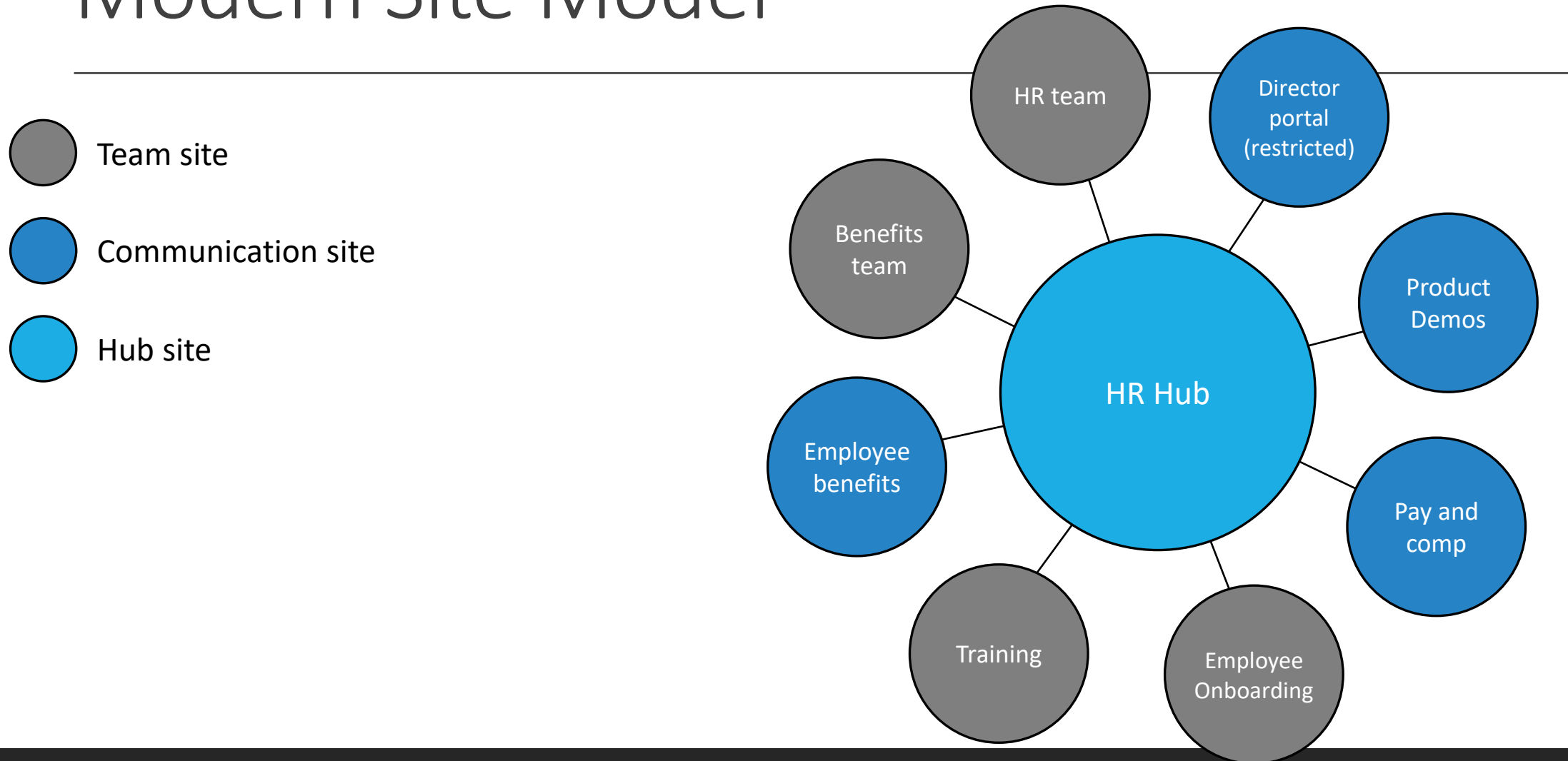
Information Architecture Planning

SharePoint

Classic Site Model



Modern Site Model

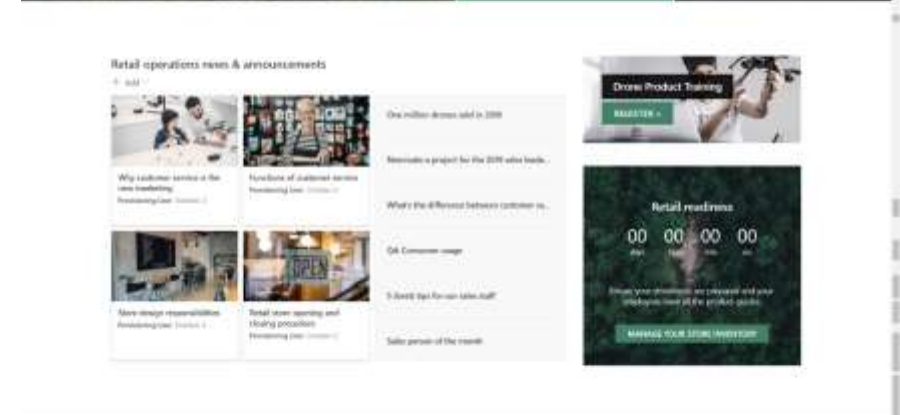
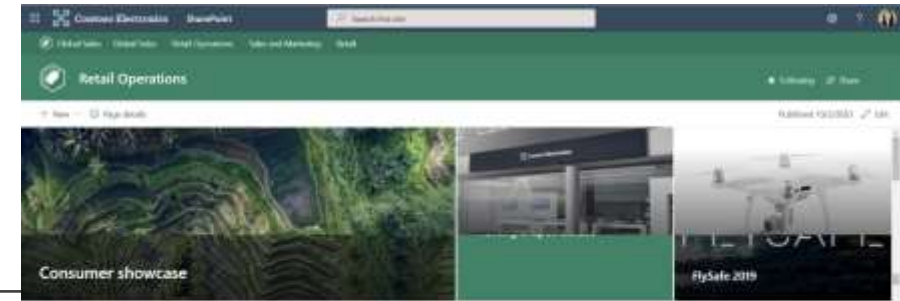


Modern Site Model



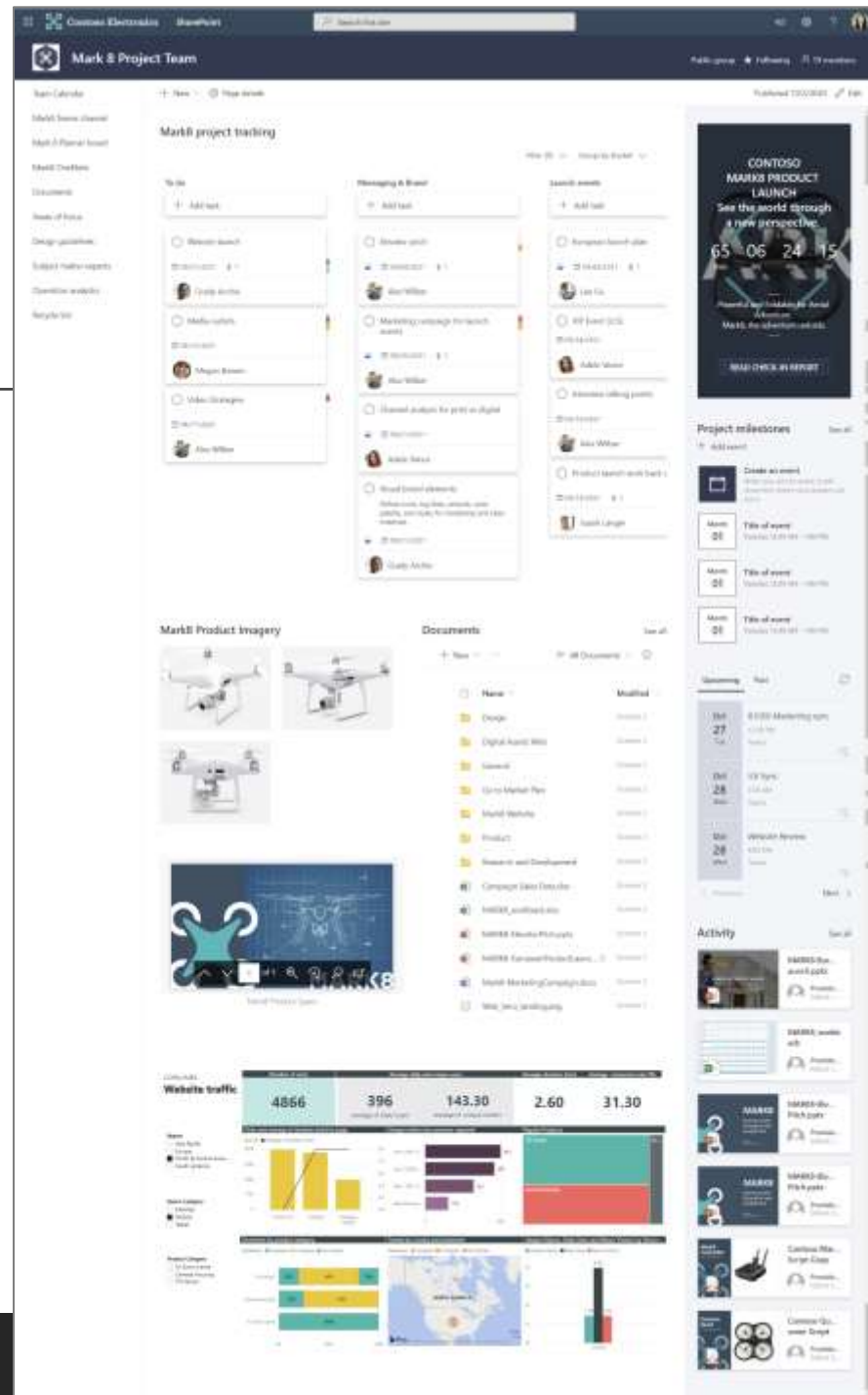
Communication Site

- Broadcast information to other teams or the entire organization
- Designed for news, events, and curated content
- Share information in a visually compelling format
- Accessible and available across devices
- Choose from templates when building a site



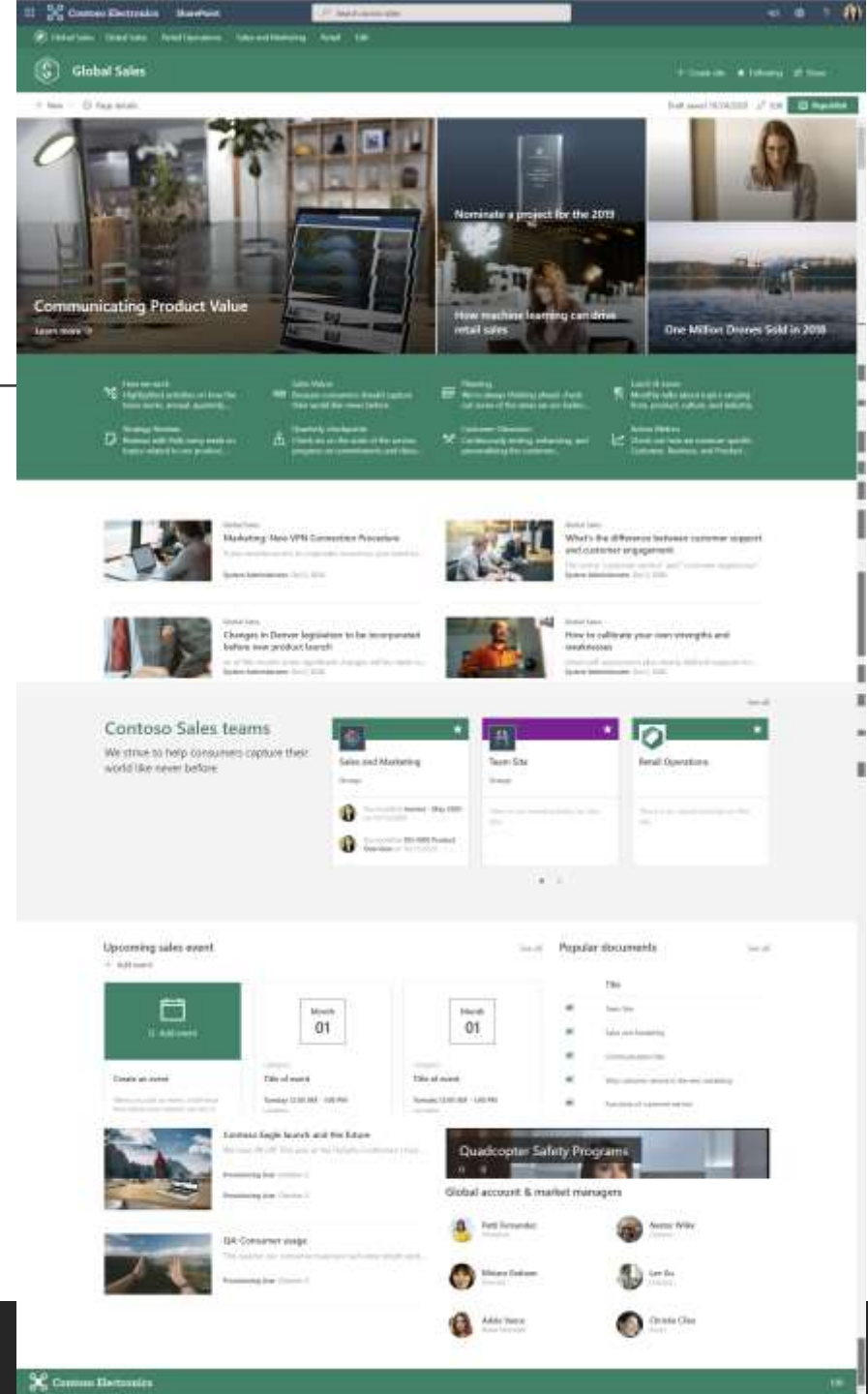
Team Site

- Connect you and your team to the content, information, and apps you rely on every day
- View links to important team files, apps, and web pages and see recent site activity in the activity feed
- Add other Office 365 apps to site pages, such as Planner, Yammer, Power BI, Power Apps, and more
- Accessible and available across devices
- Set site permissions to public or private



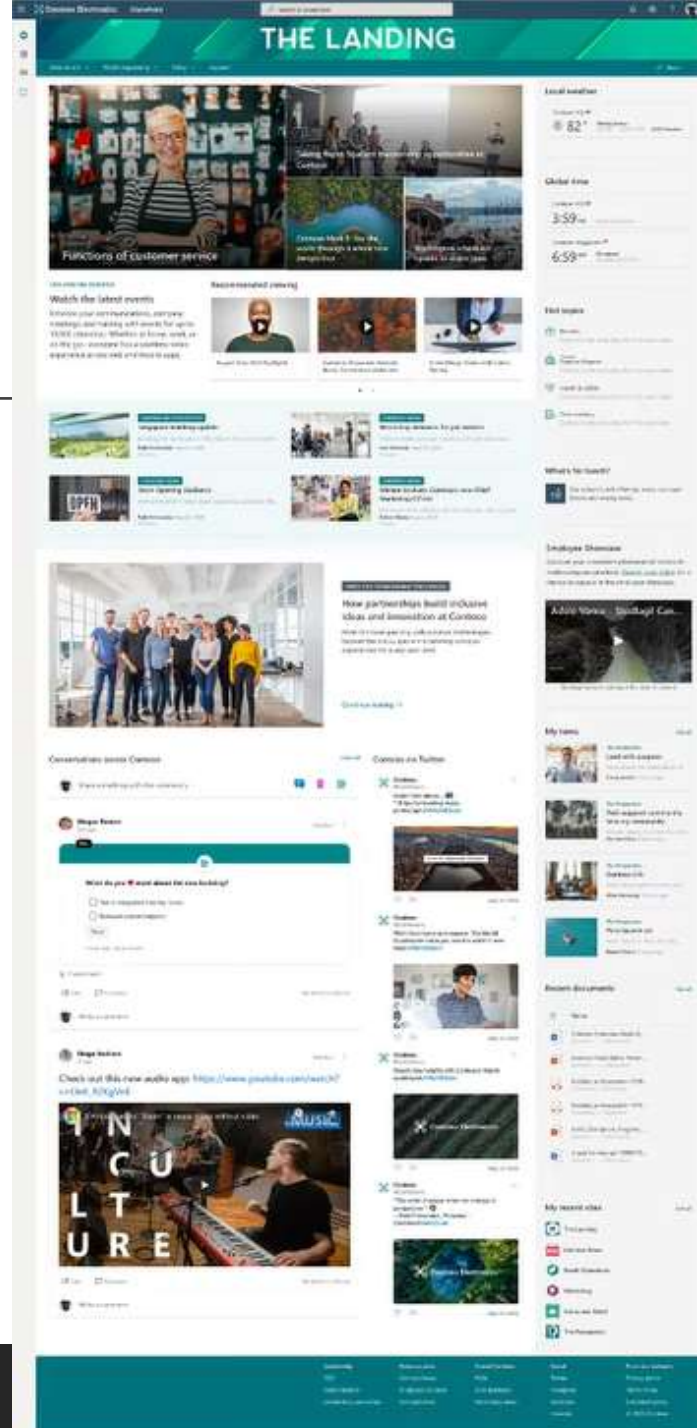
Hub Sites

- Share a common navigation and logo
- Can associated up to 3 levels of hubs
- Get hub usage analytics
- Search is scoped to hub site and member sites
- Deploy content types to hub sites
- Sync visitor permissions to all member sites
- Share common branding and site design
- Roll up content from all member sites
- Use audience targeting



Home Site

- Connect the workplace with intelligent search
- Showcase news and information to the right people with audience targeting
- Discover personalized, relevant content
- Foster connections across the organization with social conversations
- Share compelling communications with intelligent video
- Accessible and available across devices
- Bring the power of the intranet to your Microsoft Teams experience



Types of Modern SharePoint Sites

HOME SITE



- Summary site
- Rolls up information from across the company

HUB SITE



- Use for connections
- Owners curate the shared experience
- Rolls up content from associated sites

COMMUNICATION SITE



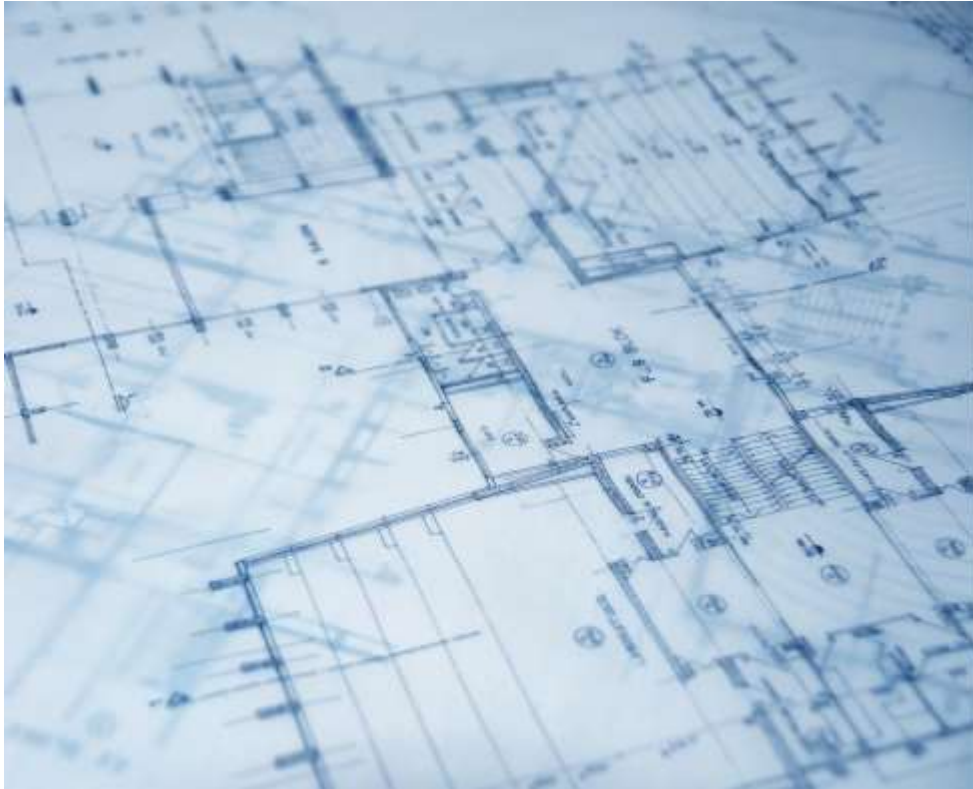
- Use for communication
- Small number of content authors

TEAM SITE



- Use for collaboration
- All members are content authors

Planning HUBS, Team sites, Comm sites



Focus on your organization's goals and desired outcomes

It is not set in stone!

Involve appropriate stakeholders

Don't forget your fileshares mapping!

Plan navigation

There are many navigation options

What is good for one site, doesn't have to be good for another

Focus on each site as an individual task, starting with a default framework



Search

Acronyms

Bookmarks

Questions & Answers

Search Verticals



Acronyms

Help users know and share definitions

Terms and abbreviations are abundant!

“What is TAP”

“TAP meaning”

“TAP stands for”

TAP

Acronym History

TAP

Acronym • 1 result

Travel Assistance Program

Published by Contoso : <https://m365x53282243.shar...>

Acronym

TAP

Stands for

Travel Assistance Program

Description

None

| <input type="checkbox"/> | Bookmark title ↓ | URL |
|-------------------------------------|----------------------------------|--|
| <input type="checkbox"/> | SharePoint | https://products.office.com/ |
| <input type="checkbox"/> | PowerPoint | https://office.live.com/s |
| <input type="checkbox"/> | Power Automate | https://flow.microsoft.com/ |
| <input type="checkbox"/> | Outlook Web Access | https://outlook.office365.com/ |
| <input type="checkbox"/> | OneNote | https://www.onenote.com/ |
| <input type="checkbox"/> | OneDrive for Business | https://onedrive.live.com/ |
| <input type="checkbox"/> | Office Online | https://portal.office.com/ |
| <input type="checkbox"/> | Office Install Site | http://aka.ms/getoffice |
| <input type="checkbox"/> | Office 365 Help | https://support.office.com/ |
| <input type="checkbox"/> | Office 365 Admin Center | https://portal.office.com/ |
| <input type="checkbox"/> | Microsoft Teams | https://teams.microsoft.com/ |
| <input type="checkbox"/> | Microsoft Search in Bing explore | https://www.bing.com/ |
| <input type="checkbox"/> | Microsoft Search in Bing Help | https://go.microsoft.com/fwlink/?linkid=2148261 |
| <input type="checkbox"/> | Microsoft Search Admin portal | https://admin.microsoft.com/ |
| <input type="checkbox"/> | Microsoft Search | https://www.bing.com/ |
| <input checked="" type="checkbox"/> | Global Sales | https://m365x53282243.sharepoint.com/sites/GlobalSales |
| <input type="checkbox"/> | Excel | https://office.live.com/s |
| <input type="checkbox"/> | Dynamics 365 | https://home.dynamics.com/ |

Global Sales

Bookmark History



Global Sales

<https://m365x53282243.sharepoint.com/sites/GlobalSales>

The global sales hub

URL

<https://m365x53282243.sharepoint.com/sites/GlobalSales>

Description

The global sales hub

Keywords

#sales #global sales

Categories

None

Bookmark settings

Dates

Always available

Country or region

All

Groups

Bookmarks

Find important sites, tools, content

Keywords allow for improved usage

Use reserved keywords with care

Questions & Answers

Similar to bookmarks

Answer questions directly in results

Results can be provided in rich text

What is our global sales strategy?

Q&A History

[What is our global sales strategy?](https://m365x53282243.sharepoint.com/sites/GlobalSales)

<https://m365x53282243.sharepoint.com/sites/GlobalSales>

Find the global sales strategy by visiting the Global Sales Hub - your destination for forms, strategy, and connections.

Title

What is our global sales strategy?

URL

<https://m365x53282243.sharepoint.com/sites/GlobalSales>

Answer description

Find the global sales strategy by visiting the Global Sales Hub - your destination for forms, strategy, and connections.

Keywords

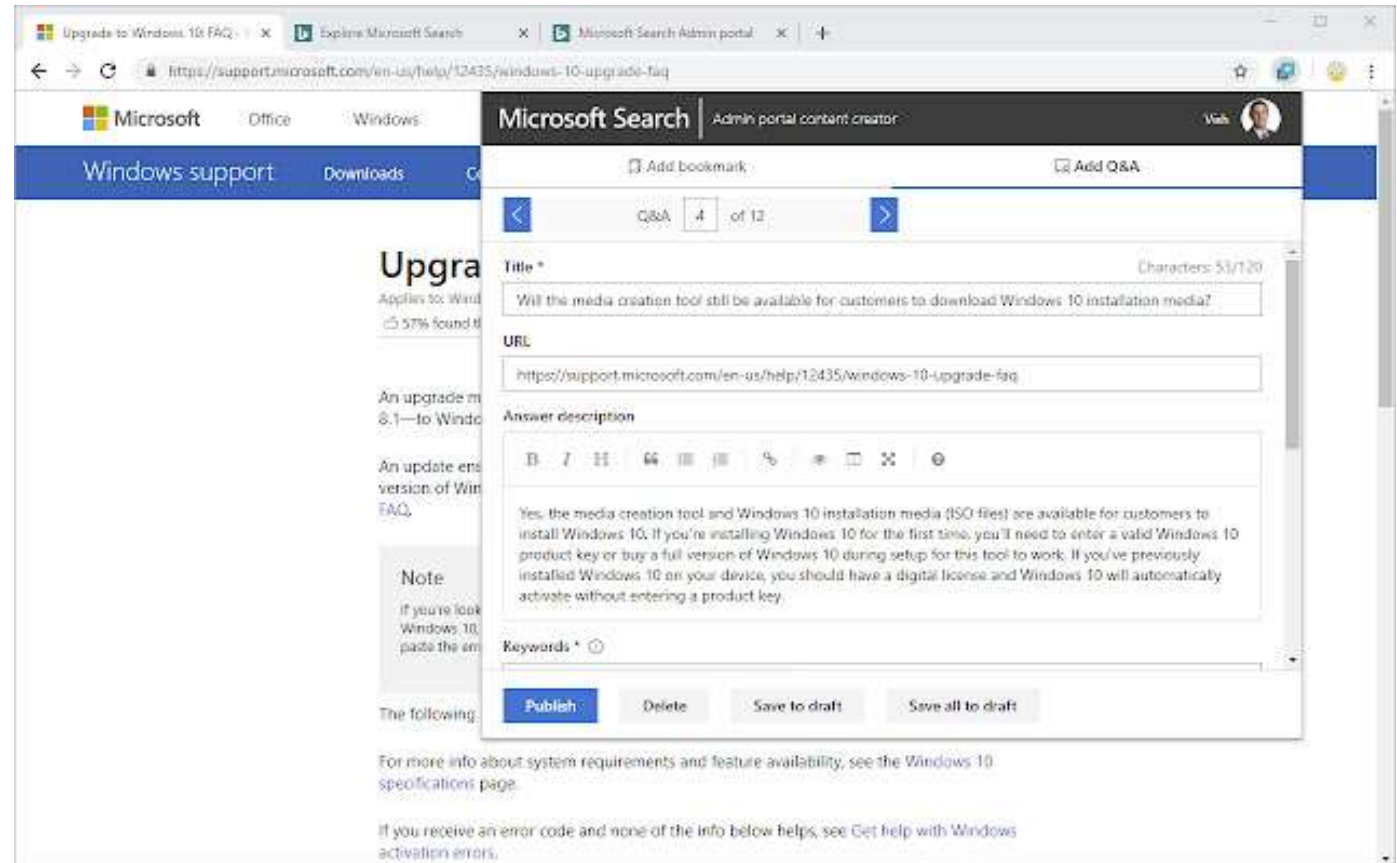
#sales

Microsoft Search content creator

Browser extension

For bookmarks & Q&As

[Microsoft Search content creator - Chrome Web Store](#)



Search Verticals

The screenshot shows the SharePoint search interface. At the top, there is a dark blue header with 'SharePoint' on the left and a search bar containing 'sales' with a back arrow. Below the header is a navigation bar with tabs: 'All', 'Files', 'Sites', 'People' (which is selected and underlined), 'News', 'Images', 'Power BI', and 'Learning'. The main content area displays a list of search results for the 'People' vertical. Each result includes a profile picture, the person's name, their role, and their department. To the right of each profile, there are icons for email, a contact card, and a phone number.

| Name | Role | Department | Email | Contact Card | Phone |
|----------------|-------------|-----------------------------|--------------------------|--------------|-----------------|
| Isaiah Langer | Sales Rep | Sales, 20/1101 | IsaiahL@M365x53282243... | IsaiahL | +1 918 555 0101 |
| Christie Cline | Buyer | Sales, 131/2105 | ChristieC@M365x532822... | ChristieC | +1 858 555 0111 |
| Miriam Graham | Director | Sales & Marketing, 131/2103 | MiriamG@M365x532822... | MiriamG | +1 858 555 0109 |
| Bianca Pisani | Salesperson | Sales, 20/2046 | BiancaP | BiancaP | +1 425 555 0100 |
| Cameron White | | | CameronW | CameronW | +1 425 555 0100 |

Tabs on the search result page

Show results of a specific type or from select sources

A query can be added to a vertical to narrow down results shown on the search vertical using Keyword Query Language (KQL)

Manage at Organization level or Site level

Additional Sources

Microsoft and third-party sources available

Additional cost possible

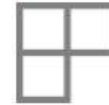
PREVIEW



Azure DevOps

Connect to Azure DevOps service

PREVIEW



Custom connector

Create a custom connector



Jira

Connect to Atlassian Jira



ADLS Gen2

Connect to ADLS Gen2



Oracle SQL database

Connect to Oracle SQL database

PREVIEW



ServiceNow

Connect to ServiceNow



File share

Connect to on-prem network file share



CSV

Connect to your CSV file



Microsoft SQL server(New)

Connect to Microsoft SQL 2008 or later



MediaWiki

Connect your organization's wiki



Salesforce

Connect to



Confluence

Connect to



Azure SQL

Connect to Azure

Microsoft Graph Connectors

Search vertical sources

Third-party vendors

Will require a login/license from vendor



SharePoint

DEMO

SharePoint Resources

[Introduction to SharePoint information architecture](#)

[Planning Hub Sites](#)

[Plan your content \(Search\) | Microsoft Learn](#)

[Manage search verticals | Microsoft Learn](#)

[Keyword Query Language \(KQL\) syntax reference | Microsoft Learn](#)

[Microsoft Graph connectors SDK \(preview\) overview - Microsoft Graph | Microsoft Learn](#)

[Microsoft Search - Intelligent search for the modern workplace](#)

Microsoft Teams

Team Options



Private

People need permission to join



Public

Anyone in your org can join



Org-wide

Everyone in your organization automatically joins

Team Owners are responsible of the different channels inside the team

Three types of channels

- Standard (available to everyone in the team)
- Private (subset of people in the team)
- Shared Channels

Channel Options

Standard

Private

Shared

Create a channel for "U.S. Sales" team

Channel name

Letters, numbers, and spaces are allowed

Standard - Everyone on the team has access ✓

Private - Specific teammates have access

Shared - People you choose from your org or other orgs have access

Standard - Everyone on the team has access ✓



Automatically show this channel in everyone's channel list

How do I choose?

Standard



- Conversations for teams
- Shared content and tabs
- Same users and permissions

Private



- Subset of users for secured access
- Files/convoos that need to be private

Shared



- Give access to outside users & internal users not in team
- Not “guests” like M365 Groups



Teams Content

Teams

- Channel Conversations
- Attachments

Chat

- 1:1, Group Conversations
- Attachments

Calls

Recordings

Meetings

Chat Conversations

Attachments

Recordings

Teams Storage

EXCHANGE

- Messages (for compliance)
- Images (for compliance)
- Voicemails
- Calendar Meetings
- Meeting chats
- Contacts

SHAREPOINT / ONEDRIVE

- Team files (SharePoint)
- Chat files (OneDrive)
- Recordings (>24 hrs)

AZURE

- Messages (Cosmos DB)
- Images (Blob)
- Recordings (Blob <24 hrs)
- Telemetry (no customer content)

Navigation as Information Architecture

Each channel has its own navigation

Add links, content, & more!

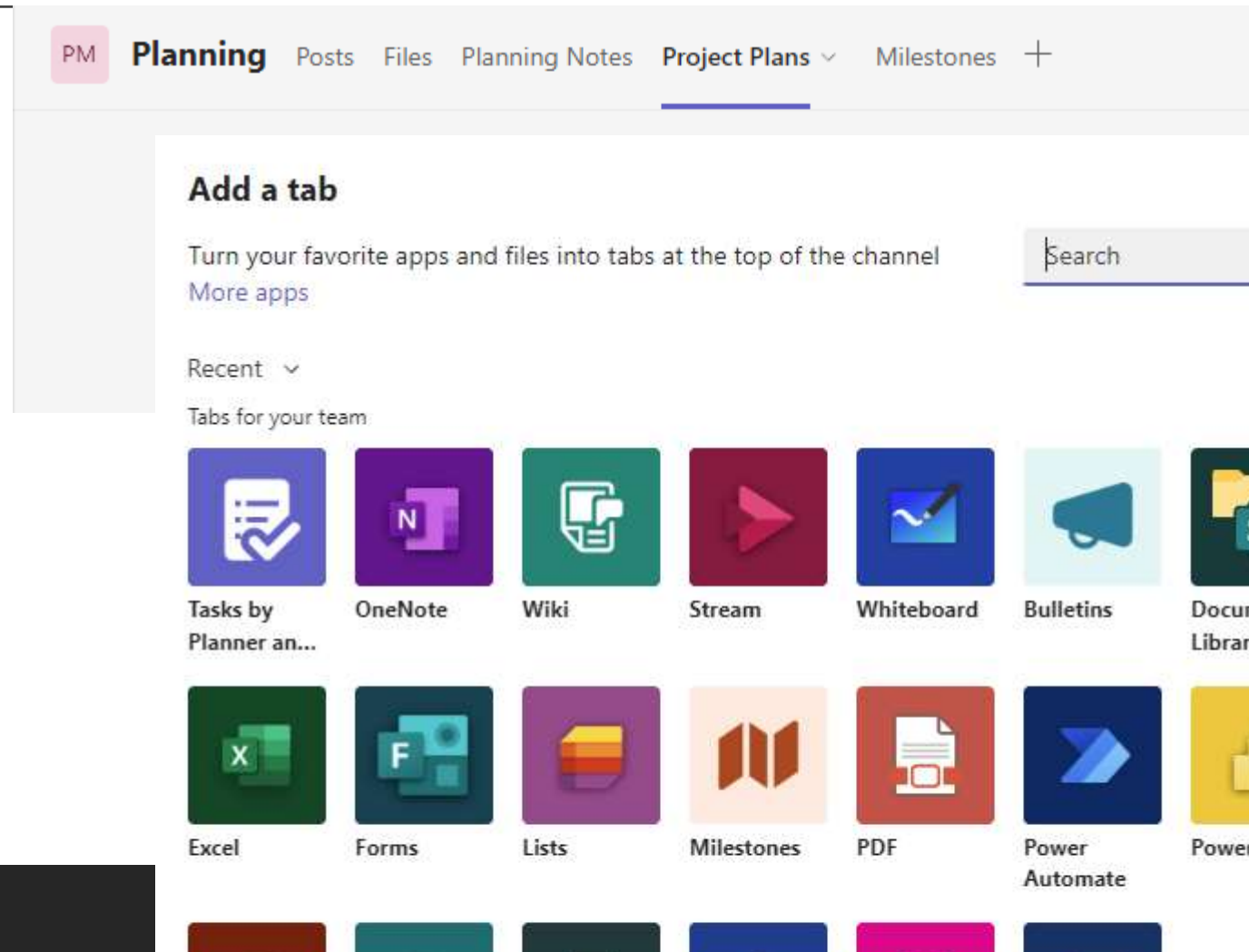
Microsoft 365 applications

SharePoint resources

- SP lists or libraries

3rd party apps

Reduces context switching



Microsoft Teams

DEMO

Teams Resources

[Overview of teams and channels in Microsoft Teams - Microsoft Teams | Microsoft Learn](#)

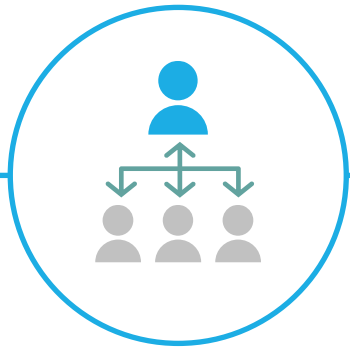
[Shared channels in Microsoft Teams - Microsoft Teams | Microsoft Learn](#)



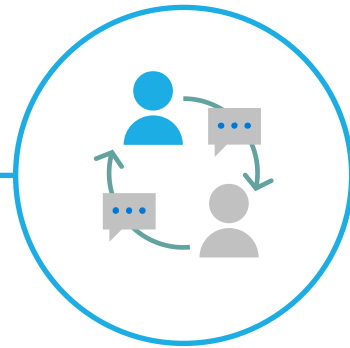
Yammer



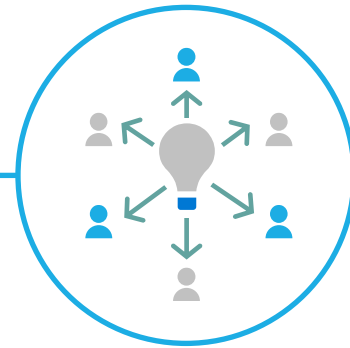
Communities. Knowledge. Engagement.



Leadership
Engagement



Organizational
Communications



Knowledge
Sharing



Employee
Experience

Open, inclusive, discoverable conversation

On web. On mobile. Across Microsoft 365.



Enterprise-grade security, privacy, and compliance

Megan Bowen

Home feed

Communities

Storylines

Inbox 4

Favorites










Improve your Yammer experience by creating a list of your favorite communities.

My communities

- Sales Best Practices
- Ask HR
- All Company
- Contoso Life
- New Employee Onboarding
- Safety
- Parents of Contoso
- Office 365 Adoption
- CEO Connection
- Operations
- Leadership
- Create a community

Discover communities

Recommended All Membership Create a community

| | | |
|---|---|--|
|  <p>All Company 21 members Created Oct 2022</p> <p>Joined</p> |  <p>Leadership 20 members Created Oct 2022</p> <p>Joined</p> |  <p>CEO Connection 19 members Created Oct 2022</p> <p>Joined</p> |
|  <p>Ask HR 19 members Created Oct 2022</p> <p>Joined</p> |  <p>Operations 19 members Created Oct 2022</p> <p>Joined</p> |  <p>Sales Best Practices 19 members Created Oct 2022</p> <p>Joined</p> |
|  <p>NO</p> |  <p>CL</p> |  <p>PC</p> |

Communities

The ❤️ of Yammer

Yammer & Viva Engage use cases



Build communities of
interest



Cultivate executive
engagement & dialogue



Engage employees; give
them a voice



Drive ideation &
innovation



Connect geographically
diverse employees



Celebrate success



Ask questions & get
answers



Crowdsource feedback

Engagement Tactics

Host meet ups or live events with the community. Post recaps or learnings from the meetings to keep the community informed.

Engage a leader who is passionate about the topic or subject matter to host a chat, or to be active within the community. (1-2-3 rule)

If its been awhile since any activity, send a note to the community members via email to share about upcoming programs and events.



Moderator checklist

- ✓ Welcome new members to the community
- ✓ Check new posts are in the correct community and are on-topic
- ✓ Check for unanswered or unresolved posts
- ✓ Encourage people to share their experiences and learnings on Yammer
- ✓ Post something new to keep the conversation going



Yammer

DEMO

Yammer Resources

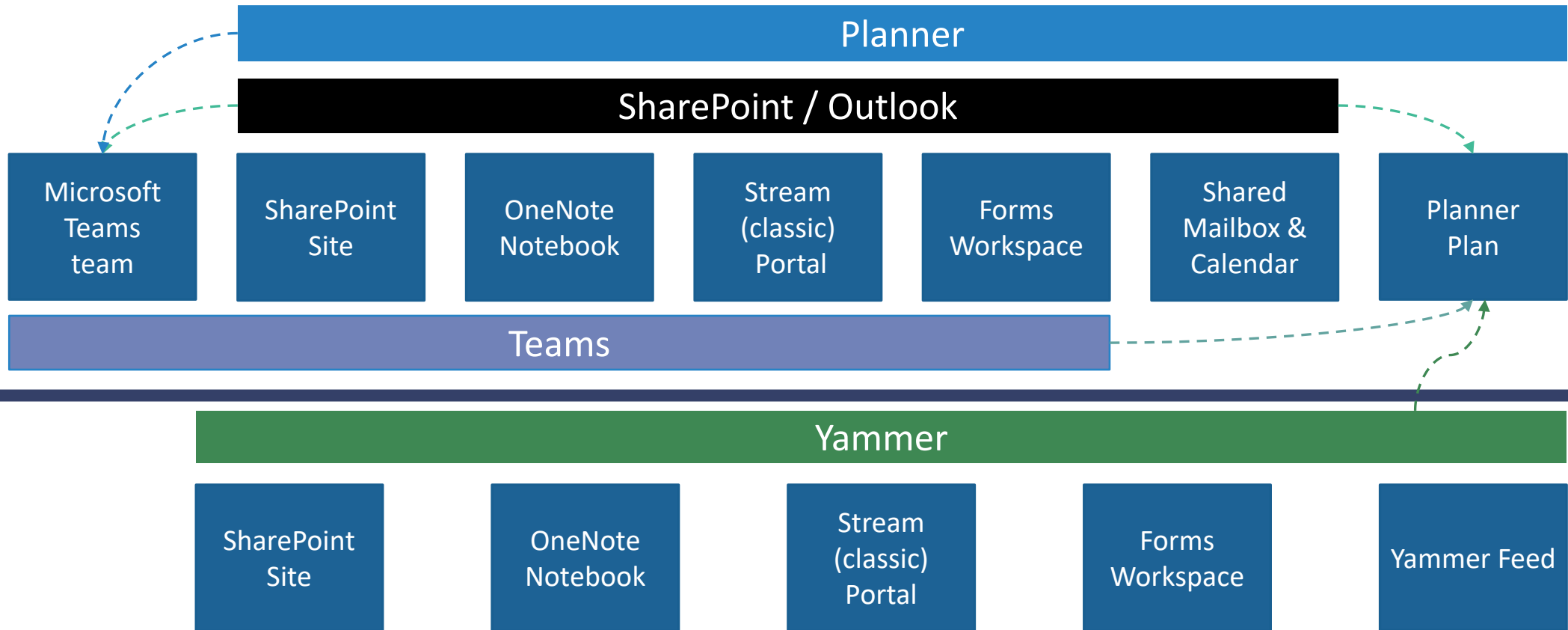
[Yammer – Microsoft Adoption](#)

[How to build a Yammer community that people actually want to join](#)

M365 Groups

Microsoft 365 Groups

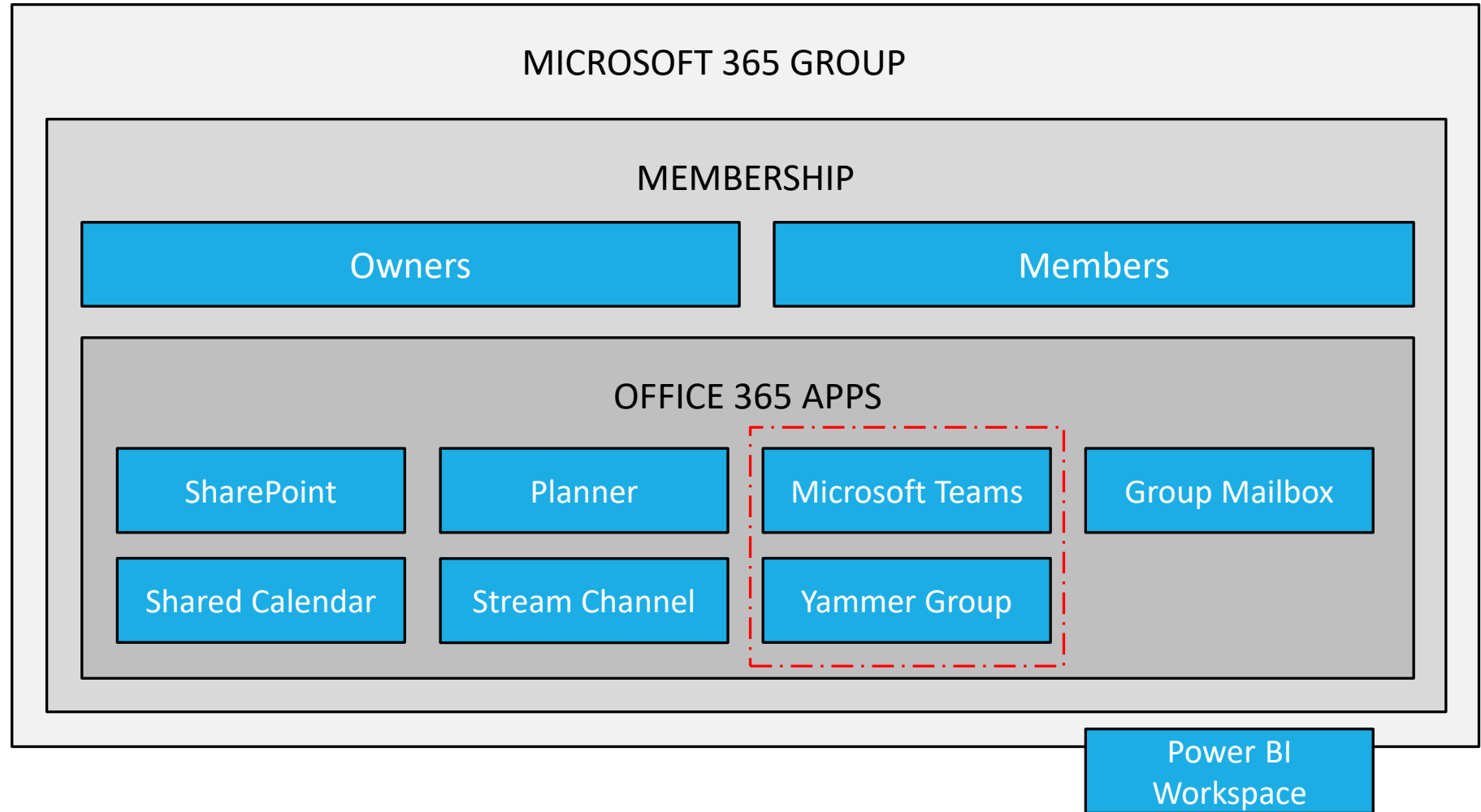
What you get, when



Security

Security is managed by Microsoft 365 groups

These security groups are used throughout Microsoft 365



M365 Groups

DEMO

Microsoft 365 Groups Resources

[Overview of Microsoft 365 Groups for administrators - Microsoft 365 admin](#)

[Learn about Microsoft 365 Groups](#)

What to use when

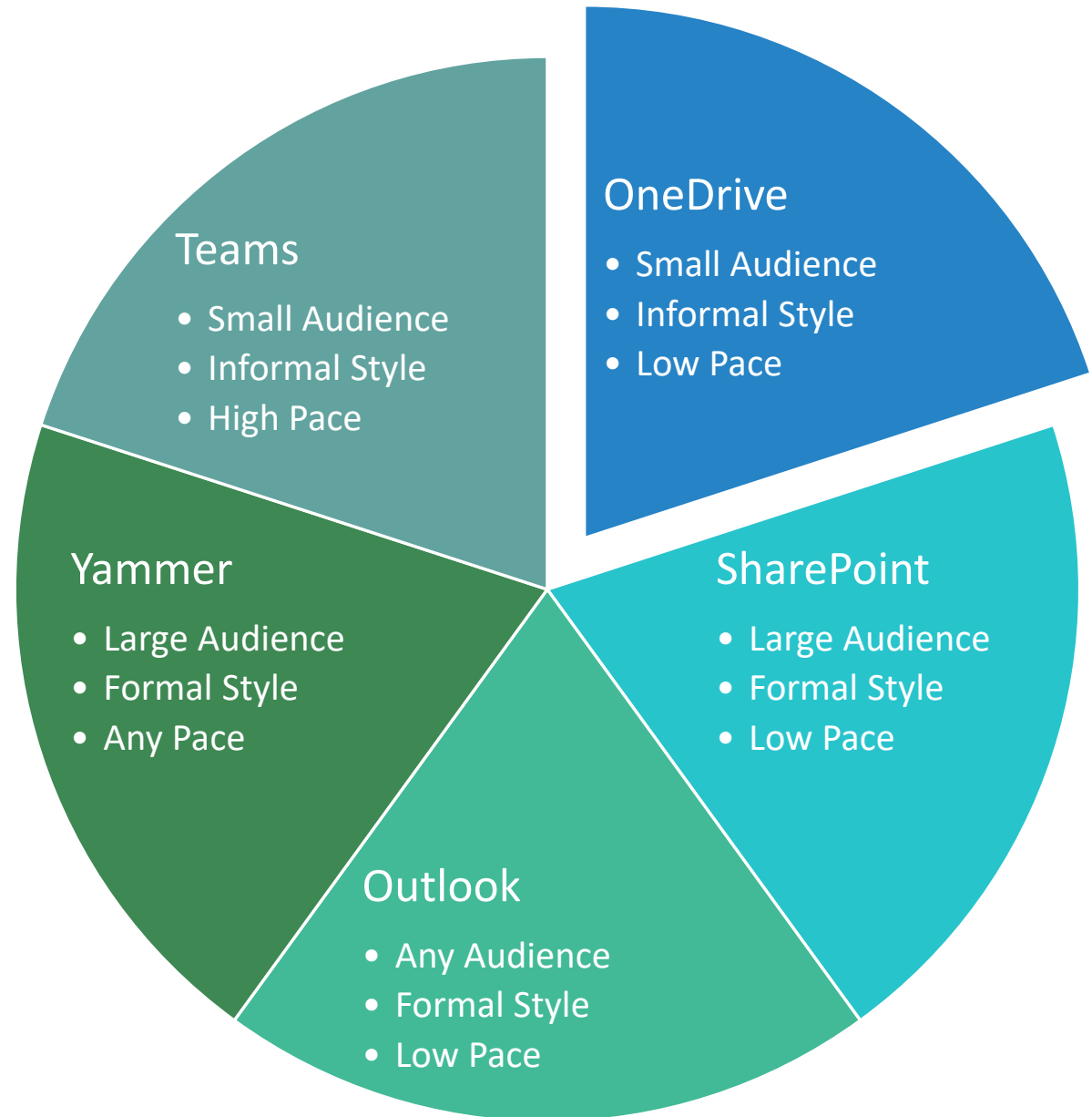
What to use when

Every organization is different

These suggestions apply to most but not all

What is the:

- Audience
- Style of conversation
- Pace (expectations and speed)



Your Organization

Employees Need



- Place to communicate
- Relationships
- Sense of belonging

Desire to Engage



- Ask questions
- Give praise
- Share ideas
- Talk about life

Leadership Involvement



- Will they interact?
- Be transparent?
- Open dialogue

Enable Your Vision



Adoption

Adoption is more than training!

It begins understanding the business outcomes

Then identify technology to enable those outcomes

Provide training, while also tuning the technology based on needs

Have a feedback loop to help give users what they need

Adoption Resources

[Viva Connections – Microsoft Adoption](#)

[Viva Engage – Microsoft Adoption](#)

You Need Champions

Crucial for successful adoption

Creates enthusiasm that grows adoption

Influence among their teams

Identify business challenges and possible solutions

Reduces strain on core project team through active, ongoing engagement



Champions Resources

[Become a Champion – Microsoft Adoption](#)

[Champion-Program-Plan-Template.pptx \(live.com\)](#)

[Champion Management Platform – Microsoft Adoption](#)



You Need Governance

What is governance?



An accessible document or site that provides guidance and answers to your users concerning use of a platform or technology.



Governance is Providing Answers

What are your specific business objectives for enterprise social?

What type of guidance do you want to provide about types of conversations, news posts are appropriate?

Do you need a Usage Policy?

Do you need to monitor the use of terms or words?

Do you need a review process for when Communities / Sites are created?

Are external users permitted to be part of enterprise social conversations? As part of your sites?



Compile and Publish

Your governance plan needs a team

The plan should be public and easily understood

Updated governance plans make the best plans



Governance

Define your key business goals and processes

Know the settings available in Connections & Engage

Define how users will access content

Use compliance settings

Plan communications and how you will manage them

Have a method for lifecycle governance

Governance Resources

[A collaboration governance framework for Microsoft 365 | Microsoft Learn](#)



Mapping: Home(s) & Hubs



Goals and Decisions

Home Site Planning

How many home sites do you need?

What are the signals/criteria for needing an additional Home site?

Who decides what on your home site?

What should your navigation be for global nav?

Who in your organization will have admin privileges on your home site(s)?

Who will have permission to publish news to your organizational news / home site?

Hub planning

What criteria do/will you use to decide if a site needs to be a hub?

Who can create a hub?

What process is used to join sites to a hub?

Govern Microsoft 365 Group creation

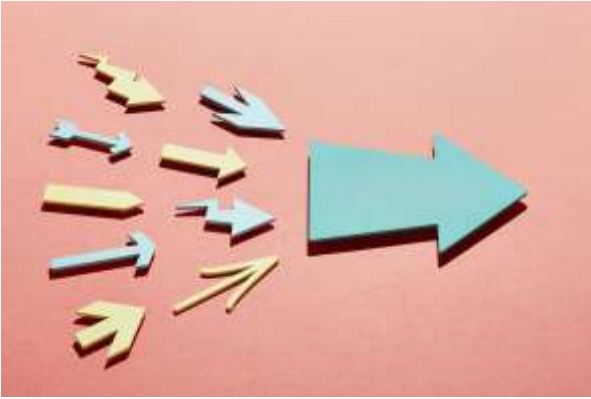
Who can create a M365 Group?

Where should Groups be created from?

What is the process for request a new Group?

How do users find existing Groups?

Takeaways



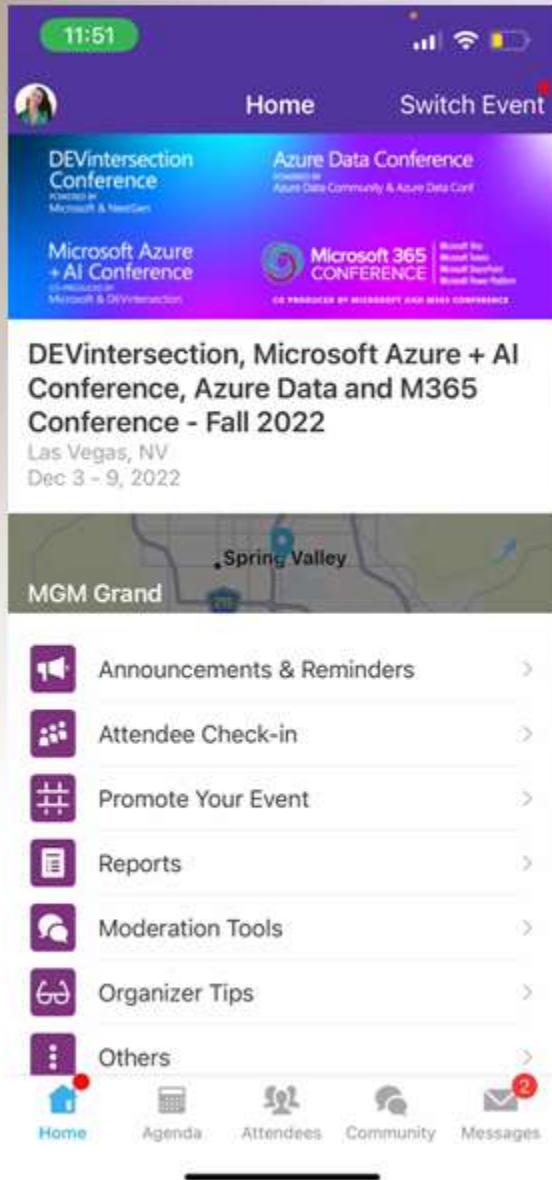
- Deploy Viva Connections and Engage the Right Way



- Information Architecture and Group Planning is Key



- Governance is Required
- Know What to Use



Session Feedback Surveys

In the pursuit of making our conferences even better, we need to hear your feedback about this session.

Here's How -

- Simply go to the Whova App on your smartphone
- Go to the conference homepage
- Scroll down to 'Additional Resources' and click 'Surveys'.
- Click 'Session Feedback'.
- Scroll down to click on this session title.
- Complete the session feedback survey.
- Finally, click 'Submit'



Microsoft 365 CONFERENCE

Microsoft Viva
Microsoft Teams
Microsoft SharePoint
Microsoft Power Platform

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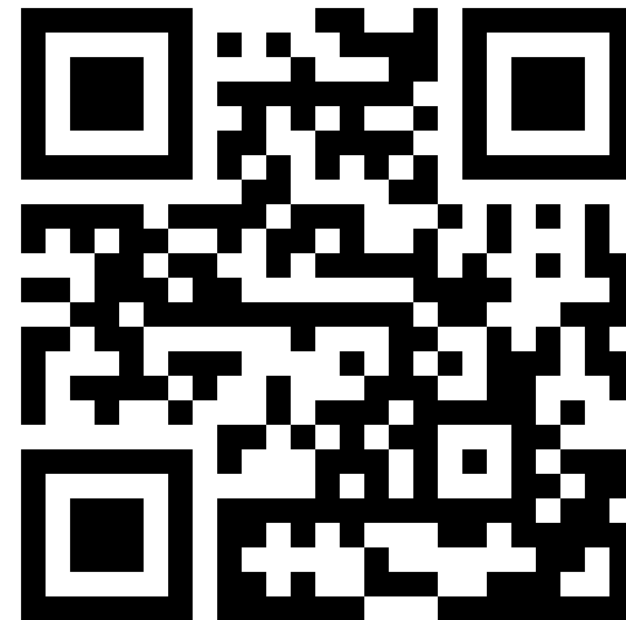
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