As part of Microsoft Viva, Viva Engage connects people across the organization so everyone feels included and invested.
What we’ve learned

Hybrid Work

73% of employees want flexible remote options to stay

Relationship Building

43% of leaders identify relationship-building as the #1 challenge of hybrid work.

Employee Engagement

Organizations with highly engaged employees have 21% greater profitability.

Employee Retention

41% of employees are considering other roles or companies
How does a great employee experience make you feel?

I belong and feel connected to and supported by others

I can express and share my best self

My leaders care and I am part of the mission

I'm empowered to find answers and contribute my expertise

Included. Connected. Invested.
Viva Engage

Build communities that support diversity, interests & initiatives
Share experience, showcase work & contribute perspective
Spark listening & dialogue between leaders & employees
Exchange knowledge, find answers & crowdsolve ideas

Included. Connected. Invested.
Announcement posted in All Company

Laurence Gilbertson

1 day ago

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.
The Viva Engage app

Available for all Microsoft 365 customers at no additional charge

Replaces the Yammer and Communities apps in Teams and Outlook

Integrates employee experiences and scenarios into the flow of work

Empowers people to connect and contribute with storyline & stories

Yammer remains the standalone app on web, desktop and mobile

— EARLY 2023 —

Introduces new features for Viva suite customers: leadership corner and answers
Viva Engage

Connect and engage people across the organization

Build communities
Connect people across working groups and sites
- Employee networks & activities
- Outbounding & professional development
- Knowledge & Q&A communities
- Shared services
- Business and cultural initiatives

Connect and contribute
Share your best self, learn about coworkers & build personal networks
- Share updates, experiences and perspectives
- Discuss interesting people & topics, and follow leaders and connectors
- Extend personal networks and build social capital

Engage leaders & employees
Spark listening & dialogue to amplify vision, shape culture, drive change
- Leaders & audiences
- Stories & announcements
- Live and ask-me-anything (AMA) events
- Social campaigns
- Analytics & coaching

Crowdsource knowledge, answers and ideas
Solve problems, amplify best practices and accelerate innovation
- Knowledge communities
- Topics and topic feeds
- Answers and experts
- Q&A forums and events
- Feedback, action, & innovation
- Knowledge management

Communicate & engage at scale
Tell stories that reach & engage your audience wherever they work
- Flexible audience identifiers
- Multi-channel notifications
- News & announcements
- Videos, events & campaigns
- Delegated communications
- Privacy-protected analytics

Across Microsoft 365 and Microsoft Viva
Engage everyone, wherever they work, with confidence

Included. Connected. Invested.
Build communities

Connect people across working groups and silos

Employee interests & activities
Diversity & allyship

Onboarding & professional development
Knowledge and Q&A communities

Shared services
Business and cultural initiatives
Communities

Connect people across working groups and organizational silos

All Company
Restricted communities
Official communities
Public & private communities
Mange membership
Onboarding and discovery

Employee interests & activities
Diversity & allyship
Onboarding & professional development
Knowledge and Q&A communities
Shared services
Business and cultural initiatives
Connect and contribute

share your best self, learn about coworkers & build personal networks

Share updates, experiences and perspectives
Discover interesting people & topics, and follow leaders and coworkers
Extend personal networks and build social capital
Storyline

Share
updates, experiences and perspectives on your storyline to reach followers and colleagues across the organization.

Discover
storyline posts and stories in your feeds and follow interesting people to stay in touch with what they share.

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

Engage
with storylines from the applications you use every day: Outlook, Teams, Yammer, the profile card and Microsoft Viva.

🔗 Storyline overview
🔗 Stories overview
🔗 Demo
Engage leaders & employees

Spark listening & dialogue to amplify vision, shape culture, drive change

Leaders & audiences
Storylines & announcements

Leadership corner
Live and ask-me-anything (AMA) events

Social #campaigns
Analytics & coaching
Engage leaders and employees

Leadership corner
An employee’s personalized hub to see content from and engage with their leaders

Leaders and audiences
Define leaders and their employees based on Azure AD groups

Announcements from leaders
Need-to-know information reaches people across Outlook, Teams, Microsoft Viva & MSW

Analytics and coaching
Actionable insights on engagement, sentiment & conversations improve effectiveness

Ask me anything events
Moderated Q&A including question upvoting and optional anonymous submission

Social campaigns
#tag campaigns inspire participation and aggregate campaign goals, posts & stories

Analytics and coaching
Actionable insights on engagement, sentiment & conversations improve effectiveness
Leadership corner

A personalized hub based on leader audiences and following

Aggregate announcements, posts, stories, conversations and events from leaders

Employees can stay up-to-date with what’s top-of-mind for leaders

Leaders can dialogue and engagement with employees
Leaders and audiences

Define leaders and their employees based on Azure AD groups, so changes to your organization flow through and audiences are kept up-to-date.

This foundational capability unlocks superpowers for leaders to more effectively engage employees.
Announcements from leaders

Communicate clearly, with your own voice.

From your storyline, share need-to-know information and reach people across Outlook, Teams, Yammer and Viva.

Your storyline is now a multi-channel communications tool to engage your audience & followers.

Create an announcement

Select notification channels
Ask me anything (AMA) events

Create clarity & respond to questions and concerns by engaging people for a period of time around one or more topics.

Asynchronous Q&A events feature moderation, question upvoting and optional anonymous submission.
Social #campaigns

Rally people around themes and initiatives with #tag campaigns that encourage contribution from across the organization.

New campaign pages aggregate campaign goals, posts & stories.

Leaders can sponsor campaigns to inspire participation.

Demo: Campaigns
Analytics and coaching

Actionable, privacy-protected metrics give you insights into your audience's aggregated engagement, topics & sentiment.

Empower leaders to know where they can engage with greatest impact.
Crowdsourcing knowledge, answers and ideas

Solve problems, amplify best practices and accelerate innovation

Knowledge communities
Topics and topic feeds

Answers and experts
Q&A forums and events

Feedback, ideation & innovation
Knowledge management
Enterprise-wide social Q&A enables you to ask questions, find answers that already exist, or route questions to experts who can provide a new answer. Harness expertise, crowdsourced answers, and capture & preserve knowledge.
Communicate & engage at scale

Tell stories that reach & engage your audience wherever they work

Flexible audience definition
Multi-channel notifications

News & announcements
Video, events & campaigns

Delegated communications
Privacy-protected analytics
Communicate & engage at scale

Establish communications channels
Reach everyone in All Company, create official communications channels, limit who can post to channels

Define audiences
Configure channels as open or private with opt-in, opt-out or enforced membership managed manually or dynamically

Assign delegates
Any user can assign delegates to post on their behalf

Create engaging communications
Leverage questions, polls, and praise, and integrate video and images to drive significantly higher engagement

Reach people across applications
Feeds and notifications ensure your communications reach people across Teams, Outlook, and Microsoft Viva

Manage and moderate engagement
Leverage human and automated tools to create a safe and inclusive environment, and respond to policy violations

Measure and improve
Insights into reach and engagement across individual communications, channels, leaders, campaigns and events
Across Microsoft 365 and Microsoft Viva

Engage everyone, wherever they work, with confidence
Engage everyone across Microsoft 365

Communicate and engage from anywhere and reach people where they work—across Microsoft 365 apps and experiences.

**Viva Engage app** integrates communities, communications, storylines, leadership and answers into Teams and Outlook.

**Yammer** is the standalone app for Viva Engage on web, desktop, and mobile.

**Viva Connections** feed delivers the most relevant announcements, conversations and storyline posts from Viva Engage.

**Viva Topics cards & pages** showcase conversations, questions and answers from Viva Engage.

**Outlook** brings Viva Engage to you with full-fidelity, interactive notifications. React, reply, and engage right from your inbox.

**SharePoint sites and custom web apps** can embed the Viva Engage home feed, or any community or topic feed.

**Microsoft Teams and Yammer mobile apps** bring Viva Engage with you, wherever you work.
Manage and trust Microsoft Viva Engage

Backed by Yammer services and the enterprise-grade security, privacy and compliance of Microsoft 365, you can deploy and manage Viva Engage with confidence.

Services are backed by Yammer and SharePoint

Content is ingested into the substrate in native mode

Administration can be delegated using the Yammer admin role

Storyline can be enabled or disabled by administrators

Management is integrated with Microsoft 365 and Microsoft Purview, providing rich control of security, privacy and compliance

Licensing requires Yammer licenses [on by default for most users] and, for upcoming premium features, Viva Suite licenses

Deployment of the app is performed from Teams Admin Center

Guest and cross-tenant access is supported using Azure B2B
# Viva Engage

**Build communities**

**Microsoft 365**
Available to customers at no additional charge

**Apps**
- Viva Engage app in Teams
- Viva Engage app in Outlook
- Yammer app (web/mobile)

**Communities**
- Public, private
- Create posts including Q&A
- Video, images, files & links
- Reactions and nested replies
- Announcements, notifications

**storyline**
- Posts
- Stories (coming soon)
- Storylines page & feeds
- Following
- Posts in Viva Connections
- Notifications: Teams, Outlook
- People recommendations

**Microsoft Viva**
Available to Viva Suite customers

**Enhanced storyline features**
- Customizable cover photo
- Storylines digest Outlook
- Storylines catch-up Teams

**Storylines communications**
- Post on behalf of
- Featured posts & stories

**Storyline post insights**

**Connect & contribute**

**Leadership engagement**
- Leaders and audiences
- Leadership corner
- Multichannel announcements
- Personal & audience analytics

**Features for communicators**
- Communications role
- Enhanced delegation

**Events & campaigns**
- Ask-me-anything events
- Social #campaign pages

** Communicate and engage with employees**

**Community-based comms**
- All Company
- Restricted & official
- Define channels & audiences
- Delegation (Post-on-behalf)
- Pin and feature post
- Announcements in Viva home
- Announcement notifications
- Post and community insights

**Events**
- Company-wide virtual events
- Q&A in Teams meetings

**Share knowledge, answers and ideas**

**Knowledge communities**
- Q&A posts

**Topics**
- Add topics to conversations
- Topic following & feeds

**Manage with confidence**

**Integrations**
- Native mode
- Integration with M365 groups
- Files in SharePoint & OneDrive

**Security, privacy, compliance**
- Keyword monitoring
- Report conversation
- Support in Microsoft Purview*

**Manage guests**
- Azure B2B guests

**Administration**
- Admin role

**Enterprise-wide, open Q&A**
- Route questions to experts

**Viva Topics integrations**
- Conversations in Topics
- Topic cards in conversations

**Answers in Microsoft Viva**
- Answers in Microsoft Viva

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*Microsoft Purview*
Viva Engage

Build communities that support diversity, interests & initiatives

Share experience, showcase work & contribute perspective

Spark listening & dialogue between leaders & employees

Exchange knowledge, find answers & crowdsource ideas

Included. Connected. Invested.
Engagement matters

When people are connected, they know where they can contribute. When they’re included, they know their contribution matters. When they’re invested, they want to contribute. Empowered, they can. Activated, they do.

Dan Holme
Product leader, Microsoft
# Resources

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<td>FOLLOW</td>
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Thank you
### How to think about communities and channels

| **Scenarios** | Communicate and engage at scale  
|              | Foster community, conversation & discovery  
|              | Harness knowledge, answers & ideas  
|              | Share your experiences and perspectives  |
| **Place metaphor** | Channels: the digital twin of your workspaces & conference rooms  
|                  | Communities: the digital twins of your organization’s public spaces  |
| **Work metaphor** | In a channel, a group of people works together to make the sausage  
|                  | In a community, they engage people outside the team about the sausage: share information, answer questions, solicit feedback & ideas  |
| **Objective** | In a channel, *conversation is about the objective*... about the work you’re there to do  
|                | In a community, *conversation is the objective*... you’re there to discuss, ask & answer questions, share knowledge & ideas  |
| **Technology** | Channels services build on group messaging and features optimize for collaboration  
|                | Communities services build on network-scale conversations and features optimize for relevance  |
Modernize communications

Viva Engage superpowers increase effectiveness over email for many comms scenarios

**Reach**
Announcements, posts and stories **reach your audience in their inbox and across other apps**: Teams, Viva Engage, Viva Connections, SharePoint sites and MSW

You can **extend your reach beyond your DL** by posting to storylines, reaching people who follow you and people who discover your message through recommendations

**Engagement**
Posts support **photos, video, files & links** for increased engagement

Reactions, replies and re-sharing encourage engagement

**Analytics**
Two-way dialogue enables communicators to listen to the audience

Insights into reach & engagement are consolidated across apps, enabling communicators to measure and improve their effectiveness