



# Deploying and Adopting Microsoft Viva Connections and Viva Engage

A Deep Dive in Employee Engagement

# Daniel Glenn



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

Consultant  
Podcaster  
Microsoft MVP



[@DanielGlenn](https://twitter.com/DanielGlenn)



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



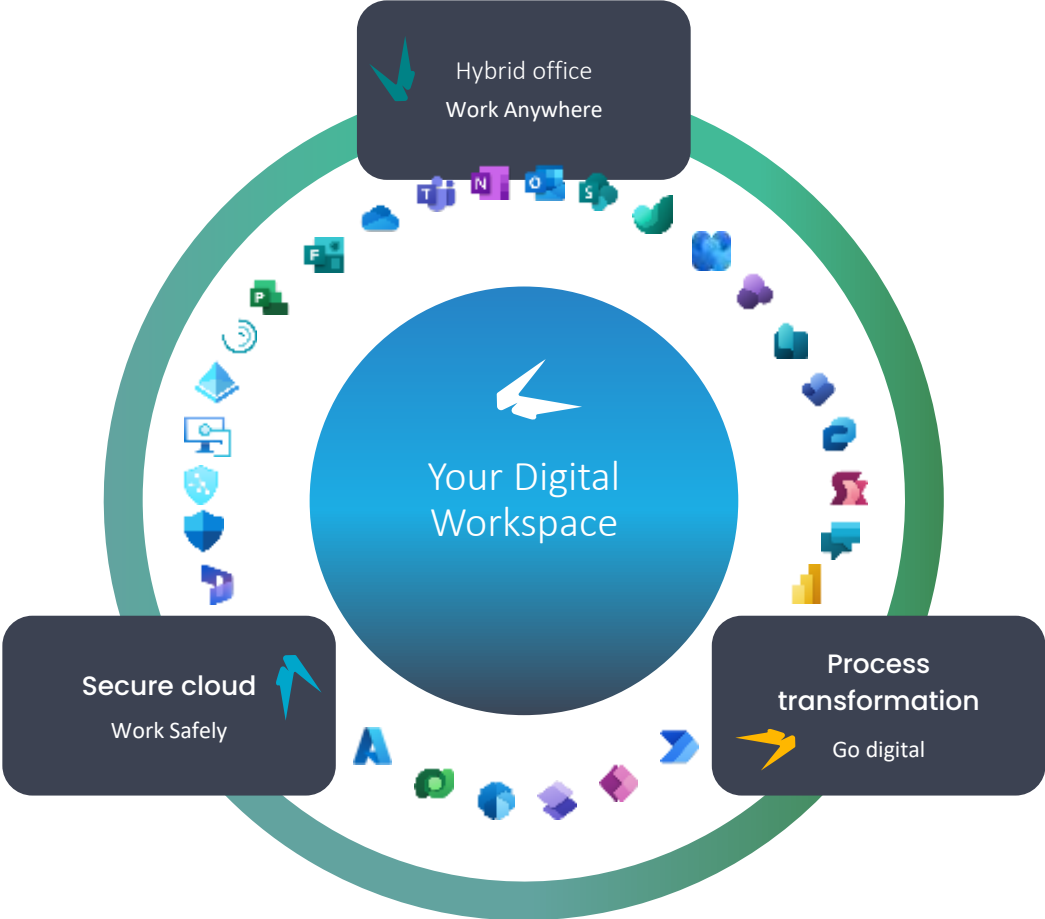
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# How Creospark can help you

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  - Enterprise advisory
  - Enterprise integration
- Digital workspaces powered by Microsoft 365, SharePoint, and Azure
- Migration, Training, adoption and change management
- Flexible and customized collaboration & communication solutions your team will love
- Worry-free employee experience excellence managed services programs.



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Live Show  
every Monday!



# Get *Whova* for M365 Conference Spring



## M365 Conference Spring 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:  
**M365Spring2023**

# Schedule

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Viva Connections & Engage

Viva Dashboard and Adaptive Cards

Information Architecture Planning

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

Deployment tasks & scenarios

Microsoft 365 Groups

What to Use When

Enabling Your Vision

Planning Exercise

10:15a – 15-minute break

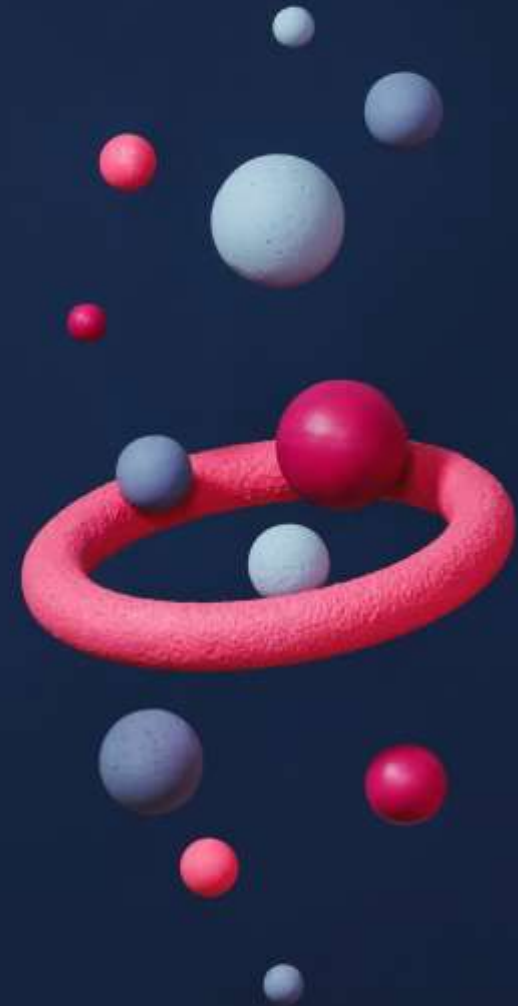
12:00p – Lunch

1:00p – Back to workshoping

1:45p – 15-minute break

3:00p – 15-minute break

4:00p – Finish



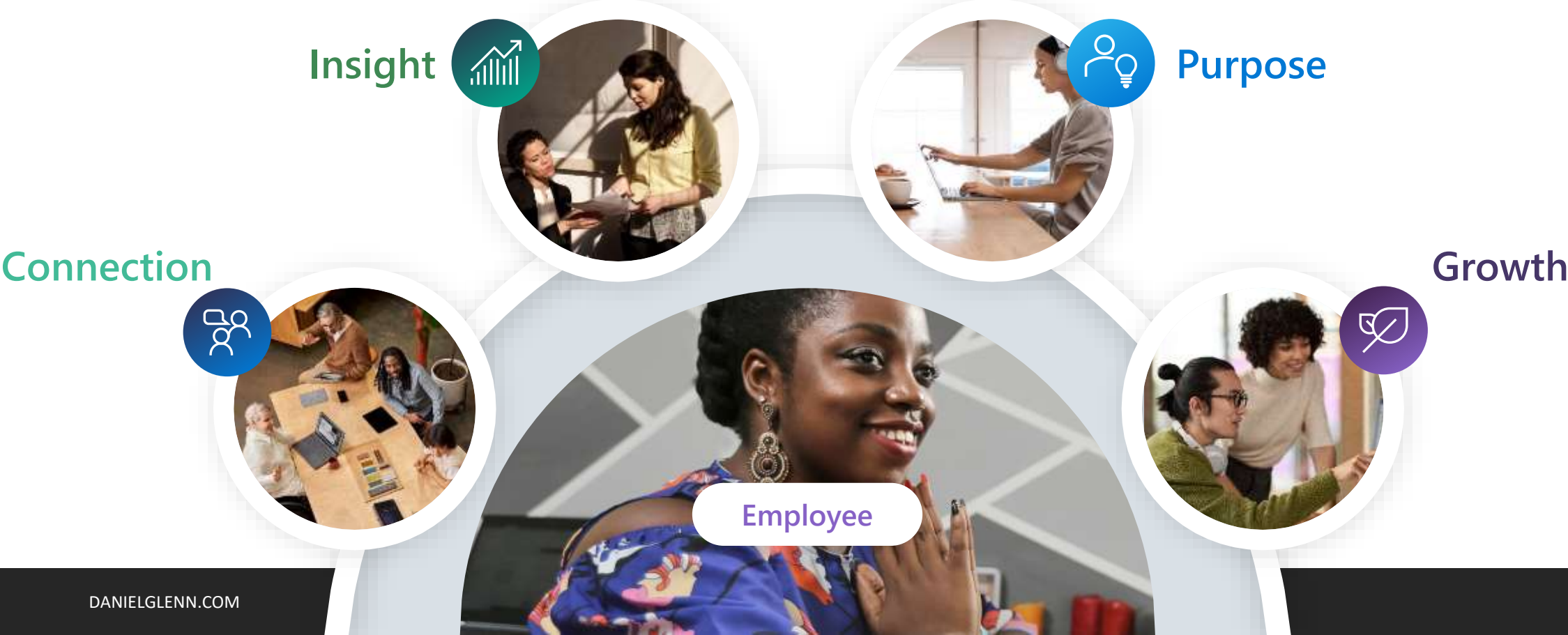
A close-up photograph of a person's hand holding a silver pen and writing on an orange sticky note. The person is wearing a grey sweater and a ring. The background is blurred, showing other people and a meeting room setting. A white semi-transparent box is overlaid on the bottom left of the image, containing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

# Employee Engagement

Microsoft Viva

# Microsoft Viva enables four primary experience areas

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# 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

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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, Engage, Stream, Teams and Microsoft 365 security, compliance and identity.

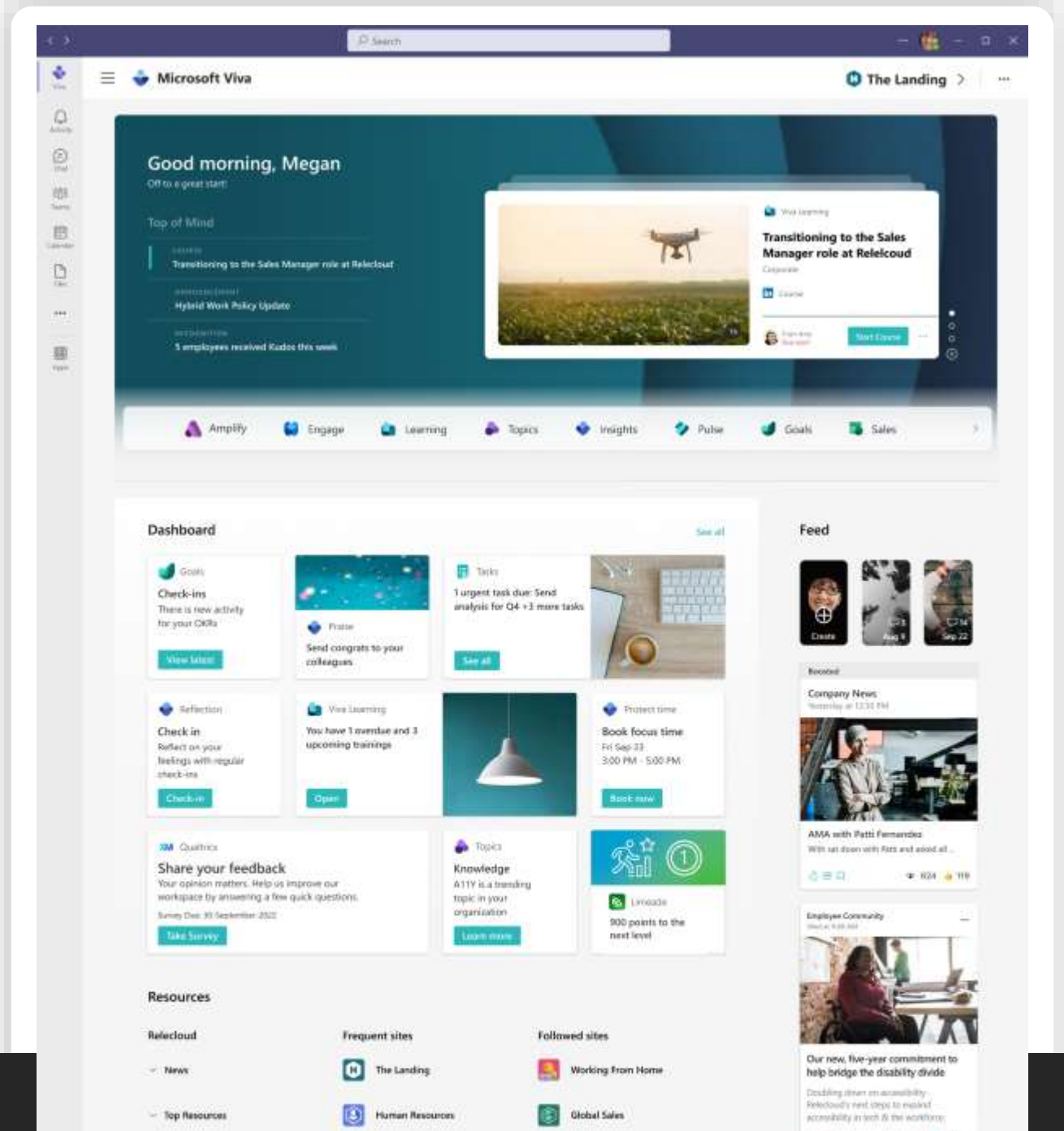
# Viva Connections

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



# Content, targeting, feed and experience

Microsoft Teams

Viva  
Connections



SharePoint  
home site

Feed  
web part



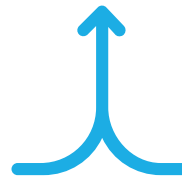
feed

SharePoint  
news



Relecloud  
Helping customers enable remote work  
with speed and security

audience  
targeting



community



More!  
Power BI,  
Docs, When  
tagged, etc.

Viva Engage  
conversations

# Viva Engage

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# Yammer -> Viva Engage

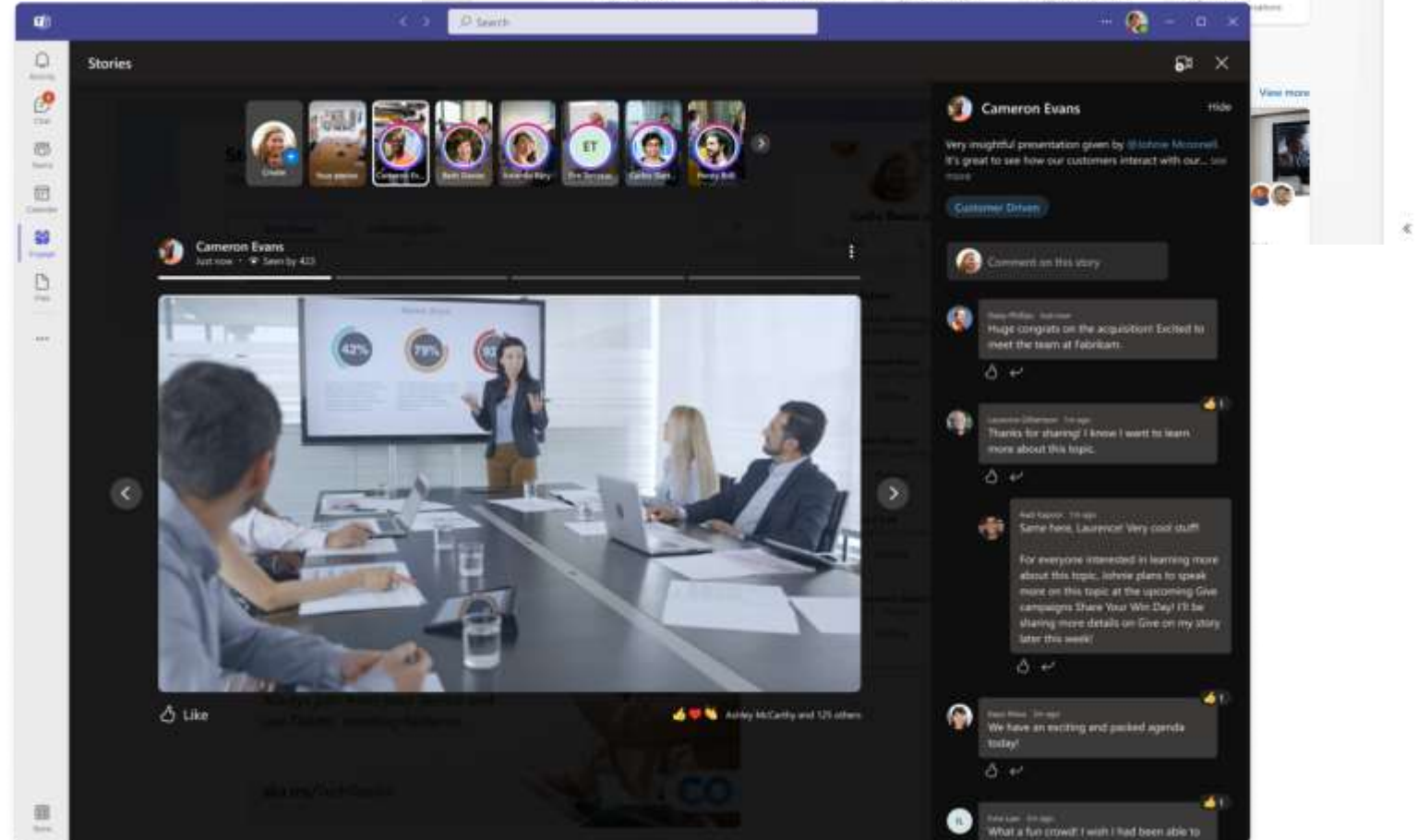
Connect people across the organization so everyone feels included & invested

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

Engage remains the standalone app on web, desktop and mobile



# Stories and Storyline – Your Voice

## Posting outside communities

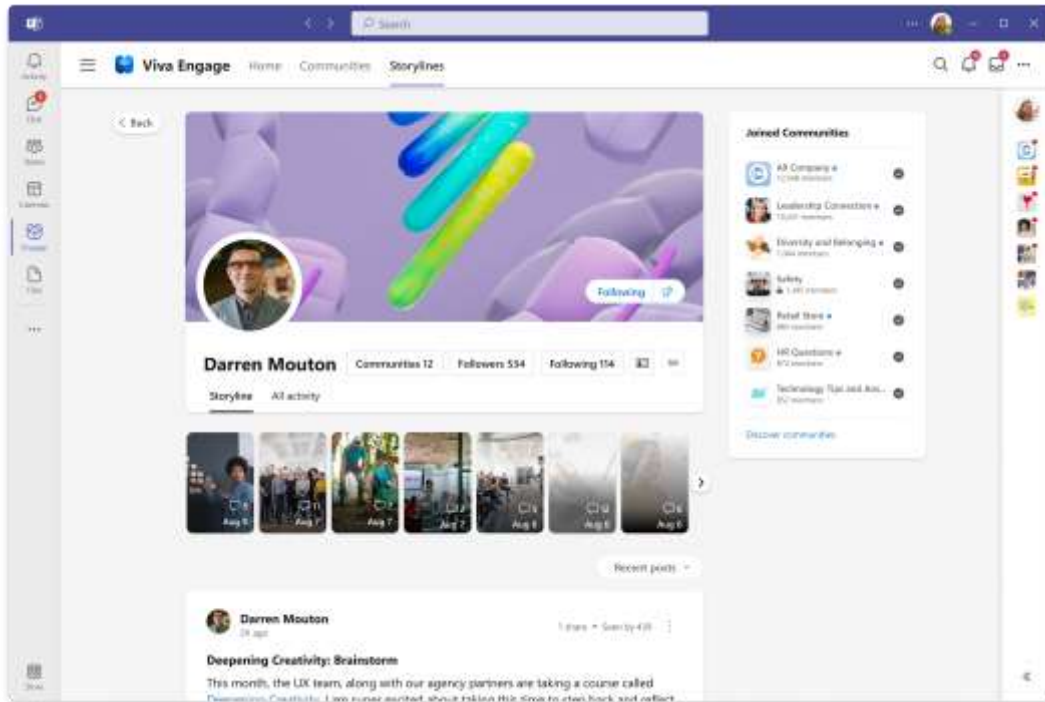
Use posts, video, and images to share perspectives & updates with people across the organization.

Find, follow, and engage with leaders and experts.

Connect and build your personal network to grow professionally and amplify your impact.



# Storyline posts & stories

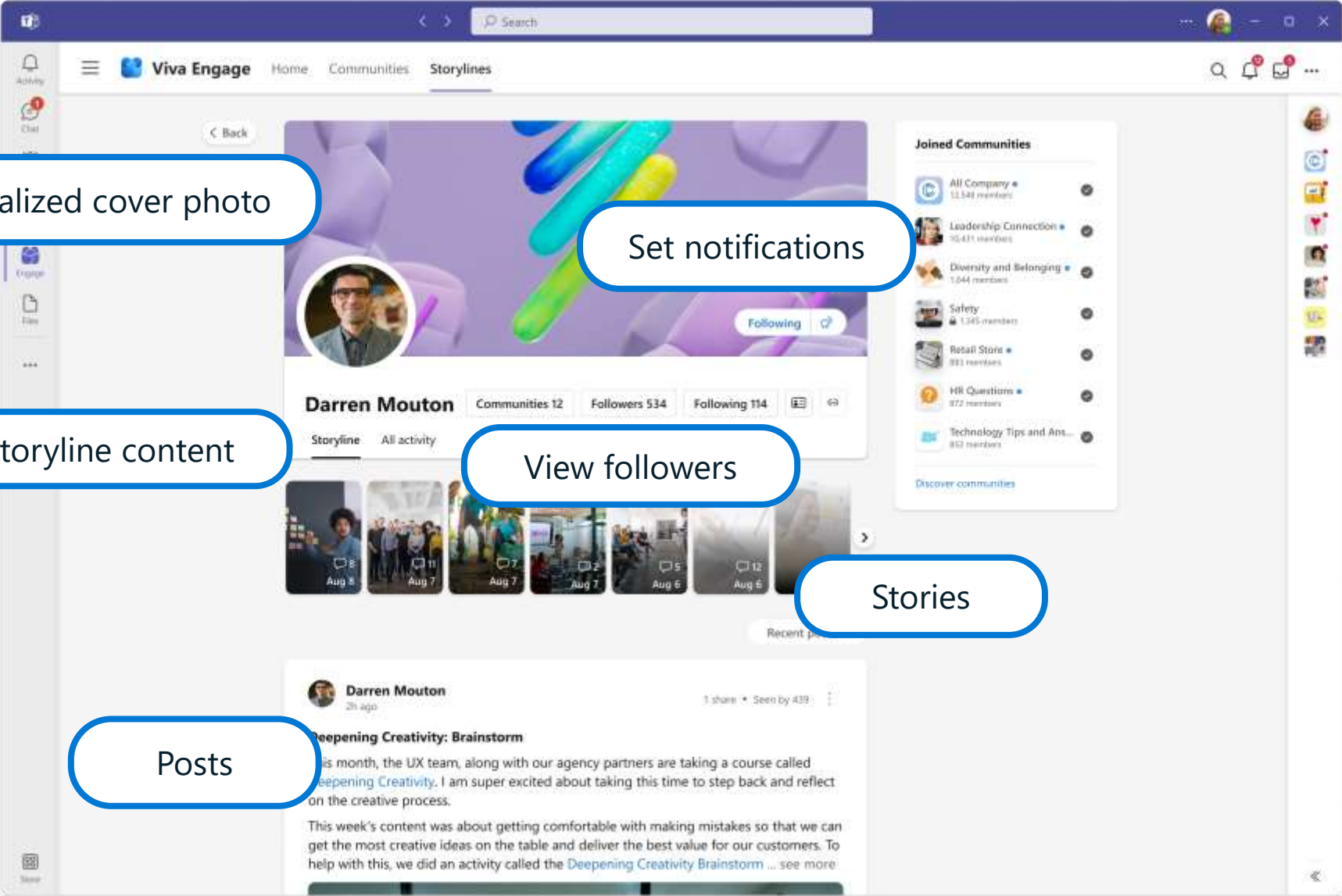


You can create posts that include links, files, photos, or GIFs.



Stories are photos or short videos that can be annotated.

# Storyline Profile View



Personalized cover photo

Set notifications

Storyline content

View followers

Stories

Posts

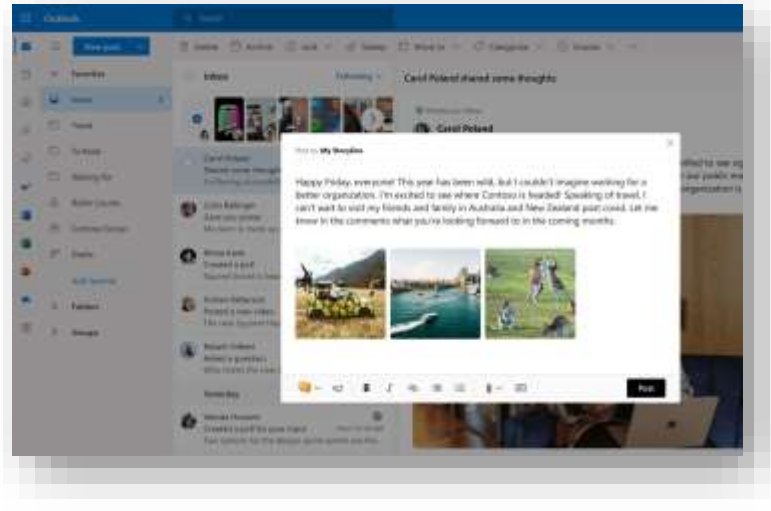
# Viewing Storyline

Interact with storyline across Microsoft 365 and Microsoft Viva.



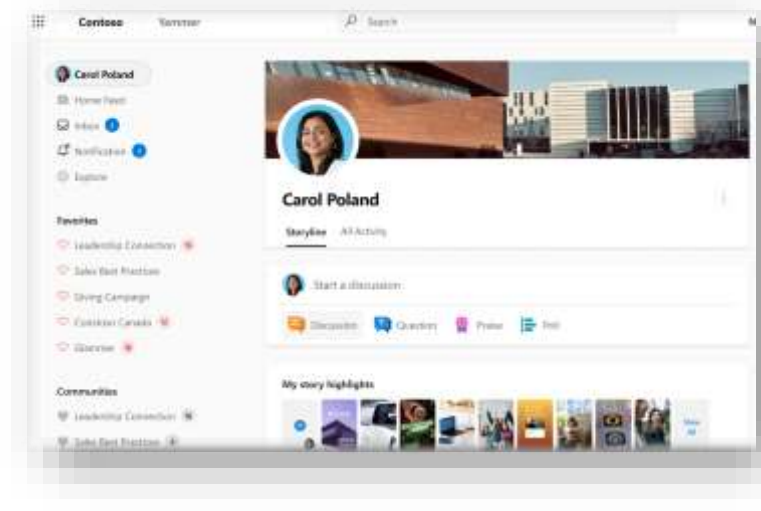
Microsoft Teams - Viva Engage

Pin the Viva Engage app to the app launcher in Microsoft Teams.



Outlook

Start a storyline post or reply directly from email notifications



Viva Engage

View directly in web mobile. Install the Yammer desktop experience (PWA).

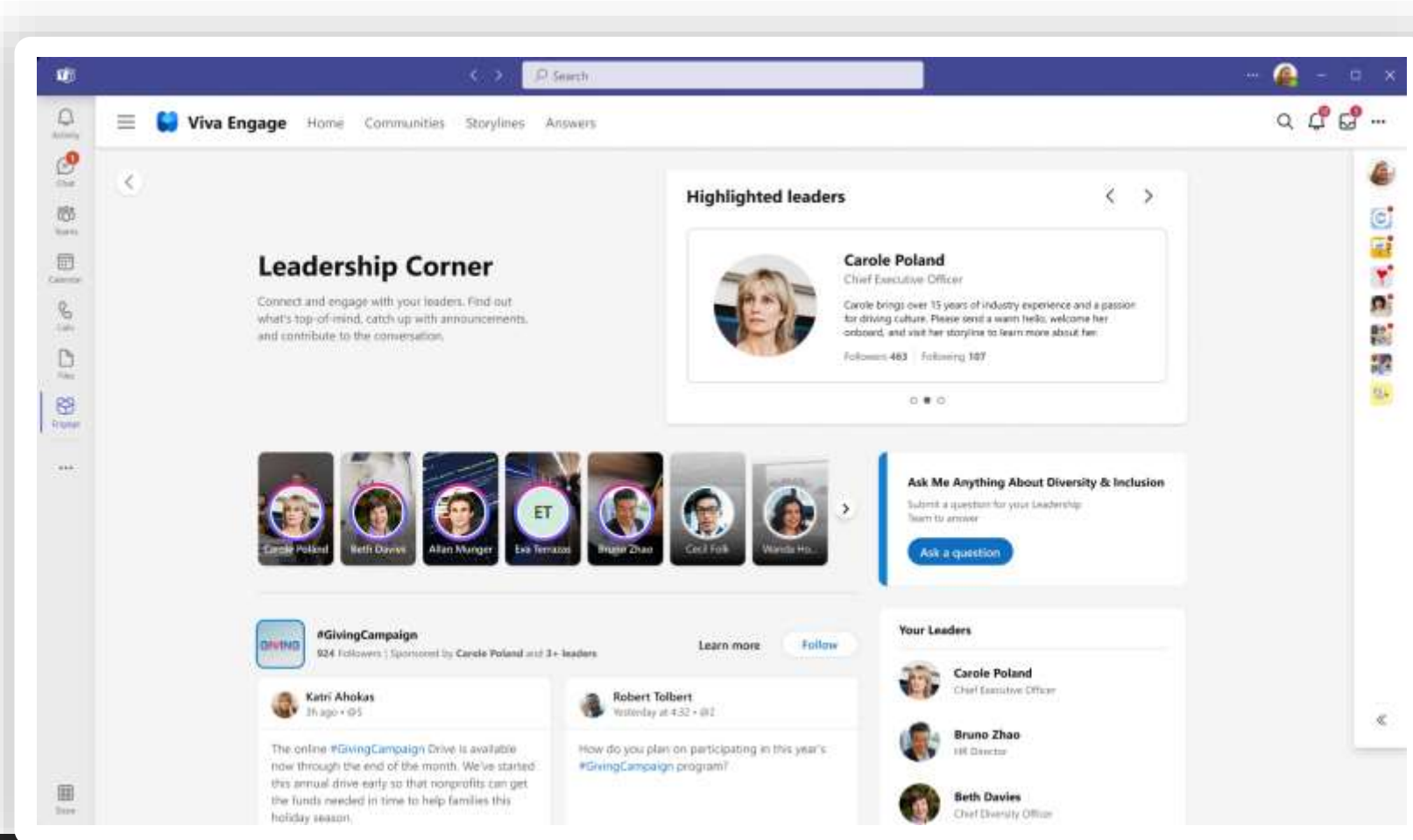
# Viva Engage – Leadership Corner

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



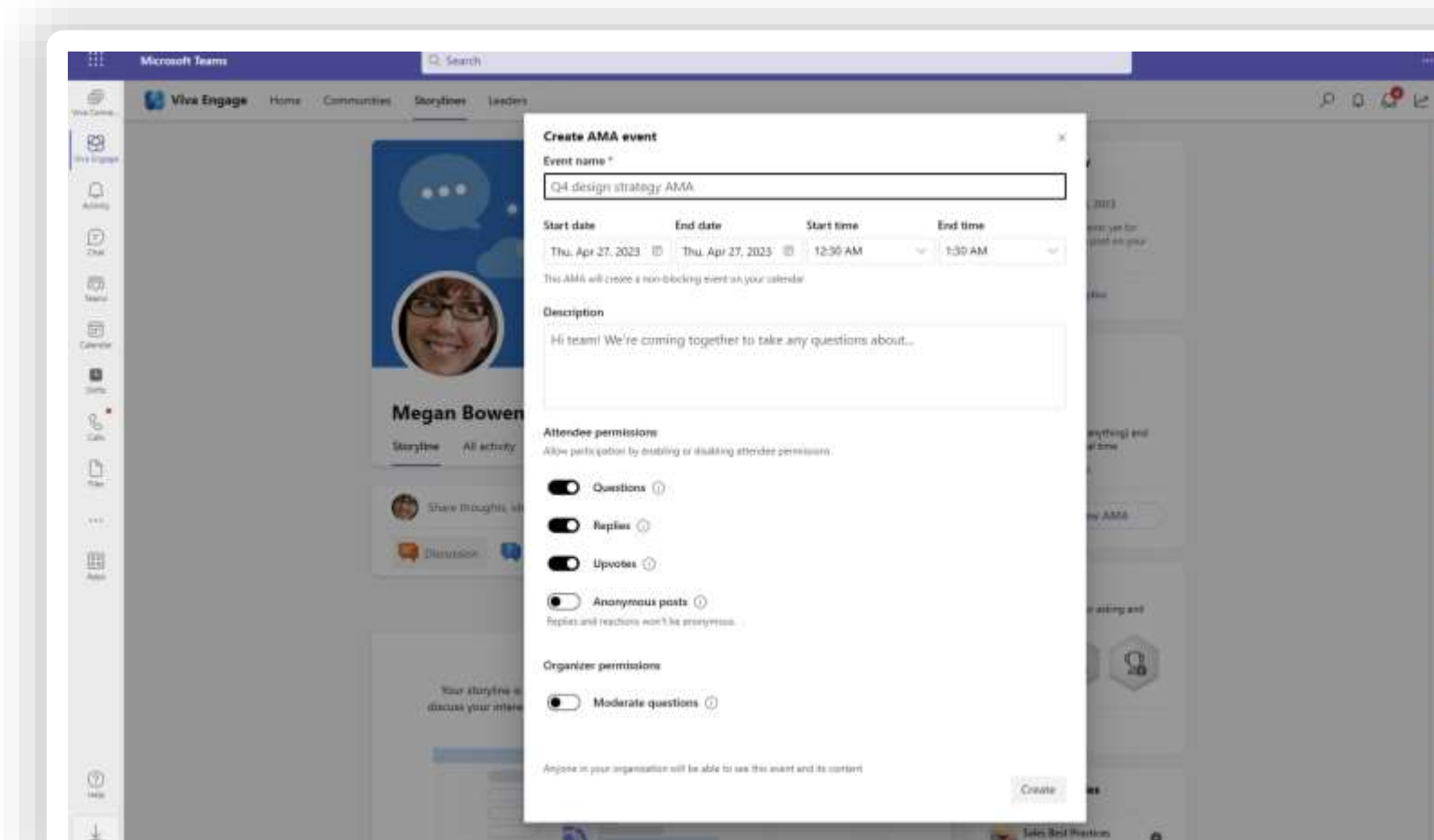
# Ask Me Anything

Open, interactive discussions with your employees

AMA events are **interactive sessions** where leaders and employees come together to ask and answer questions related to a specific topic or department.

**The organizers have the flexibility** to customize the setup and experience of the event, including the option to allow anonymous questions.

**Questions can be moderated** by the organizers, and participants can upvote questions they want to see addressed.



# Ask Me Anything

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## FLEXIBLE

The format of an AMA can vary depending on the purpose it serves.

It provides a platform for leaders or experts to engage with employees and answer their questions.

It is a collaborative effort where the leader provides the space, but employees are the ones who drive the agenda by asking the questions.

## OPEN

Usually an hour but can be longer

Content lives on afterwards for review or others that couldn't make it

Delegates can setup their leader's AMAs

Everyone can participate with no invite needed

# AMA Examples

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Product Launch



Brainstorming



Topic or Guest



Thought  
Leaders

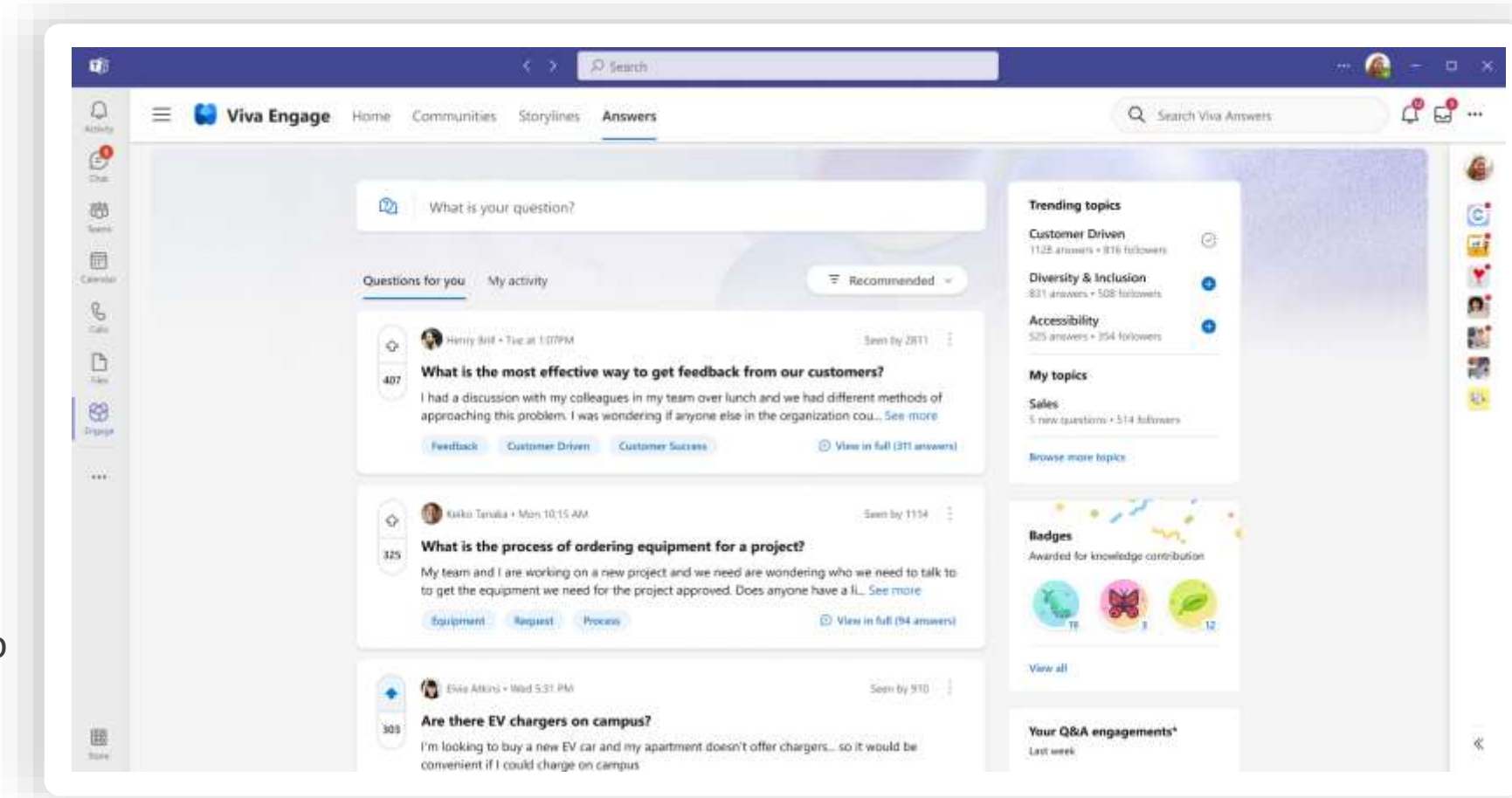
# Answers in Viva

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



# Answers and Viva Topics

## Working together

Answers works through the Viva suite to connect SMEs in Viva Topics, to help employees with their questions

Featured Viva Topics can be seen and followed in Answers

\*Every question in Answers requires a topic

The screenshot shows the Viva Engage interface. At the top, there's a navigation bar with 'Viva Engage', 'Home', 'Communities', 'Storylines', and 'Answers'. Below this, there's a section for 'Questions for you' and 'My activities'. A question by Irvin Sayers is visible: 'what is the best restaurant in the city?'. Below it, a question by Alex Wilber is visible: 'Looking for a restaurant in the city?'. A third question by Alex Wilber is partially visible: 'Is the Cafeteria menu...'. A 'Suggested topic' overlay is shown in the foreground, featuring the 'Lamna Healthcare Company' topic. The overlay includes a 'View details' button and a 'Give feedback' button. Below the topic name, there's a short description: 'A short description will appear as soon as it's available.' and 'Other suggested topic types: Company'. At the bottom of the overlay, there's a poll: 'Improve AI suggestions' with the question 'Is Lamna Healthcare Company a topic that's relevant to your organization?' and three options: 'Yes', 'No', and 'Not sure'. On the right side of the page, there's a 'Discover new topics' section with a list of topics: 'test topic', 'food', 'foodie', and 'Lamna Healthcare Company', each with a follower count. At the bottom right, there's a 'People you helped' section.

# Strengthen social campaigns with Viva Engage

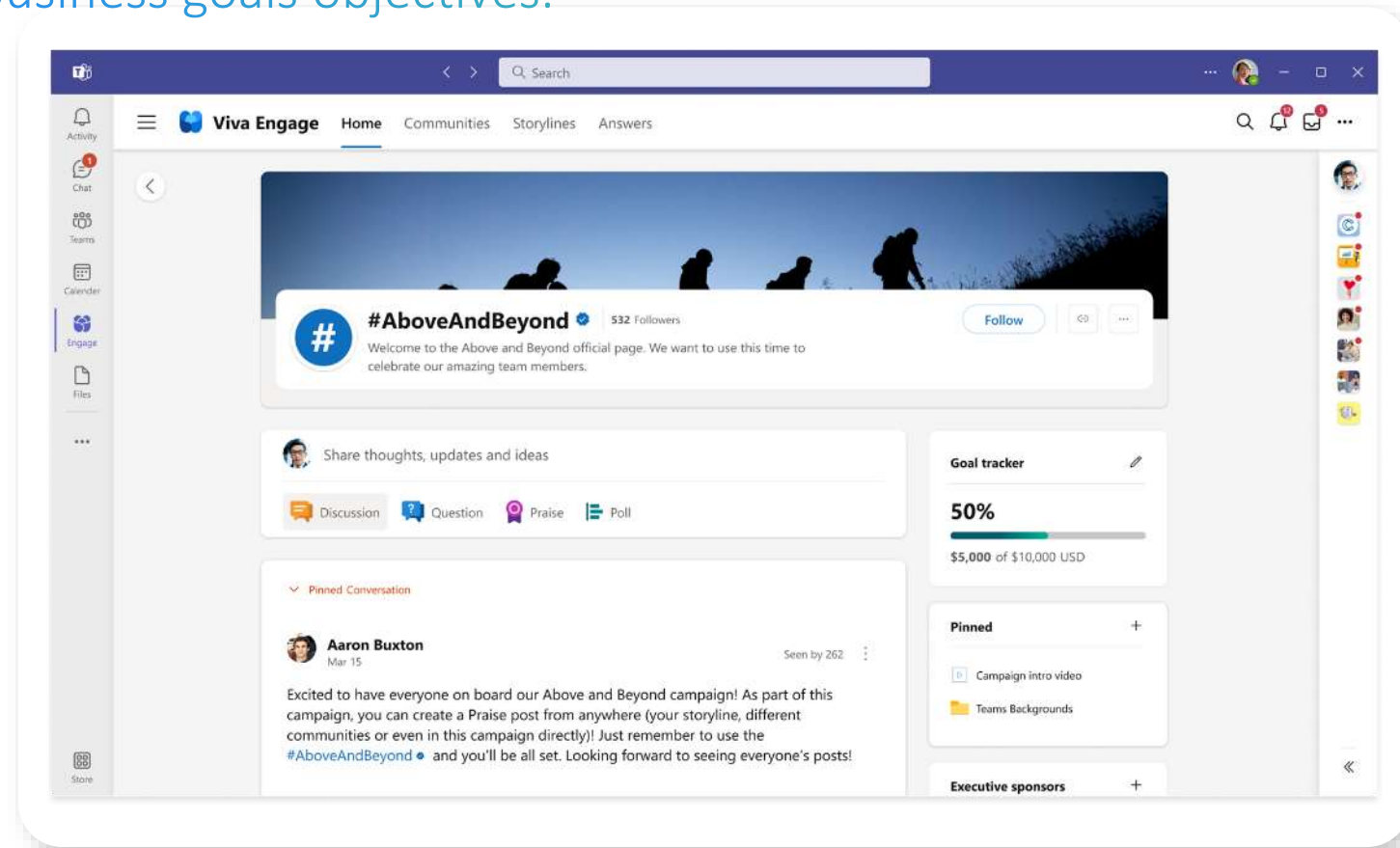
Campaigns drive initiatives that support business goals objectives.

Campaign sponsors pin resources to get the campaign off the ground.

Hashtags allow people to find, follow, and participate in the campaign.

Gain insight about the campaign's impact and reach with analytics from the last week, month or of all time

Find top creators and top conversations to highlight post-campaign success.



# Sample campaign ideas

Many organizations already have different campaigns running, and using Viva Engage can be an additional channel to engage employees. Different types of campaigns influence and determine desired engagement.

## **Company-wide initiative**

Use Viva Engage to support a key initiative within your organization. Seek feedback and gain insights.

## **Top 5—sink or swim**

Find out what's working and what's not at your company. Have your people weigh in on programs, tools, initiatives and more and spark an active conversation.

## **Win. Win. Win.**

Use Viva Engage to manage the motivating and engaging conversation of wins. Share, congratulate, discuss, and learn.

## **Product launch or roll out**

Use Viva Engage to announce a new product/tool/service roll out and include community support all in the same place.

## **30 days of \_\_\_\_\_**

Pick a topic/idea and spend 30 days actively discussing in Viva Engage. Could be one question per day/week that employees answer, share response related to the campaign.

## **Innovation generation**

What's next for your organization? Encourage employees to share hacks, tips and tricks and more. Use Viva Engage to connect asynchronously to imagine tomorrow.

## **Leadership series**

Use Viva Engage as a channel for employees to connect with leadership and have leaders go first. Encourage leaders to take turns sharing about what they are learning, reading, listening to and encourage employees to share the same.

## **Corporate-wide Giving efforts**

Coordinate company efforts to give back to the communities in which you live. Share key messages, track progress, and seek participation.

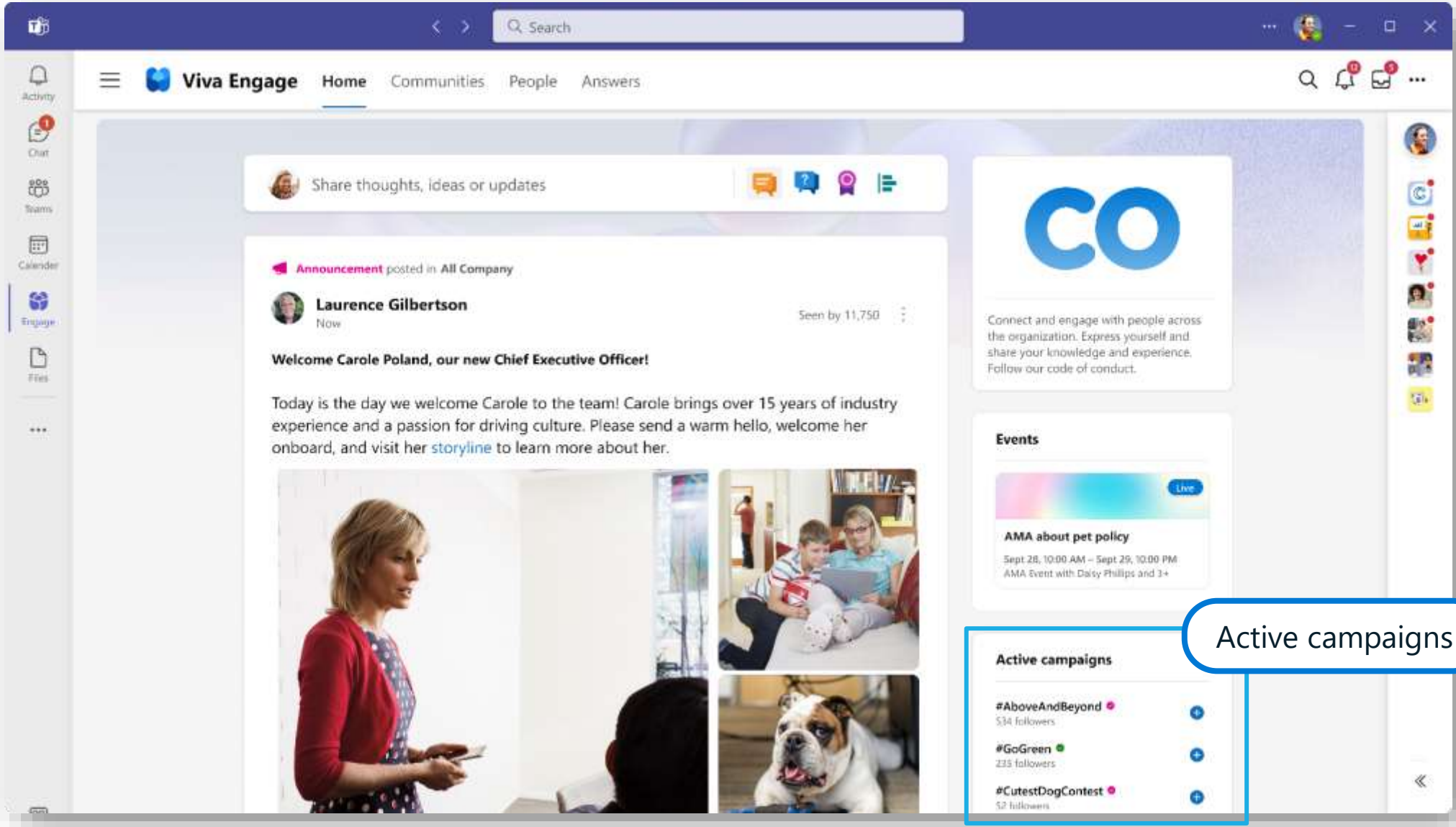
## **Recognition & Gratitude**

Who are the individuals and teams who are making it happen, going above and beyond? Who is making an impact? Showcase their efforts with Viva Engage praise campaign.

## **Problem solve out loud**

Ask about a problem and openly think of solutions using the collective IQ of the employees.

# Employees find and participate in active campaigns



# Using Viva Connections & Viva Engage

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DEMO

# Viva Connections & Engage Resources

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

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

# Viva Dashboard

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ADAPTIVE CARD EXTENSIONS

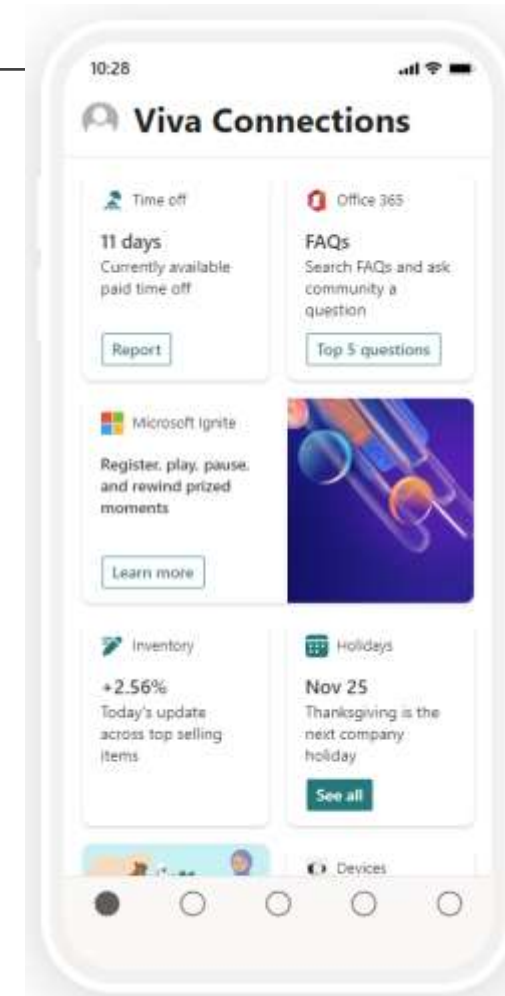
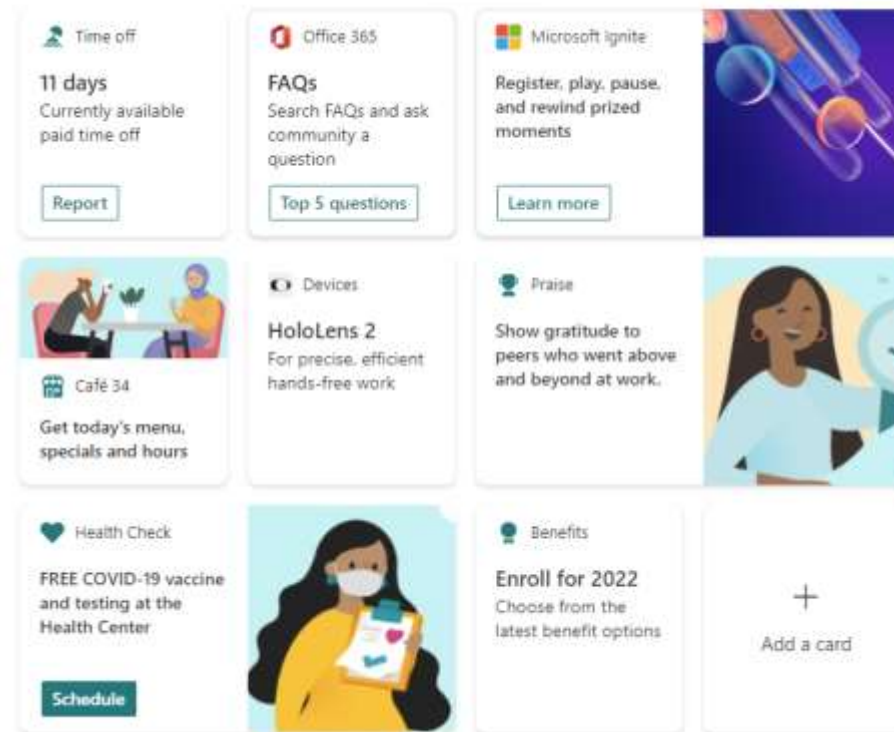
# Viva Dashboard

Quick and easy access to information and tasks

Content can be targeted to specific groups

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

Desktop, web, & mobile!



CARD ELEMENTS

- Containers
  - Container
  - ImageSet
  - FactSet
  - ColumnSet
- Elements
  - TextBlock
  - RichTextBlock
  - Image
  - Media
  - ActionSet
- Inputs
  - Input.Text
  - Input.Date
  - Input.Time
  - Input.Number
  - Input.ChoiceSet
  - Input.Toggle

### Publish Adaptive Card Schema



**Matt Hiding**  
Created Tue, Feb 14, 2017

Now that we have defined the main rules and features of the format, we need to produce a schema and publish it to GitHub. The schema will be the starting point of our reference documentation.

\$(key): \$(value)

[Set due date](#)

[View](#)

CARD STRUCTURE

- AdaptiveCard
  - TextBlock [\$(title)]
  - ColumnSet [2 columns]
    - Column [Automatic]
      - Image
    - Column [Stretch]
      - TextBlock [\$(creator.name)]
      - TextBlock [Created {{DATE({\$(createdUtc),SHO
  - TextBlock [\$(description)]
  - FactSet [\$(key):]
  - Action.ShowCard [Set due date]
  - Action.OpenUrl [View]

ELEMENT PROPERTIES

**Nothing is selected**

Select an element in the card to modify its p

CARD PAYLOAD EDITOR

```
1 {
2   "type": "AdaptiveCard",
3   "body": [
4     {
5       "type": "TextBlock",
6       "size": "Medium",
7       "weight": "Bolder",
8       "text": "${title}"
9     },
10    {
11      "type": "ColumnSet",
12      "columns": [
13        {
14          "type": "Column",
15          "items": [
16            {
17              "type": "Image",
18              "style": "Person",
19              "url": "${creator.profileImage}",
20              "size": "Small"
21            }
22          ]
23        }
24      ]
25    }
26  ]
27 }
```

SAMPLE DATA EDITOR

```
1 {
2   "title": "Publish Adaptive Card Schema",
3   "description": "Now that we have defined the ma
4   "creator": {
5     "name": "Matt Hiding",
6     "profileImage": "https://pbs.twimg.com/prof
7   },
8   "createdUtc": "2017-02-14T06:08:39Z",
9   "viewUrl": "https://adaptivecards.io",
10  "properties": [
11    {
12      "key": "Board",
13      "value": "Adaptive Cards"
14    },
15    {
16      "key": "List",
17      "value": "Backlog"
18    },
19    {
20      "key": "Assigned to",
21      "value": "Matt Hiding"
22    }
23  ]
24 }
```

# 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, and ActionSet.
- Far Right (ELEMENT PROPERTIES):** A panel for configuring the selected 'TextBlock' element, with fields for Data context, Only show when, Id, Initially visible, and Text.
- Bottom (CARD PAYLOAD EDITOR & SAMPLE DATA EDITOR):** Two code editors showing JSON payloads. The left editor shows the card's body structure, and the right editor shows sample data for the card.

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 editors, and 7. Preview mode button.

# Dashboard

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DEMO

# Dashboard & Cards Resources

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[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

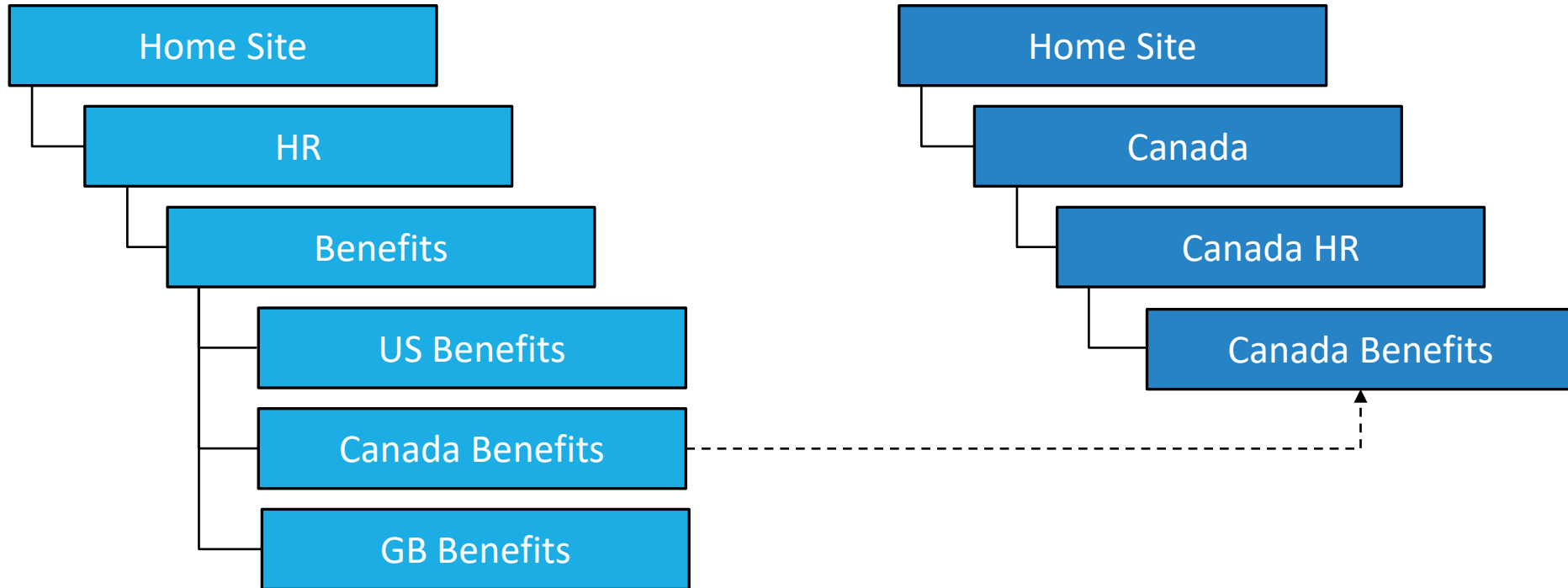
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# SharePoint

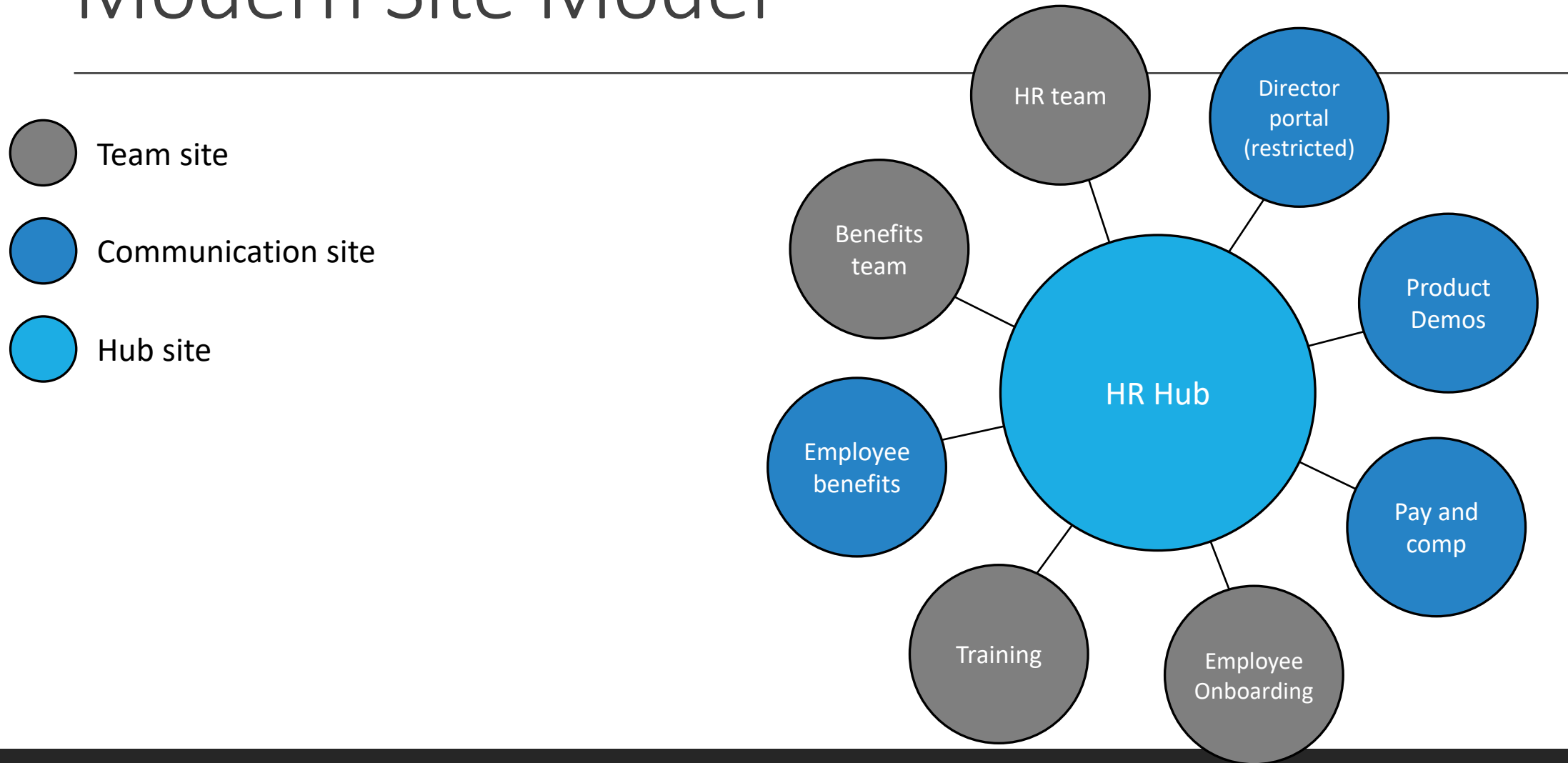
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# Classic Site Model

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# Modern Site Model

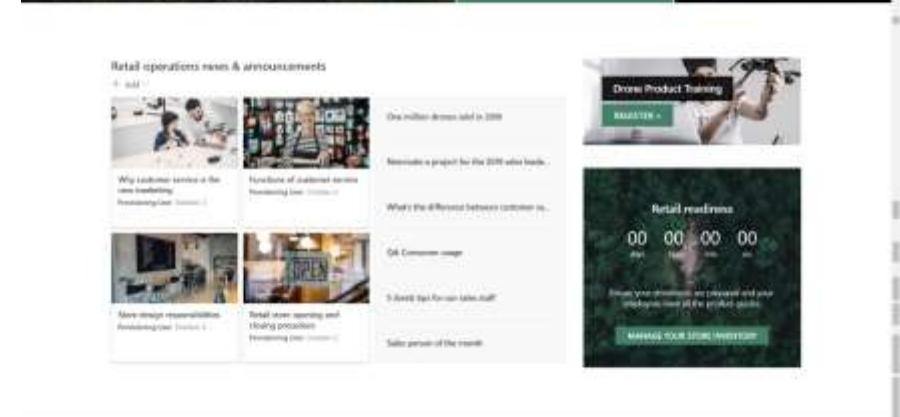


# Modern Site Model



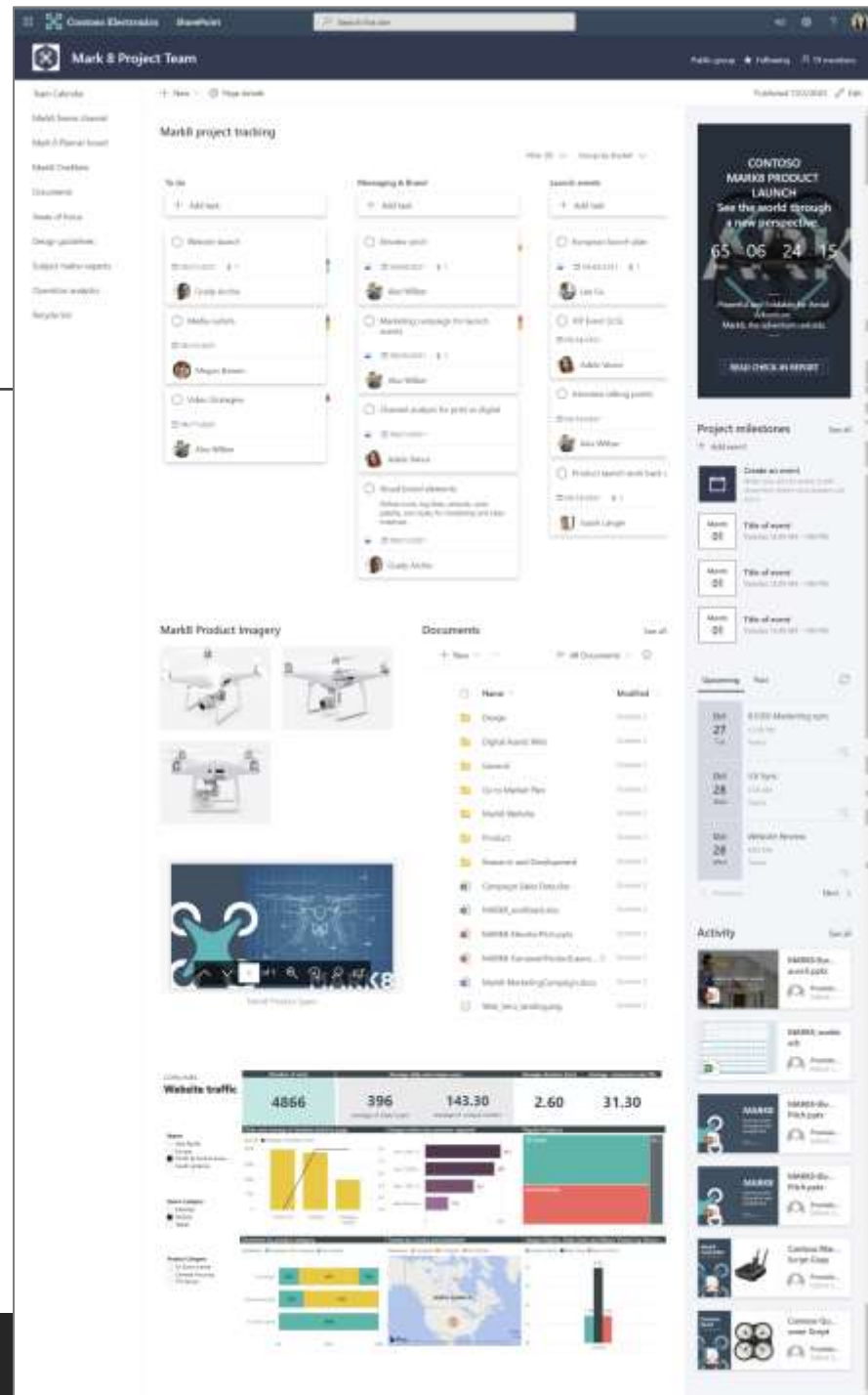
# Communication Site

- 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



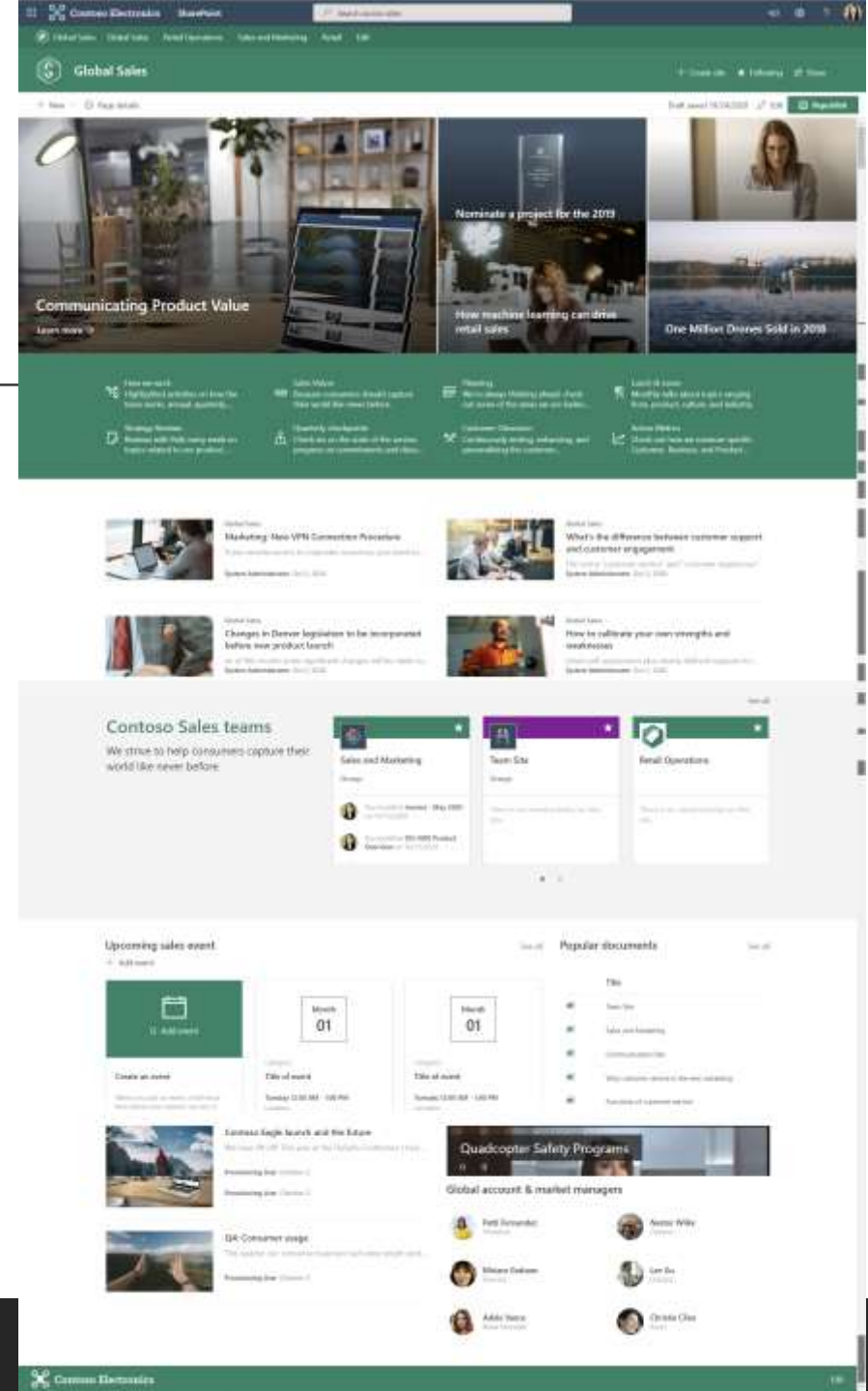
# Team Site

- 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 Microsoft 365 apps to site pages, such as Planner, Engage, Power BI, Power Apps, and more
- Accessible and available across devices
- Set site permissions to public or private



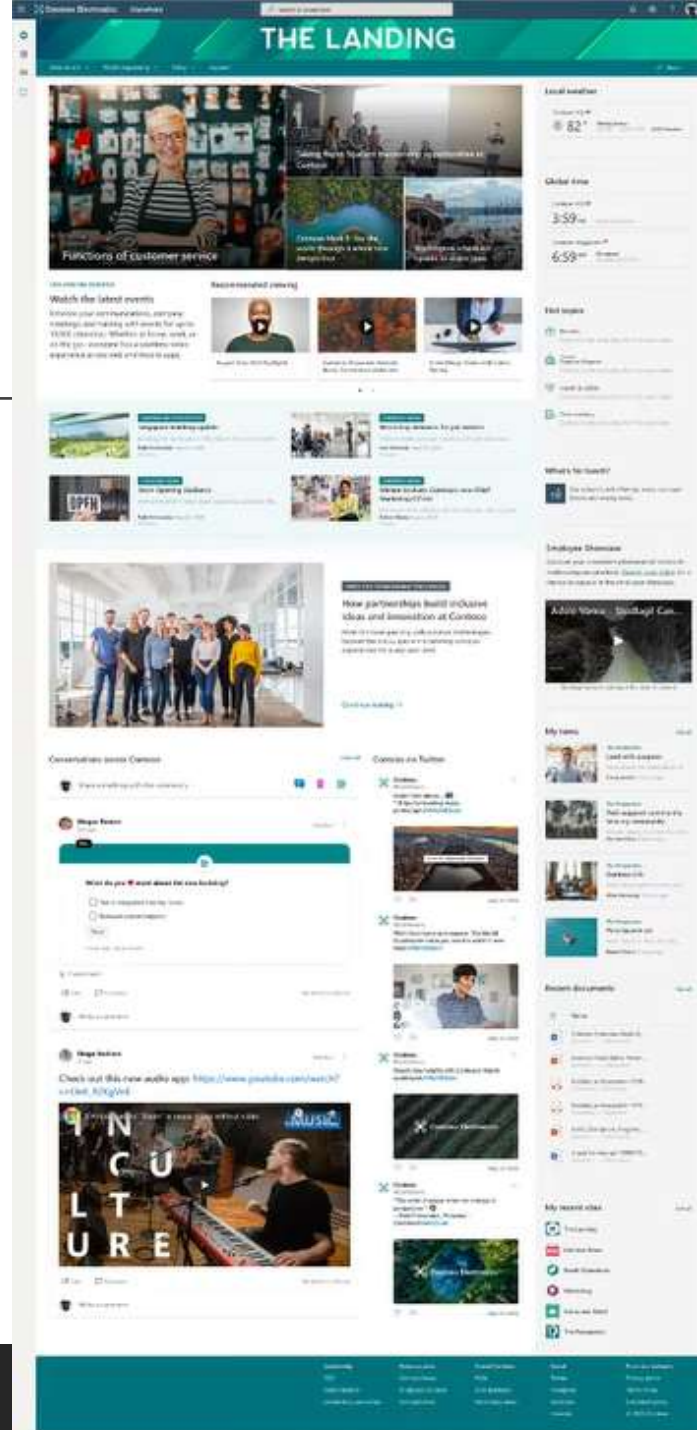
# Hub Sites

- 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

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## 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

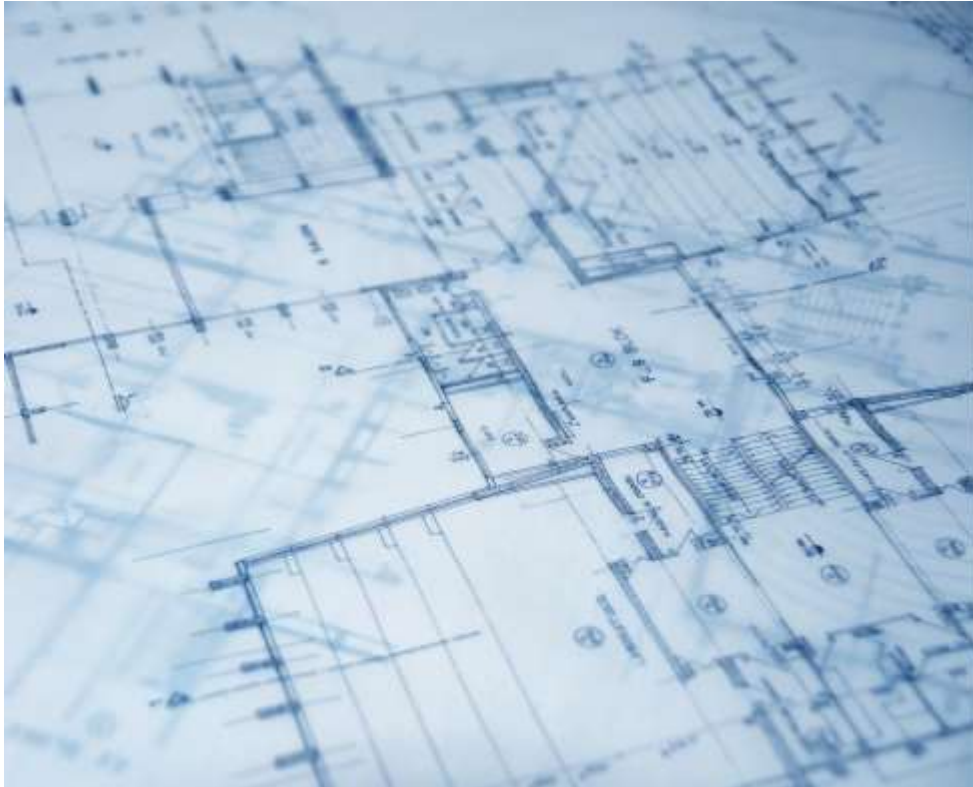
## TEAM SITE



- Use for collaboration
- All members are content authors

# Planning HUBS, Team sites, Comm sites

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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

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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=2148264
<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

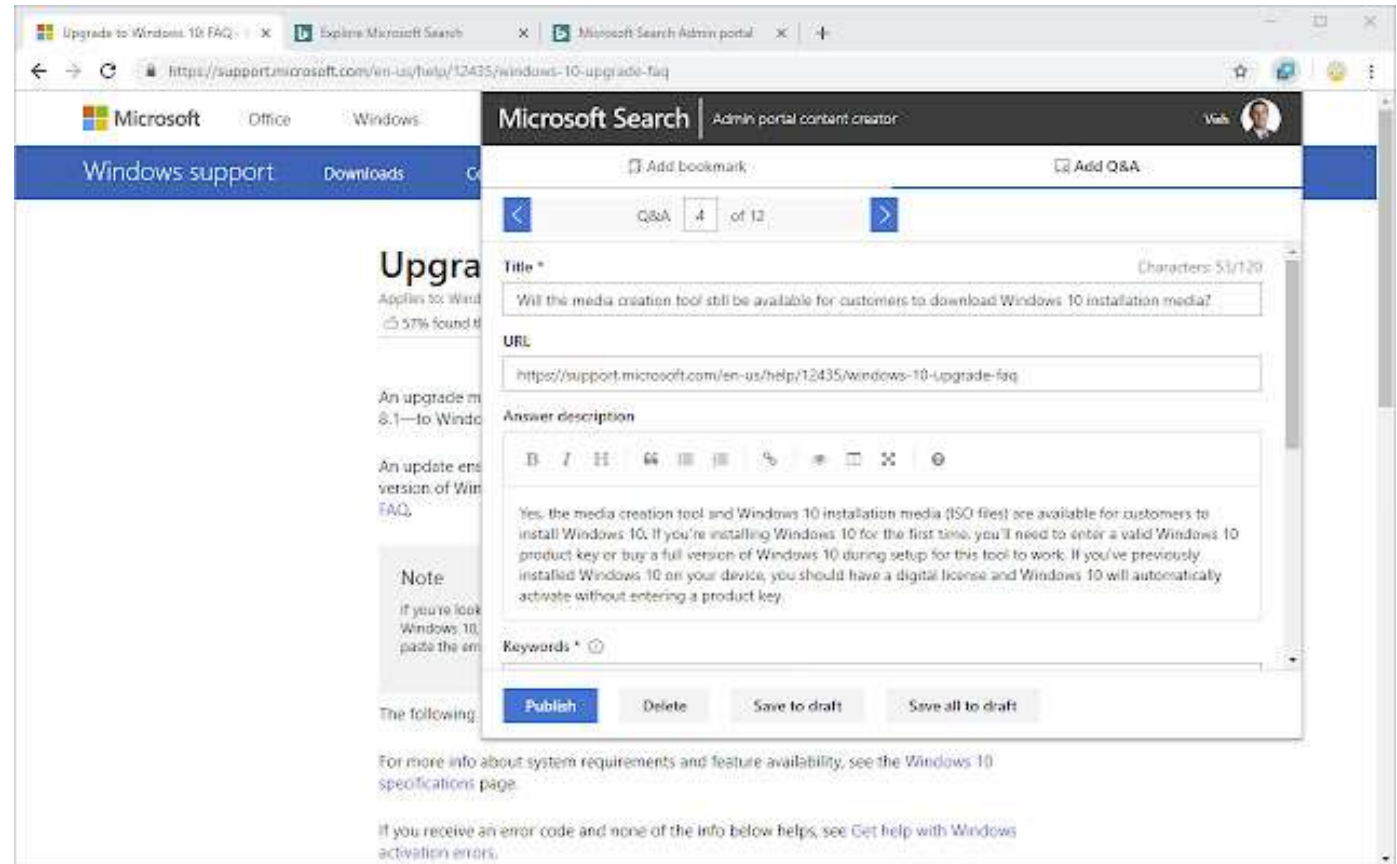
#sales

# Microsoft Search content creator

Browser extension

For bookmarks & Q&As






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



# Search Verticals

SharePoint ← sales

All Files Sites **People** News Images Power BI Learning

 <b>Isaiah Langer</b> Sales Rep Sales, 20/1101	✉ IsaiahL@M365x53282243... 🗺 IsaiahL ☎ +1 918 555 0101
 <b>Christie Cline</b> Buyer Sales, 131/2105	✉ ChristieC@M365x532822... 🗺 ChristieC ☎ +1 858 555 0111
 <b>MG</b> Miriam Graham Director Sales & Marketing, 131/2103	✉ MiriamG@M365x532822... 🗺 MiriamG ☎ +1 858 555 0109
 <b>Bianca Pisani</b> Salesperson Sales, 20/2046	🗺 BiancaP ☎ +1 425 555 0100
 <b>Cameron White</b>	🗺 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



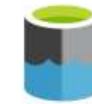
Custom connector

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

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Search vertical sources

Third-party vendors

Will require a login/license from vendor



# SharePoint

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# DEMO

# SharePoint Resources

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[Introduction to SharePoint information architecture](#)

[Planning Hub Sites](#)

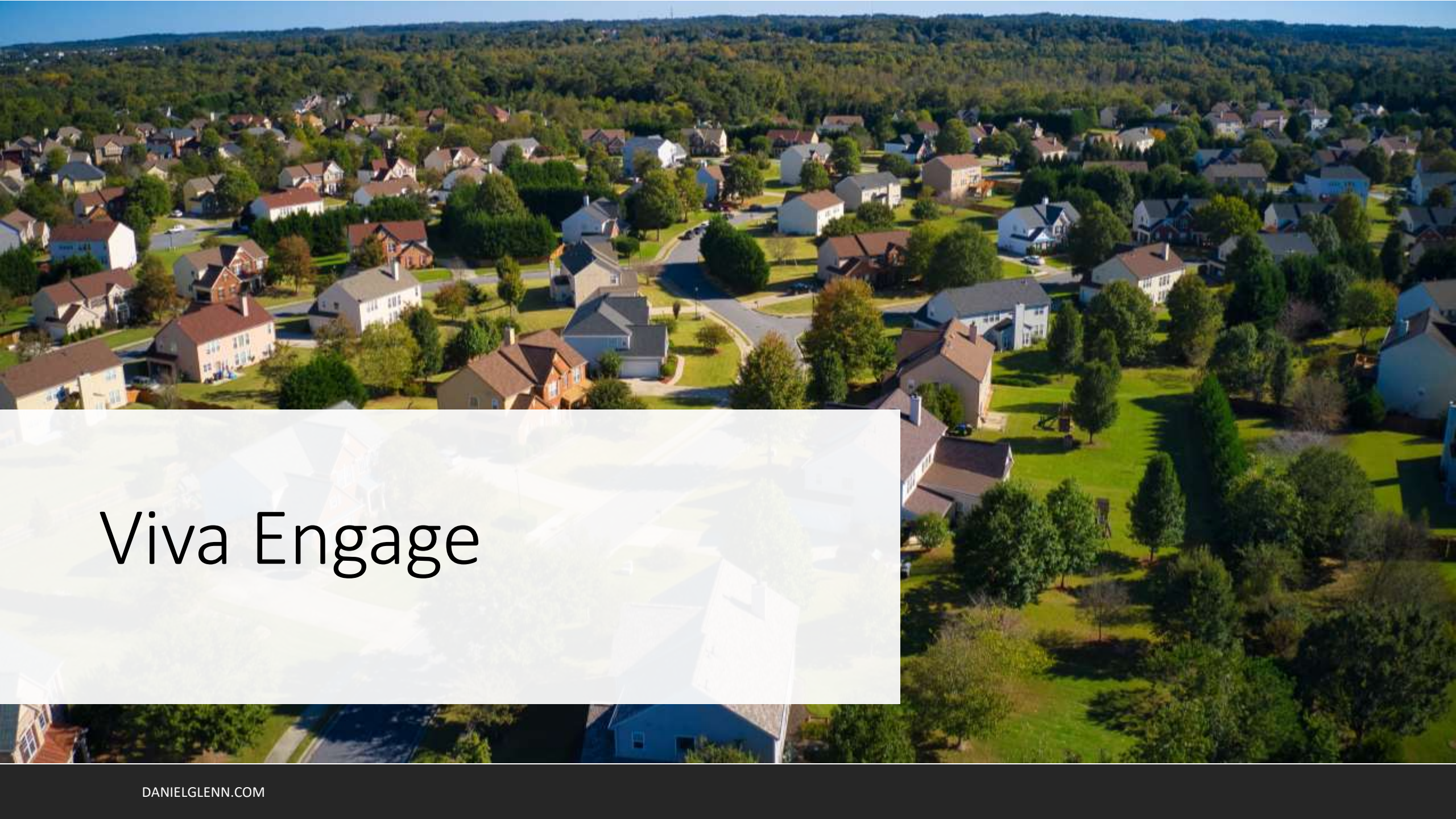
[Plan your content \(Search\) | Microsoft Learn](#)

[Manage search verticals | Microsoft Learn](#)

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

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

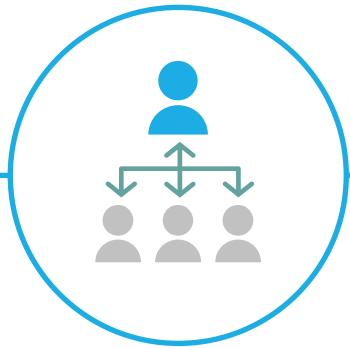
[Microsoft Search - Intelligent search for the modern workplace](#)



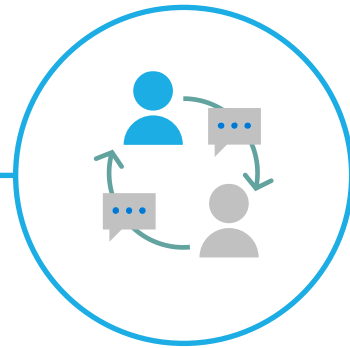
# Viva Engage



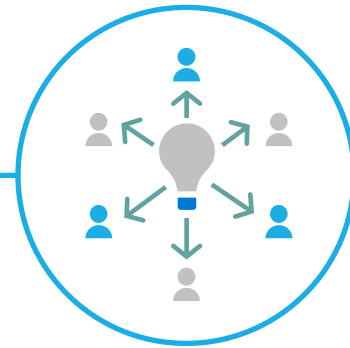
# Communities. Knowledge. Engagement.



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

# Communities

The  of Viva Engage

# 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 it's been a while 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 Engage
- ✓ Post something new to keep the conversation going



# Viva Engage Resources

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[Are you ready for Viva Engage? 10 ways Yammer customers can get ready now](#)

[Engage – Microsoft Adoption](#)

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



# Setup

Viva Connections and Viva Engage

# Prepare the core experiences

## 1. Create and designate a home site

Your SharePoint home site curates the desktop and web experience of Viva Connections, powers the dashboard and navigation, and acts as an organizational news source.

## 2. Configure the SharePoint app bar

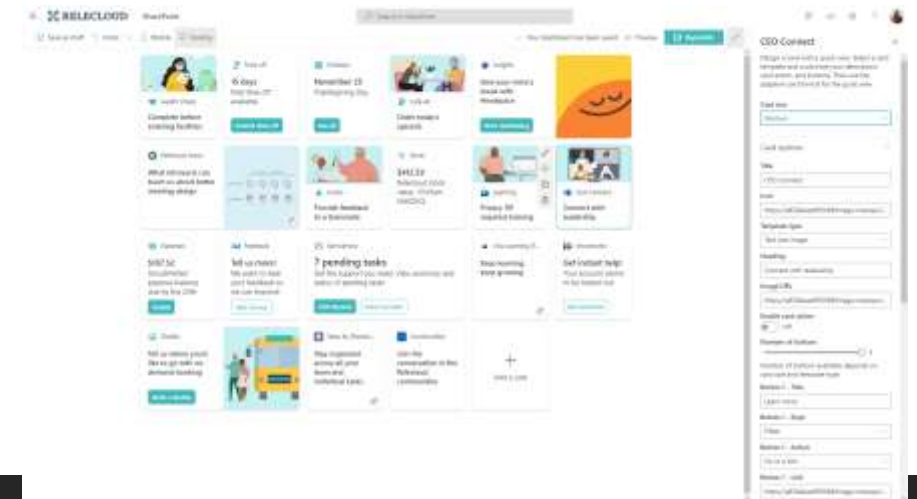
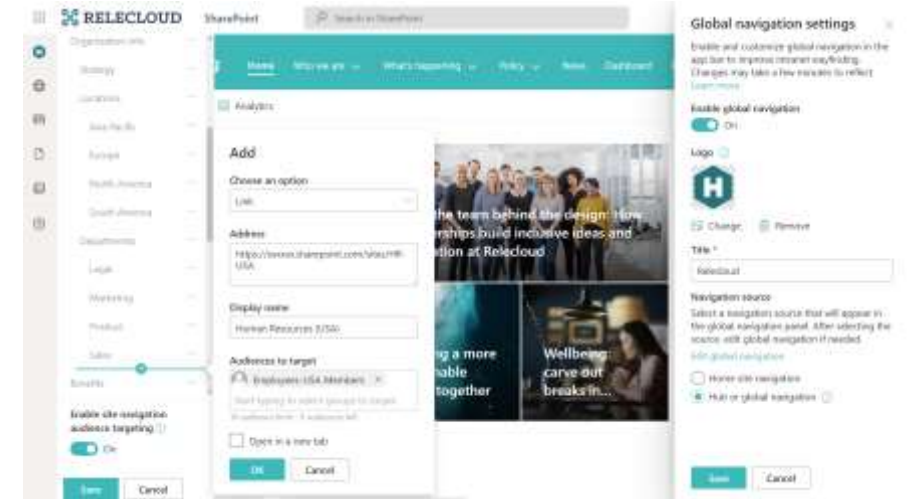
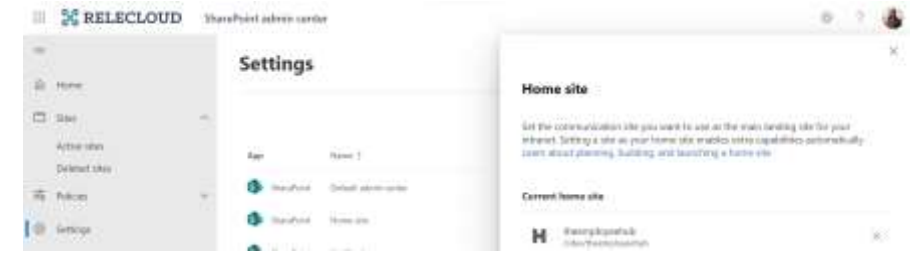
The app bar defines global navigation to resources in SharePoint and across your digital estate. Links can be targeted to employee groups. The global navigation appears in Resources on mobile.

**Did you know?** You can link to resources outside of SharePoint, including your existing intranet sites and applications. Links will open in a browser, rather than in Teams. **No migration required.**

## 3. Configure the dashboard

Dashboard cards link to resources, surface information, and power direct interaction with applications. Configure the dashboard for desktop and mobile experiences, and target cards to employee groups. You can also create cards from partners, or custom cards.

**Did you know?** You can create cards with no code and using Power Automate. Developers can create cards with well-known frameworks including adaptive cards and SPFx. **It's easy to integrate your apps!**

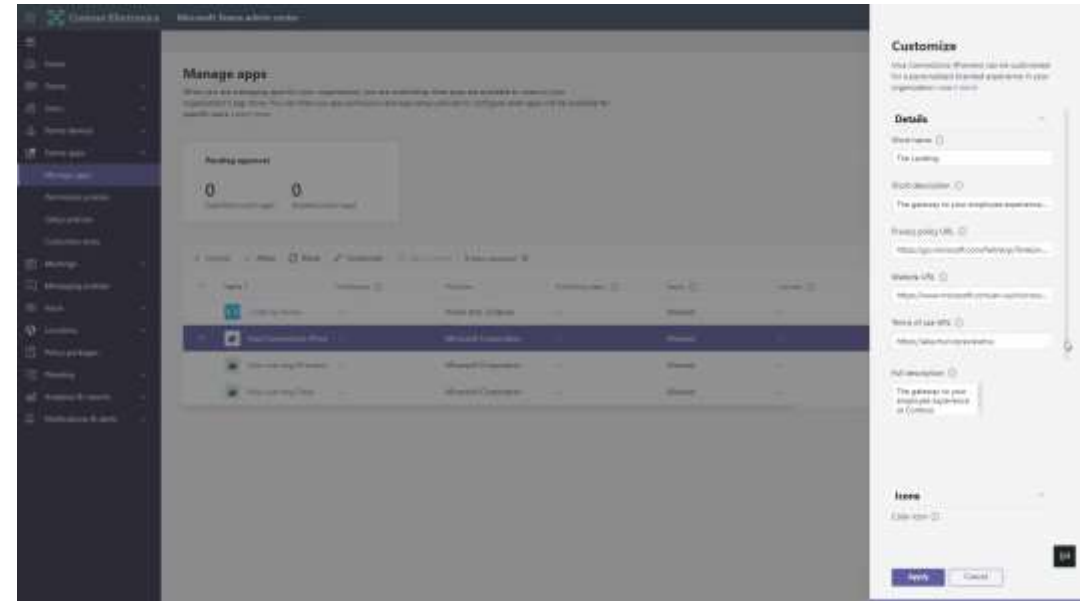


# Deploy the apps

## 4. Deploy Viva Connections

The Viva Connections app brings your home site—and content from SharePoint, Yammer and Stream—seamlessly into Microsoft Teams. Enable and customize the app in the Teams Administration Center. Pin the Connections app to the Teams app launcher.

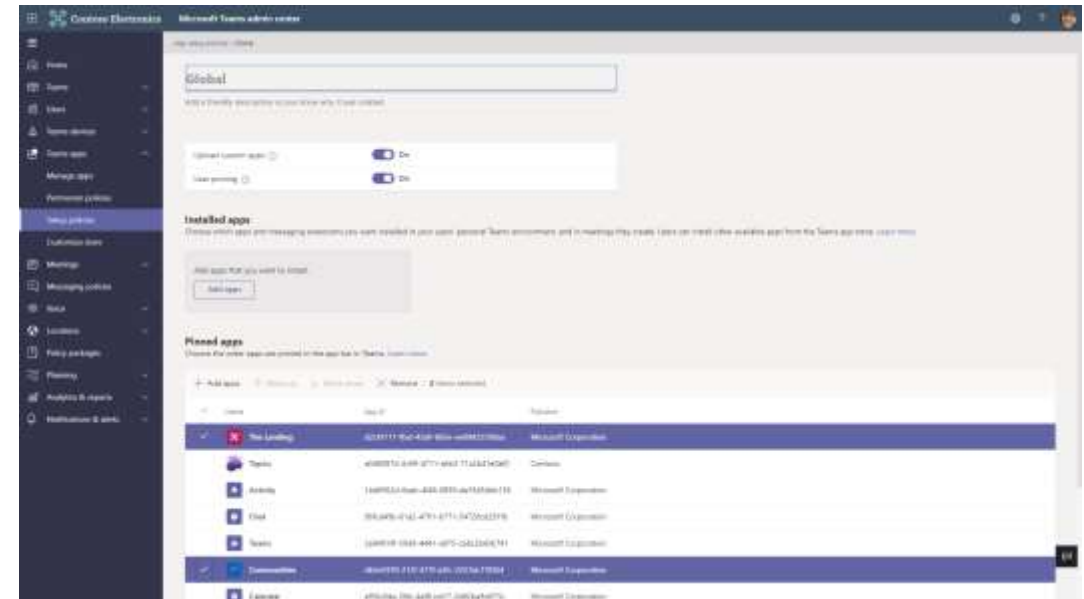
**Did you know?** You can target applications to employee groups, to support a proof-of-concept or pilot.



## 5. Deploy Viva Engage

Viva Engage connects people, across workgroups, and across the organization to foster an inclusive culture where everyone feels they belong and have a voice. Power community building, knowledge sharing, and engagement in Microsoft Teams. Pin Engage to the Teams app launcher.

**Did you know?** The Viva Engage enables notifications for announcements from communities in the Teams Activity feed. **Time-to-view announcements accelerates dramatically.**



# Nurture a compelling company feed

## 6. Publish news & news links

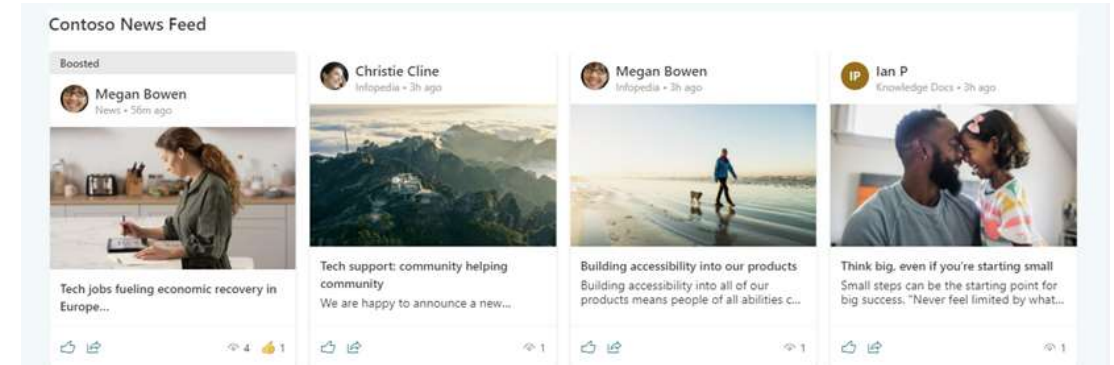
Create news articles and share links to news across internal and external sites. Support news workflows including approval and scheduling. Manage audience targeting and boost visibility in the feed.

**Did you know?** You can share links to news from outside your organization, or from other internal content management systems. Links will open in a browser, rather than in Teams. **No migration required.**

## 7. Share announcements & foster communities

Announcements and conversations from communities are the most engaging content in your organization and give people a reason to come to the feed, where they also see your organizational news & information.

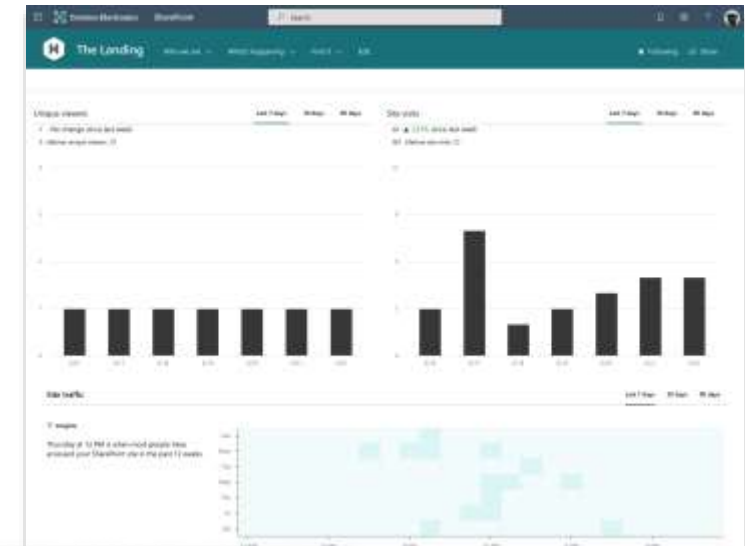
**Did you know?** Announcements shared in a community show up in the Viva Connections feed *and* generate notifications to members across Teams, Outlook, and Yammer. **Announcements in communities let you target and reach your audience across channels in Microsoft 365.**



# Measure your reach and impact

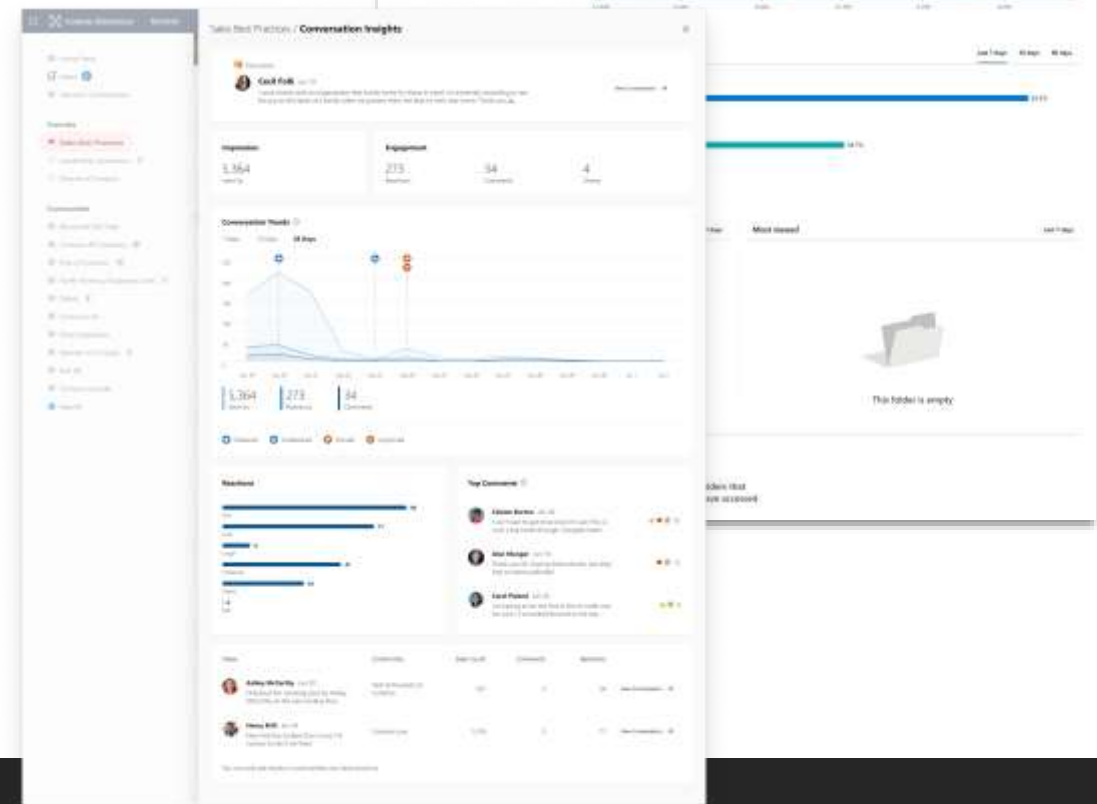
## 8. Page and site insights

Understand your reach and your audience with analytics at both the page and site level.



## 9. Conversation & community insights

Analyze reach and engagement with announcements and conversations in Yammer, across communications channels: Viva Connections, Outlook and Teams. Measure the vitality of your community or communications channel.



# Install and Configure

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DEMO

# Microsoft Teams

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# Team Options

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## 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

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## 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!

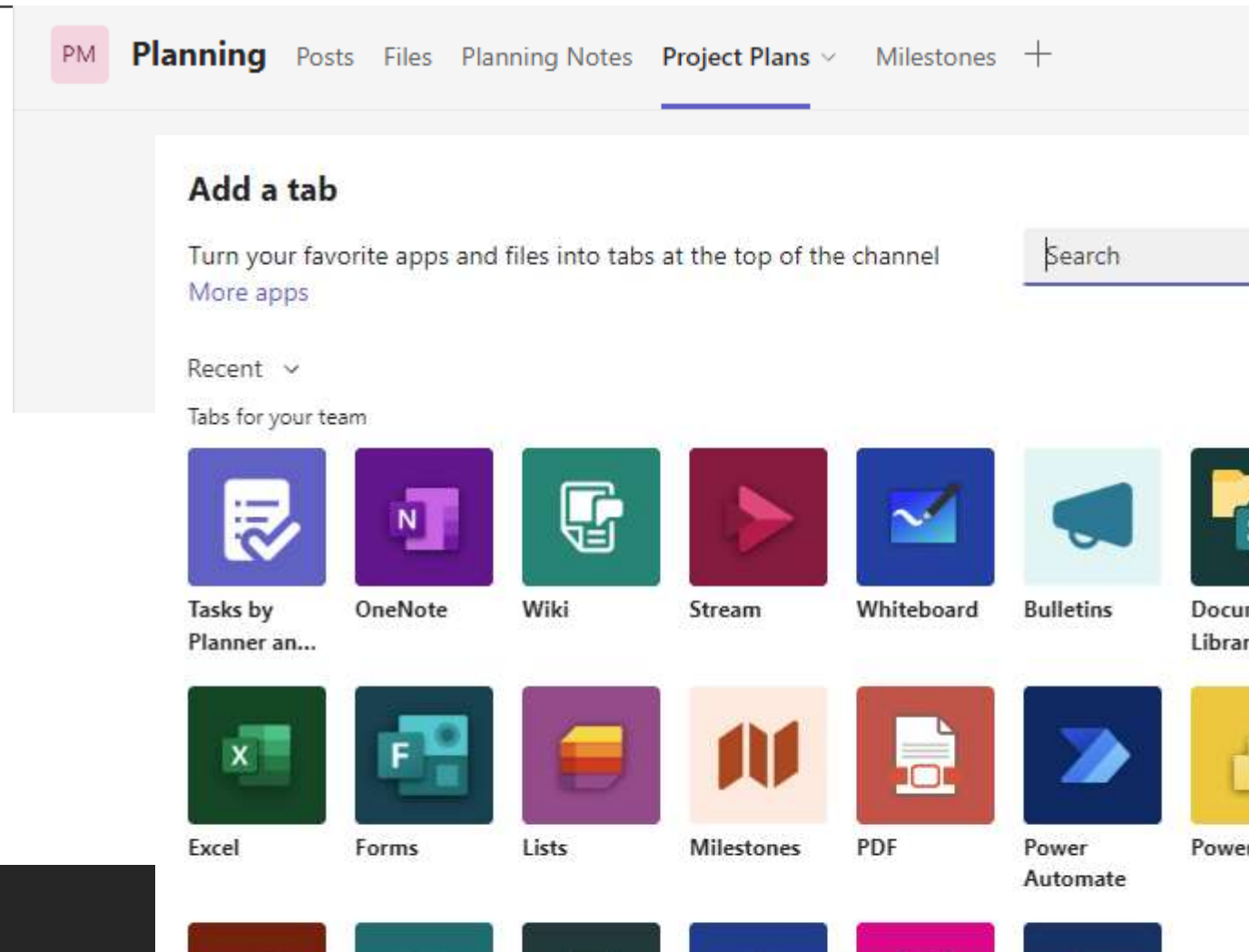
Microsoft 365 applications

SharePoint resources

- SP lists or libraries

3<sup>rd</sup> party apps

Reduces context switching



# Microsoft Teams

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DEMO

# Teams Resources

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

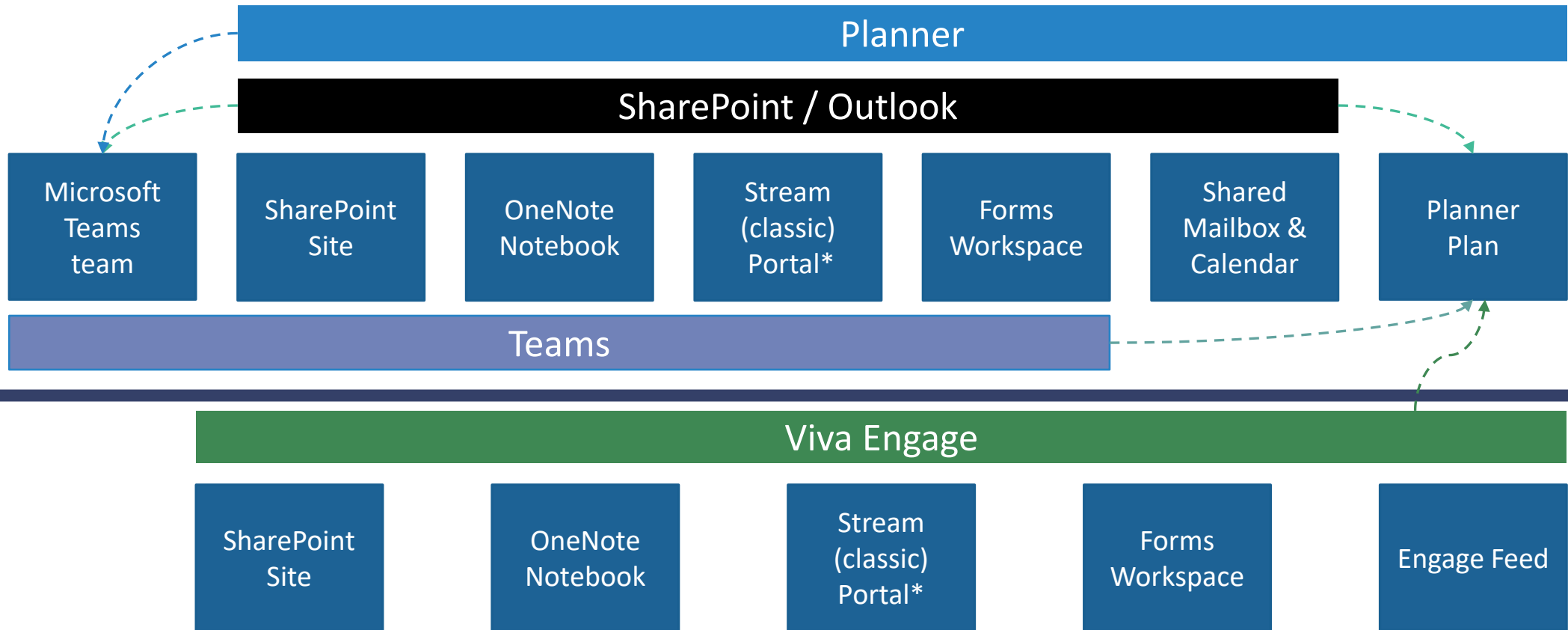
[Shared channels in Microsoft Teams - Microsoft Teams | Microsoft Learn](#)

# Microsoft 365 Groups

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# Microsoft 365 Groups

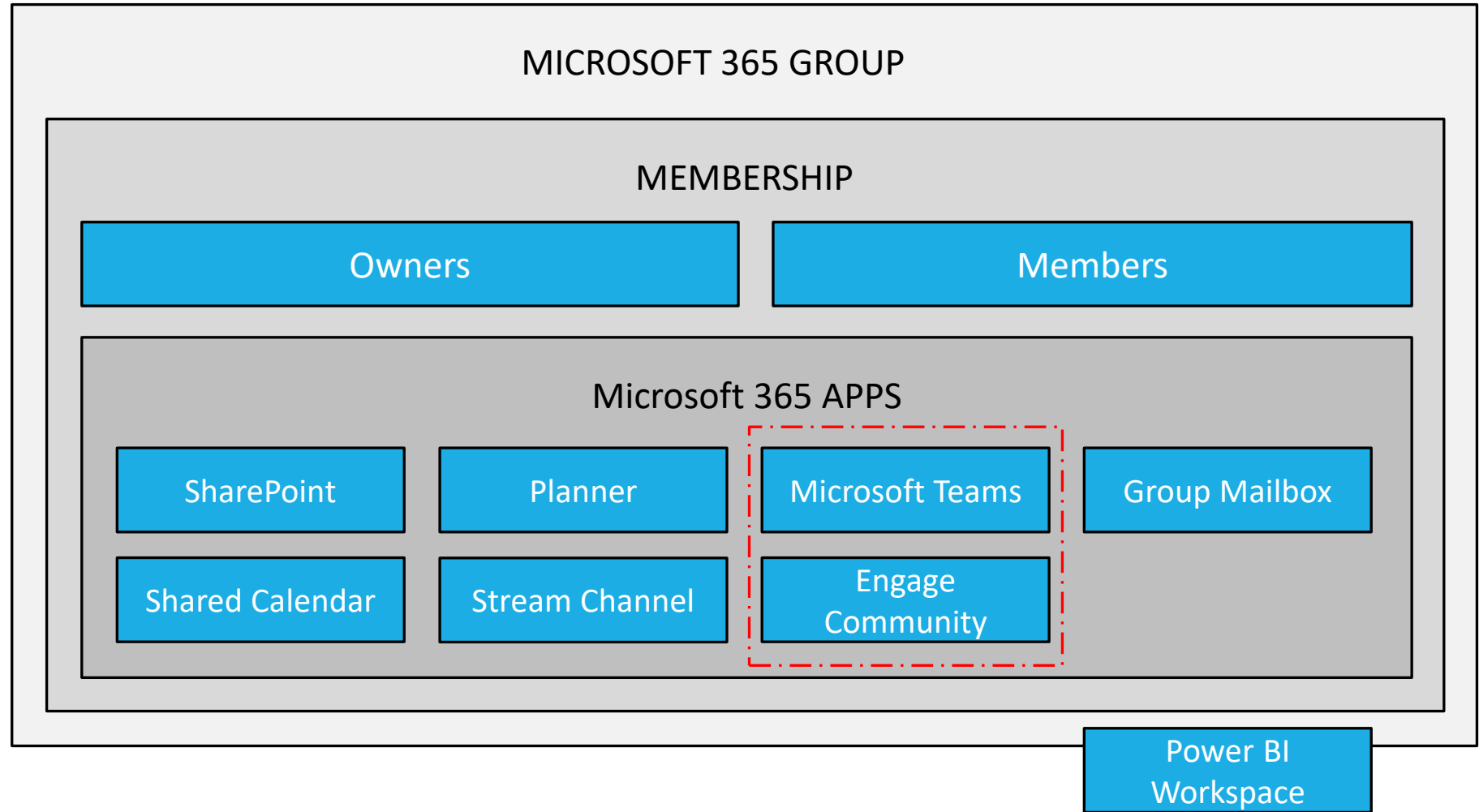
What you get, when



# Security

Security is managed by Microsoft 365 groups

These security groups are used throughout Microsoft 365



# M365 Groups

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DEMO

# Microsoft 365 Groups Resources

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

[Learn about Microsoft 365 Groups](#)

# What to use when

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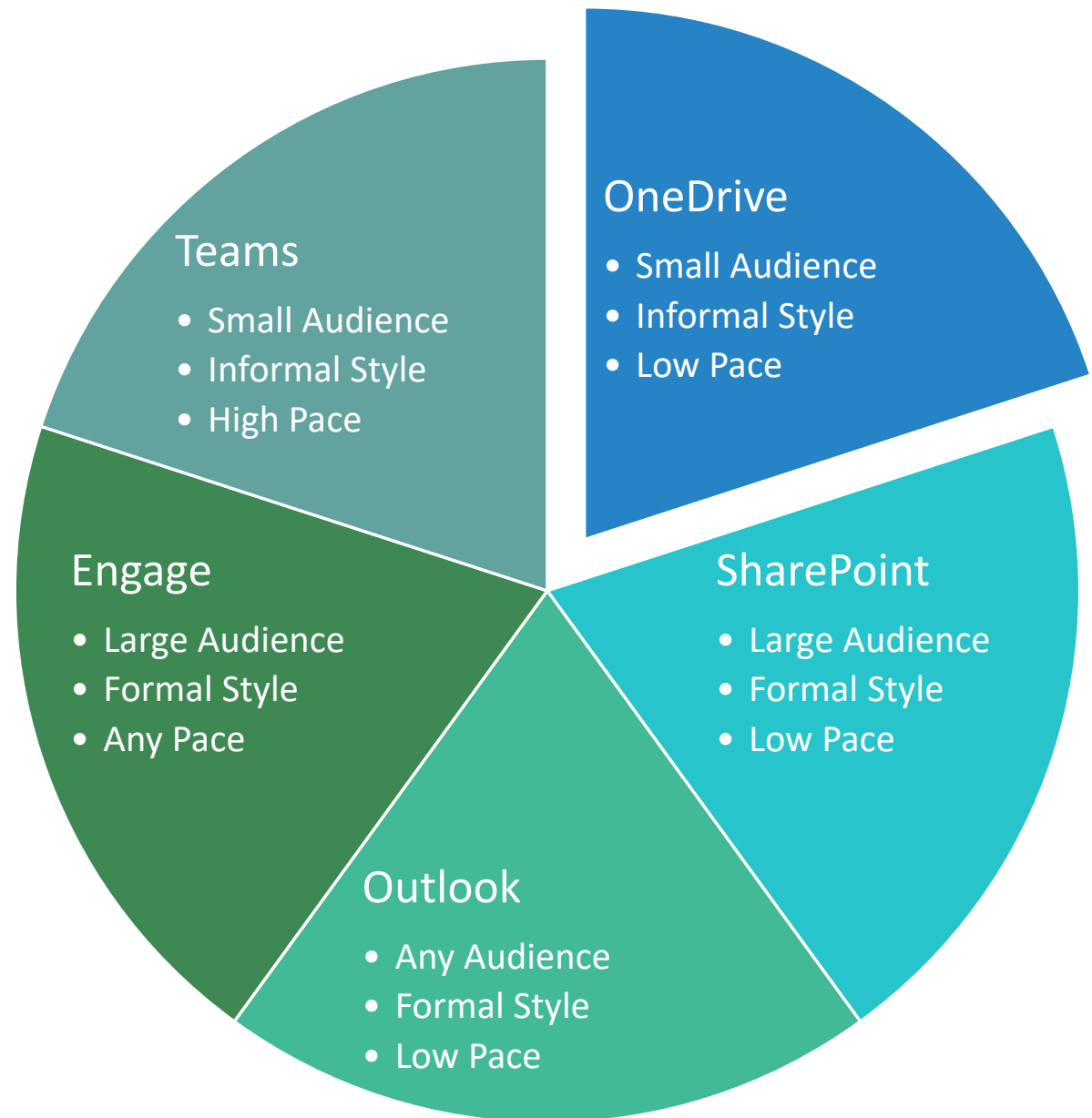
# What to use when

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

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# Adoption

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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

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[Viva Connections – Microsoft Adoption](#)

[Viva Engage – Microsoft Adoption](#)

# You Need Champions

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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

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[Become a Champion – Microsoft Adoption](#)

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

[Champion Management Platform – Microsoft Adoption](#)



# You Need Governance

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# What is governance?

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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

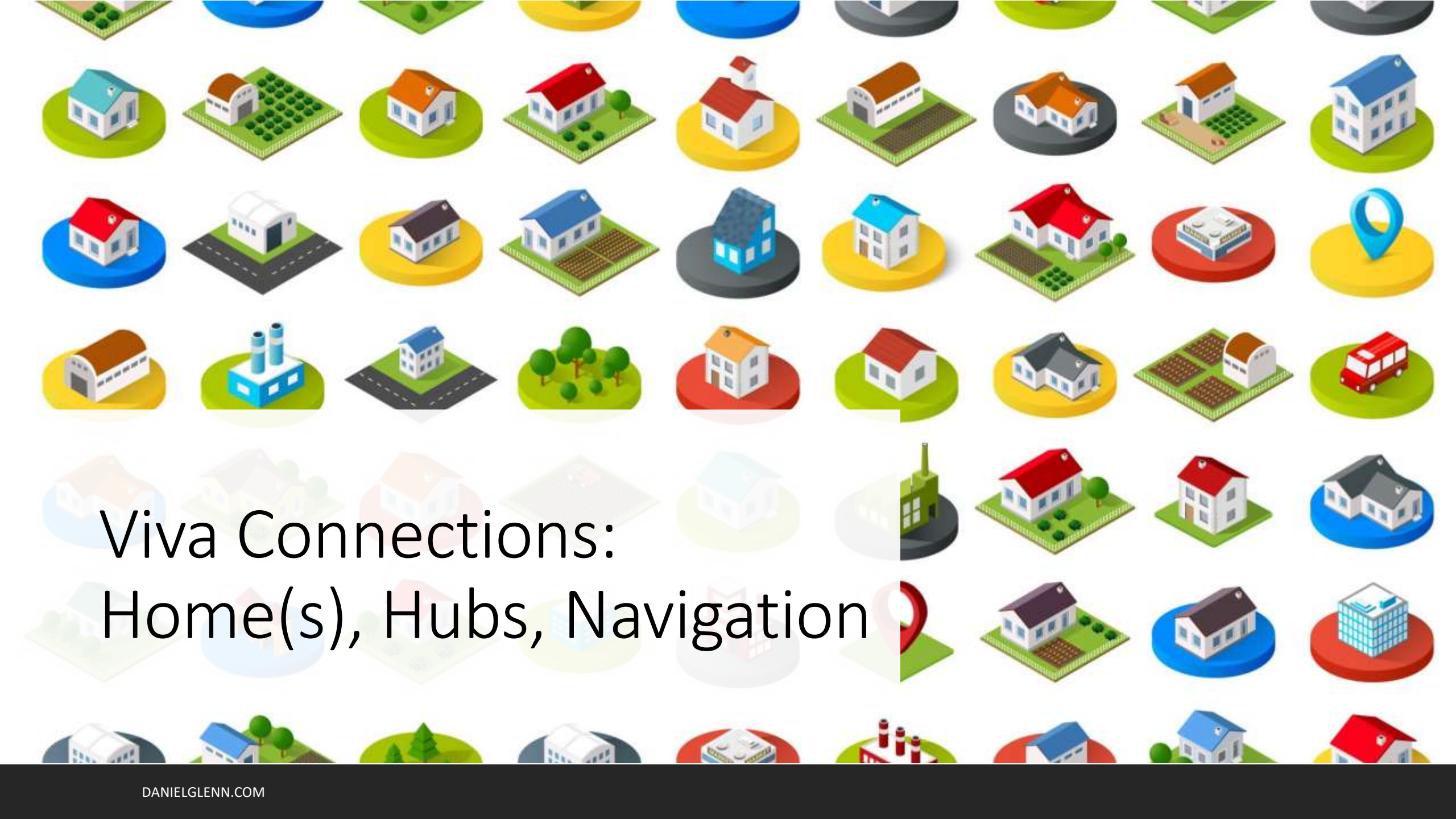
# Governance Resources

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



# Goals and Decisions



# Viva Connections: Home(s), Hubs, Navigation

# Home Site Planning

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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

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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?



# Viva Engage

# Viva Engage

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Who creates Communities?

What is the request process?

Who decides who are 'leaders'?

How often should leaders post to their storyline?

Should you have AMAs? How often?

Is there an SLA on questions in Answers?

# Teams

# Microsoft Teams

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Who creates Teams?

When should Private channels be used? When should Shared channels?

How do guests get allowed into the organization?

Can everyone create a new thread in the All Company team General channel?

Can employees use any virtual background in meetings?

Are Teams filters appropriate?



# Microsoft 365 Groups

# Govern Microsoft 365 Group creation

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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



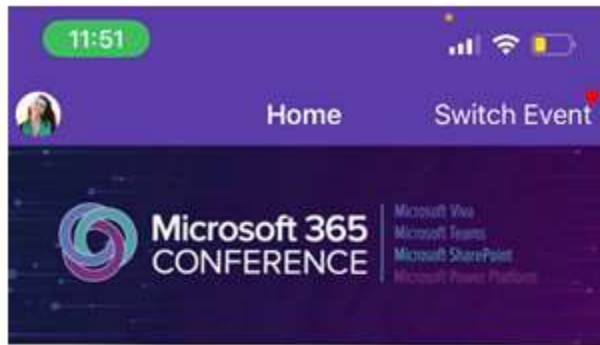
- Deploy Viva Connections and Engage the Right Way



- Information Architecture and Group Planning is Key

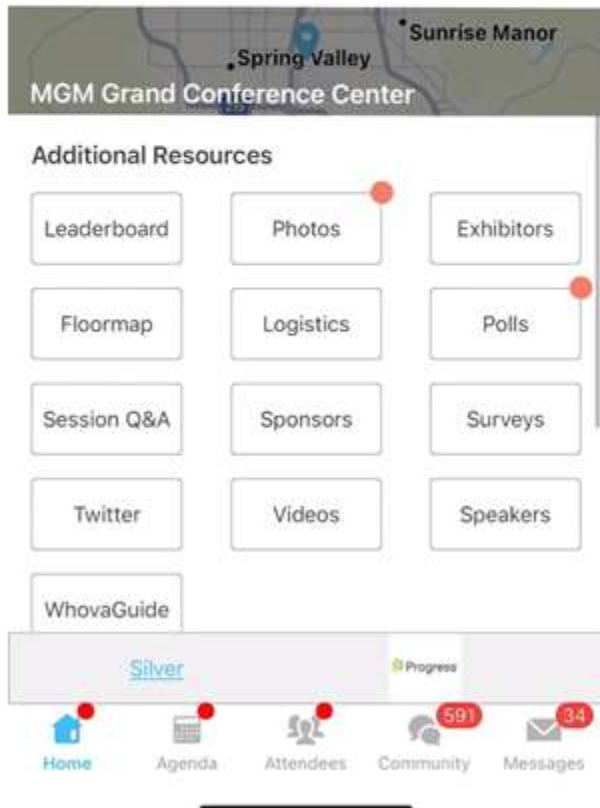


- Governance is Required
- Know What to Use



## M365 Conference Spring

Las Vegas, NV  
May 1, 2023



# 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'

**THANK  
YOU!**



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

## **STAY IN TOUCH**



[@DanielGlenn](https://twitter.com/DanielGlenn)



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



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



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

Type	Message/Text Location	Attachment Location	Notes
Community <b>Discussion</b>	<ul style="list-style-type: none"> <li>Stored in the Yammer Community’s underlying mailbox.</li> <li>Folder Location: (Primary)\MessageIngestion\Yammer</li> </ul>	Stored in the Yammer Community’s underlying SharePoint site.	Content is stored in a folder named “Apps” in the default document library; within this folder, there is a folder named “Yammer” – the files are stored in this folder.
Community <b>Question</b>	<ul style="list-style-type: none"> <li>Stored in the following mailbox locations: <ul style="list-style-type: none"> <li>User who submitted the Praise</li> <li>Person who was Praised</li> <li>Underlying mailbox of the Yammer Community</li> </ul> </li> <li>Folder locations are: <ul style="list-style-type: none"> <li>(Primary)\Recoverable Items\SubstrateHolds</li> <li>(Primary)\MessageIngestion\Yammer</li> </ul> </li> </ul>	Same	
Community <b>Praise</b>	<ul style="list-style-type: none"> <li>Stored in the following mailbox locations: <ul style="list-style-type: none"> <li>User who submitted the Praise</li> <li>Person who was Praised</li> <li>Underlying mailbox of the Yammer Community</li> </ul> </li> <li>Folder locations are: <ul style="list-style-type: none"> <li>(Primary)\Recoverable Items\SubstrateHolds</li> <li>(Primary)\Top of Information Store\Inbox</li> <li>(Primary)\MessageIngestion\Yammer</li> </ul> </li> </ul>	Same	Same
Community <b>Poll</b>	<ul style="list-style-type: none"> <li>Stored in the following mailbox locations: <ul style="list-style-type: none"> <li>User who submitted the Poll</li> <li>Underlying mailbox of the Yammer Community</li> </ul> </li> <li>Folder locations are: <ul style="list-style-type: none"> <li>(Primary)\Recoverable Items\SubstrateHolds</li> <li>(Primary)\Top of Information Store\Inbox</li> <li>(Primary)\MessageIngestion\Yammer</li> </ul> </li> <li>Replies are stored in the mailbox of the user who posted the reply AND the mailbox of the Yammer group.</li> </ul>	Same	<p>-Poll results are captured as output</p> <p>-Poll comments are captured as output</p>
Community post <b>reactions</b>	These appear to not be captured at this time.	N/A	N/A
Community post <b>comments</b>	<ul style="list-style-type: none"> <li>Stored in the following mailbox locations; paths are appended due to space. <ul style="list-style-type: none"> <li>User who submitted the comment: (Primary)\MessageIngestion\Yammer</li> <li>User whose original post is being commented upon: (Primary)\Top of Information Store\Inbox</li> <li>Underlying mailbox of the Yammer Community: (Primary)\MessageIngestion\Yammer</li> </ul> </li> </ul>	Same as first row	

Type	Message/Text Location	Attachment Location	Notes
Storyline <b>Discussion</b>	Post is stored in the mailbox	<ul style="list-style-type: none"> <li>Attachments are stored in the One Drive account of the person attaching the file.</li> <li><b>File path:</b> SharePoint\[account name]_onmicrosoft_com\VivaEngage\Attachments\Storyline\[file name]</li> </ul>	Attached GIFs to a post will also be returned in the .msg file of the post; they will be attachments on the .msg file.
Storyline <b>Question</b>	Stored in the following mailboxes: <ul style="list-style-type: none"> <li>User who created the Question</li> <li>Users who replied to the Question</li> </ul>	Same	
Storyline <b>Praise</b>	Stored in the following mailboxes: <ul style="list-style-type: none"> <li>User who created the Praise</li> <li>User who was Praised</li> <li>Users who comment on the Praise</li> </ul>	Same	
Storyline <b>Poll</b>	Stored in the following mailboxes: <ul style="list-style-type: none"> <li>User who created the Poll</li> <li>Users who responded to the Poll</li> </ul>	Same	
Storyline post <b>reactions</b>	These appear to not be captured at this time.	N/A	N/A
Storyline post <b>comments</b>	Stored in the following mailboxes: <ul style="list-style-type: none"> <li>User who posted the comment</li> <li>User whose original post was commented upon</li> </ul>	Replies with attachments are stored in the One Drive of the person who replied.	

Type	Message/Text Location	Attachment Location	Notes
Story <b>post</b> in carousel	<p>Per here, stories and videos are stored in the One Drive of the person creating the story: <u>Stories are now available in Public Preview - Microsoft Community Hub</u>... Also, per a post (MC452234) that should be in your organization’s message center for Office 365, <i>“Stories uses the same messaging infrastructure as does Yammer group messages, so you can use the same tools for monitoring and administering stories as you do for Yammer group messages. This means that stories messages are available through network export. In addition, stories messages are available through eDiscovery, for Yammer networks that are in native mode. Stories files are uploaded to the OneDrive of the user who uploaded the file.”</i></p>	See previous	Stories are currently in Public Preview.
Story <b>reactions</b>	These appear to not be captured at this time.	N/A	N/A
Story <b>comments</b>	Same as Storylines	Same as Storylines	Stories are currently in Public Preview.