

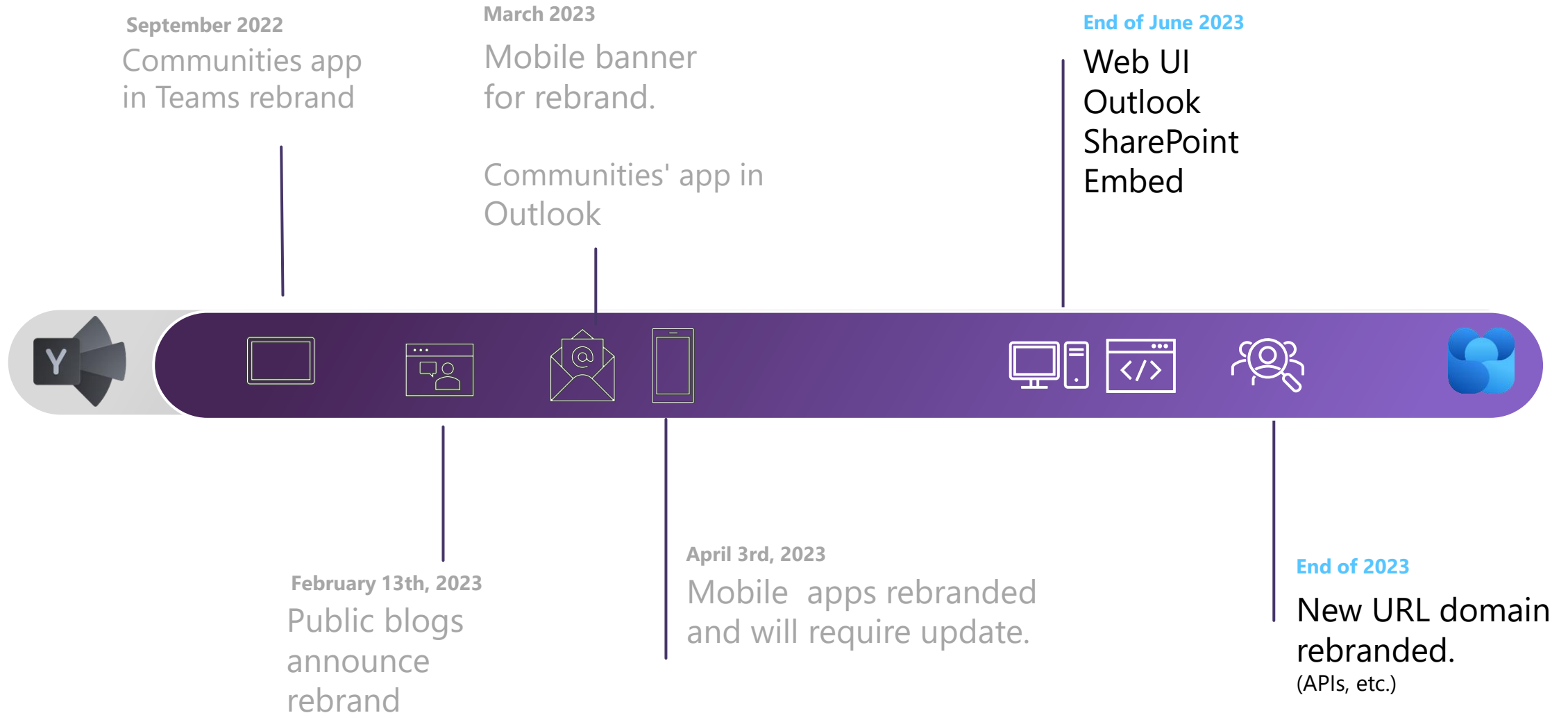
Viva Engage: Bringing leaders, community, and knowledge together for your employees

Steve Nguyen

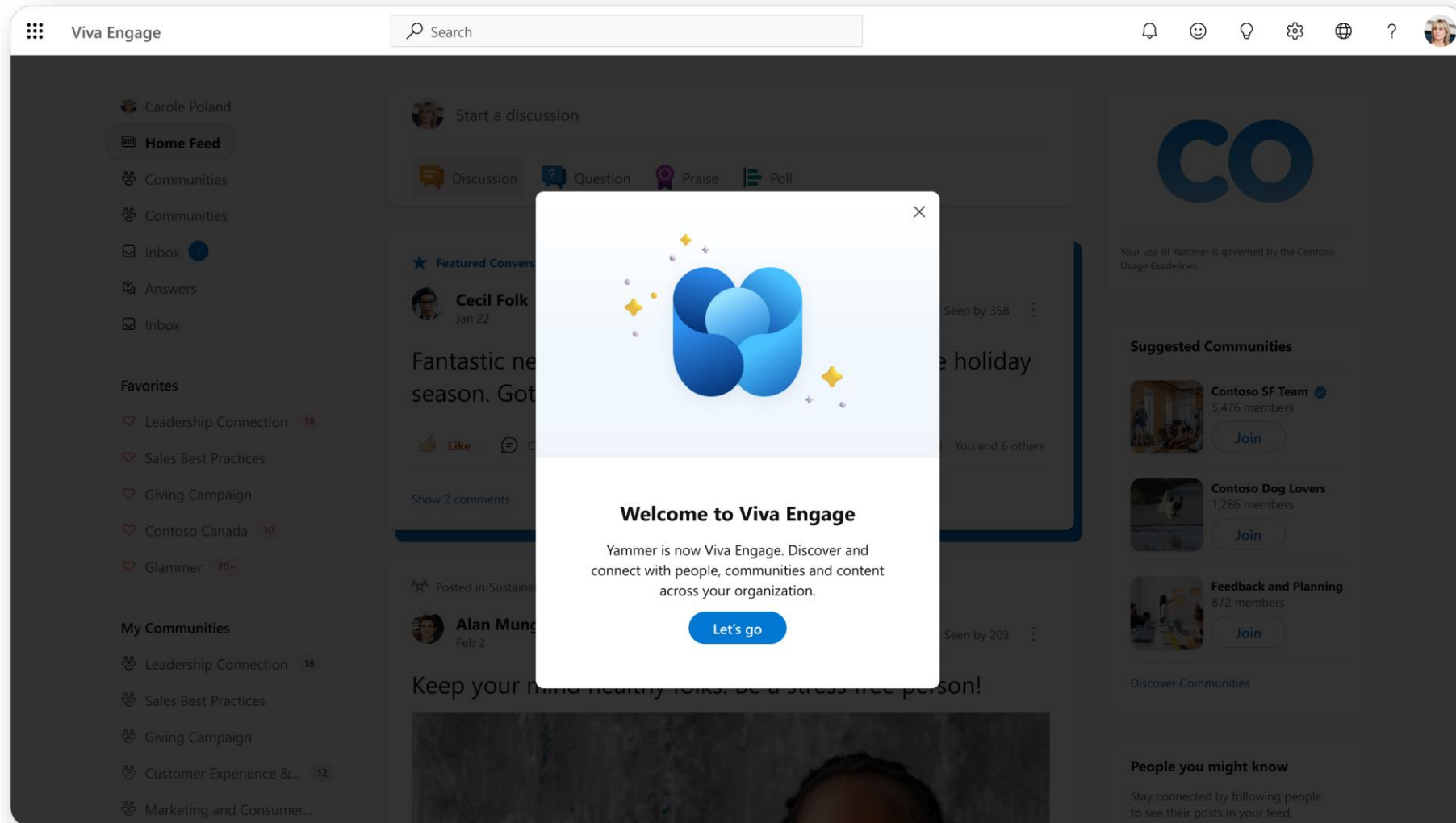


Yammer rebrand to Viva Engage

Viva Engage Rebrand Timeline

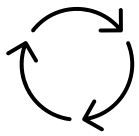


Draft examples for web

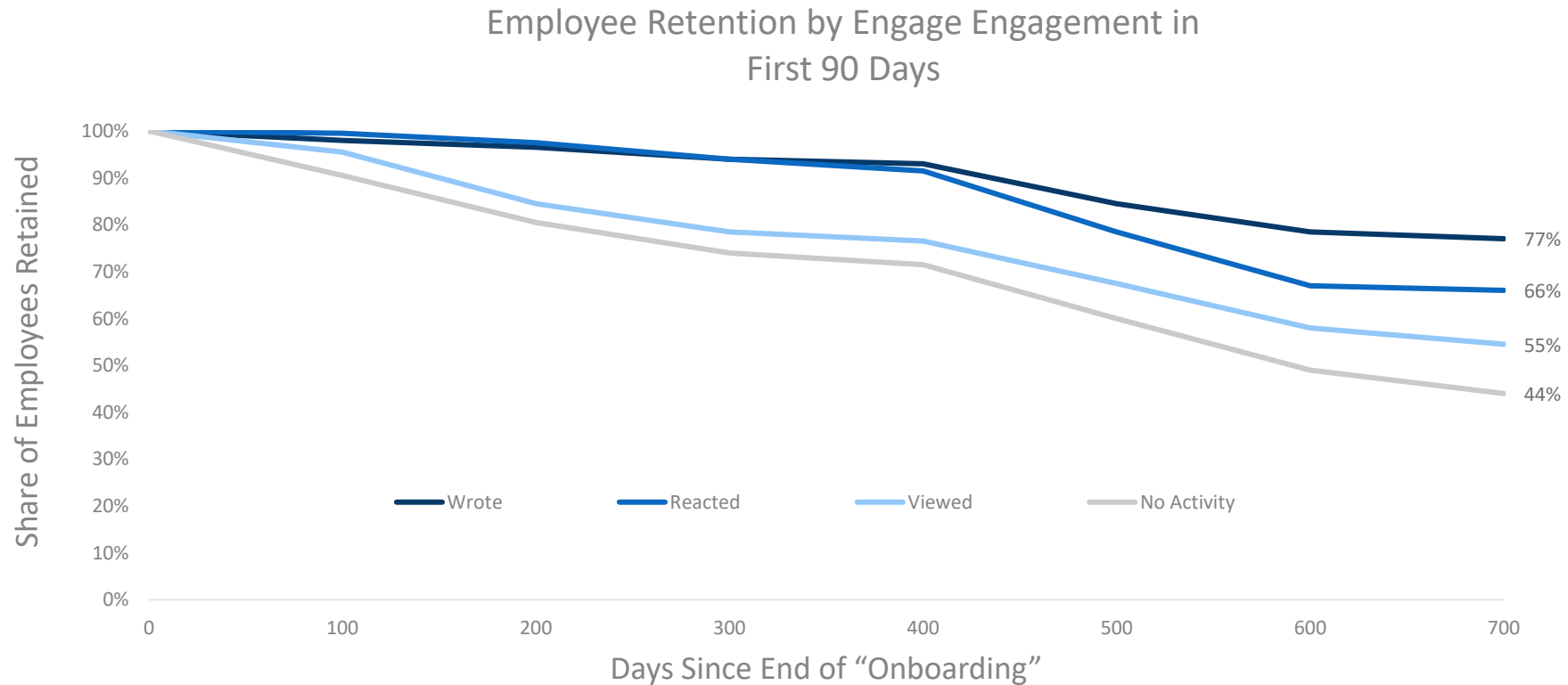


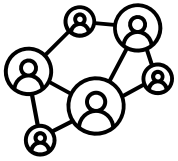
Design explorations only. Final designs subject to change.

43% of leaders say relationship-building is greatest challenge with hybrid/remote work and employees feel less included, have **weaker relationships** with their team, and at **greater risk of attrition.**



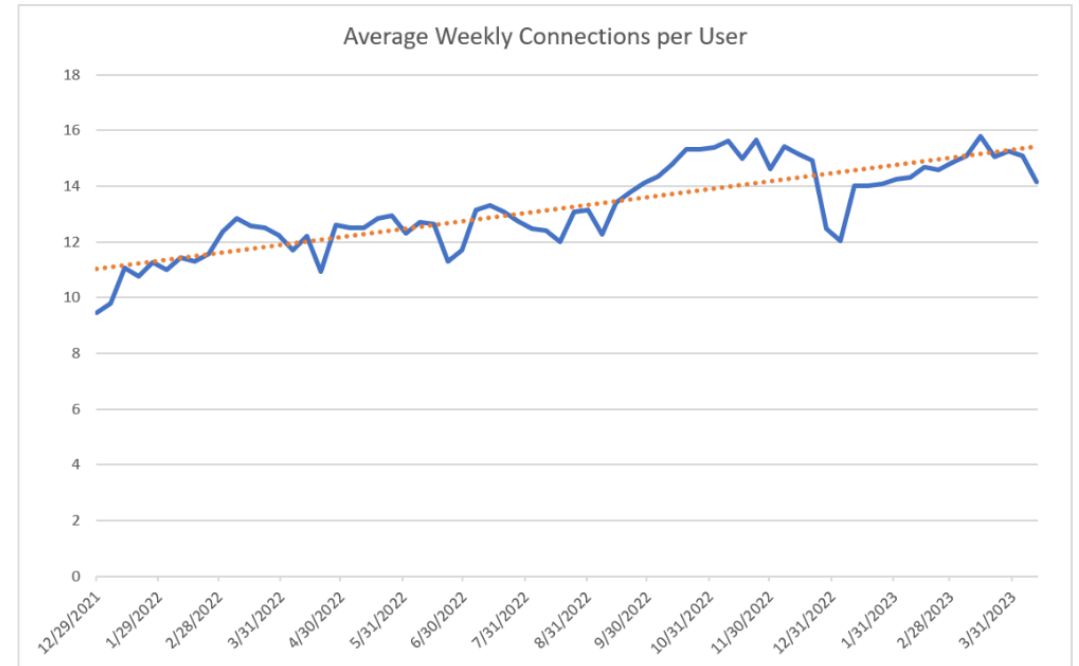
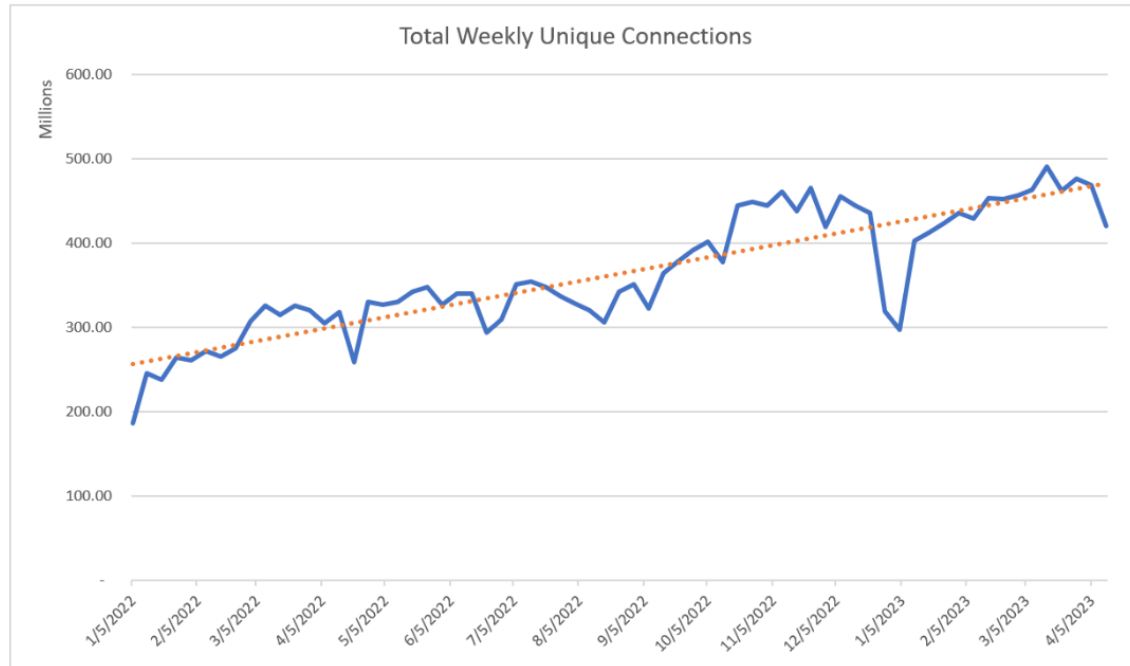
Employee retention is higher for employees who use Engage in their first 90 days on the job, especially for those contributing





Connections made across Viva Engage are up YoY

A connection is defined as a 1:1 interaction between two people. The interaction could be a reply, reaction, or view. Connections are bi-directional.

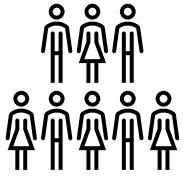


420M
connections made last week

↑ 38%
from same week last year

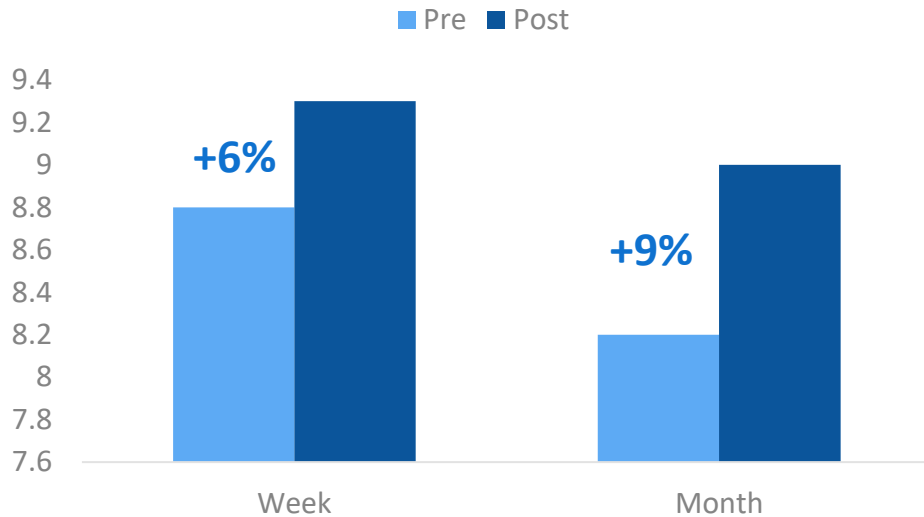
↑ 62%
average weekly connections
(YoY)

↑ 14.1 average unique connections per
user formed last week (up 21%
from same week last year)



Engage facilitates leader-employee engagement

Increase in Employees' Daily Active Engagements After Leader Interaction



Leader interactions have a positive impact on downstream engagement. A week after receiving a reply from a leader, daily active engagements were up **+6%**.

A month after, their daily active engagements were up an average of **9%**.

Co-Pilot*

*All designs subject to change

Co-Pilot Principles

- 1 Provide inspiration and assistance
- 2 Maintain and/or improve authenticity
- 3 Human in the middle

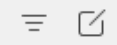
Co-pilot Demo



Search or type a command

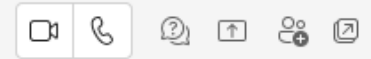


Chat



Daichi Fukuda

Chat Files Organization Activity



Pinned

- Daichi Fukuda** 9:15 AM
Hey Wanda, welcome to the team! Sorry I ...
- Beth Davis** 1:43 PM
Thanks, that would be nice.
- Kayo Miwa** Yesterday
I reviewed with the client on Tuesda...
- Will, Kayo, Eric, +2** 12:00 PM
Kayo: It would be great to sync with...
- August Bergman** 1:20 PM
I haven't checked available times yet
- Recent**
- Emiliano Ceballos** 1:55 PM
🤔🤔
- Marie Beaudouin** 1:00 PM
Sounds good?
- Oscar Krogh** 11:02 AM
You: Thanks! Have a nice weekend
- Kian Lambert** Yesterday
Have you ran this by Beth? Make sure she is...
- Team Design Template** Yesterday
Reta: Let's set up a brainstorm session for...
- Reviewers** Yesterday
Darren: Thats fine with me

Question detection in Teams, Outlook or throughout the suite.

Monday 9:05 a.m.

Hi Daichi, I am trying to figure out how to help a customer apply their Azure credits from their old account. They are having difficulties with using these credits for their new account. Do you know what the best practices are around this?

[Check out answers to similar questions](#) [View](#)

Daichi Fukuda 9:15 a.m.

Hey Wanda, welcome to the team! Sorry I am a bit busy at the moment. I have not encountered this situation before. Can you ask around and see if other people might know?

Type a new message



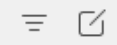
- Activity
- Chat (2)
- Teams
- Calendar
- Calls
- Files
- Engage
- Store



Search or type a command

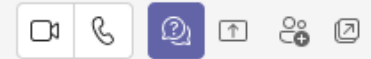


Chat



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Answers assistant shows existing answers available through search, Answers in Viva

CTA to ask the organization if the answer can't be found

Answers assistant

2 similar questions related to "best practises of applying Azure credits"

How can I transfer Azure credits from one account to another?

You can transfer Azure credits from one account to another by using the transfer option in the Azure portal and verifying account ownership and credit balance before doing so.

[Read more](#)

Is there a way to merge Azure accounts with existing credits?

There isn't a built-in feature to merge Azure accounts, but you can transfer credits from one account to another by using the transfer option in the Azure portal.

[Read more](#)

Type a new message



Did not get the answer? Try asking in Viva Answers

[Let's go](#)

The question she wrote in Teams is rephrased within a publisher with suggestions for topics, improvements, and tone controls.

Viva Engage Home Communities Storylines Answers

What are the best practices for applying Azure credits from old to new account? 79/150

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

Question coach

✓ We have re-phrased your question with a descriptive style and a neutral tone. Topics "Azure Credits" and "Azure customer support" are attached.

Suggestions to improve your question

Select on suggestions and see improvements happening to your question.

- Provide customer background such account type and type of subscription.
- Mention what kind of best practices are you looking for.
- Call to action encouraging other customer representatives to share similar experiences.

Style and tone

Selective a writing style:

Descriptive Narrative Persuasive

Selective a tone:

Neutral Celebratory Serious Urgent

Mindful Sympathetic

Suggested topics

- Customer assistance**
354 followers • 525 questions
Help customer to achieve the best with the power of Contoso.
- Best practices**
354 followers • 525 questions
The preferred approaches to Contoso's lines of business.
- Subscription upgrade**
114 followers • 411 questions
Azure subscription upgrade guidelines of Contoso.

Post

Suggested topics to tag to this question

Specific generated suggestions to improve this question

Style and tone controls

Suggested topics to tag to this question

Specific generated suggestions to improve this question

Style and tone controls



Search



Viva Engage

Home Communities Storylines Answers



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

79/150

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Azure Credits

Azure customer support

Suggested topics

Customer assistance

354 followers • 525 questions

Help customer to achieve the best with the power of Contoso.

Best practices

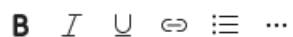
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Persuasive

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Celebratory

Serious

Urgent

Mindful

Sympathetic

Jul 11, 2022 - Aug 08, 2022



Store



Darren Mouton • July 21

Seen by 158 •

Best answer





Search



Viva Engage

Home

Communities

Storylines

Answers



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

79/150

I am trying to assist a customer in applying their Azure credits from their old account to their new account, but they are experiencing difficulties. The customer has recently upgraded to a new subscription and is facing difficulties in transferring credits. I am looking for step-by-step instructions and guidelines for transferring credits.



Azure Credits

Azure customer support

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Search



Viva Engage

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

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Darren Mouton • July 21

Seen by 158 •

Best answer



Search



Viva Engage

Home Communities Storylines Answers



What is your question?

Questions for you My activity



0

Wanda Vision • Just now

Seen by 0

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

I am in the process of assisting a customer who is facing critical issues while trying to apply their Azure credits from their old account to their new account. The customer has recently upgraded ...

Azure Credits Azure customer support

View more



12

Bruno Zhao • Just now

Seen by 158 • Best answer

How does an employee locate their employee ID?

I don't have a badge yet; working on getting one. The link doesn't pull up, possibly, because it needs corpnet. I am currently working out of a hotel. Any workarounds?

Office COVID 2022 +3

View in full (25 answers)



52

Colin Balinger • 11h ago

Seen by 158 • Best answer

What learning resources do we have?

Hi everyone, I am a new external staff member. I wanted to review and brush up on few skills. Do we have dedicated learning resources for that? My goal for next few months is to...

Pets Office COVID 2022 +3

View in full (25 answers)



Darren Mouton • July 21

Seen by 158 • Best answer

Discover topics

Follow these popular topics and personalize the questions in your feed

ChatGPT 354 followers • 35 questions

Holidays 311 followers • 64 questions

AI & ML Learning 124 followers • 112 questions

Contoso SVC 221 followers • 96 questions

Weekly Q&A 117 followers • 35 questions

Browse more topics

Badges

Awarded for knowledge contribution in your organization



View all

Personal Answers summary

Jul 11, 2022 - Aug 08, 2022



↑
0

Wanda Vision • Just now

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Azure Credits Azure customer support

Generated answer improvement suggestions

Answer this question

Suggested answer:

Hey Wanda. Here are some best practices to follow: Verify account ownership, check credit balance, use the transfer option in the Azure portal, and inform the customer. Also, credits can be used on a new subscription, but they will only be applied to the subscription associated with the account where the credits are located. Unused credits will expire at the end of the billing period. Let me know if you need more help.

Apply

Post

Suggested answer based on Search + Summarization

Answer coach

Suggested answer generated with a descriptive style and a neutral tone.

Suggestions to improve answer

Select on suggestions and see improvements to the suggested answer.

- Offer additional resources or contact information.
- Include a note about the credit expiration date and how it affects the customer.

Style and tone

Selective a writing style:

Descriptive Narrative

Selective a tone:

Neutral Celebratory Serious

Mindful Sympathetic




References

References that may be helpful in transferring Azure credits from an old account to a new one:

- Microsoft Azure's documentation on transferring credits: <https://azure.com/billing-transfer-credits>
- Microsoft Azure's documentation on Azure credits: <https://azure.com/credits>

Experts

Loop in experts to add to provide better answers.

-  James Lee
Specialized in Azure billing +
-  Karin Blair
Azure specialist from Microsoft +
-  Lydia Bauer
Senior Azure billing agent +

Potential references to add based on Search



Wanda Vision • Just now

Seen by 0

0

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Azure Credits

Azure customer support

Answer this question

✦ Suggested answer:

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Here is how you can check credit balance **[insert link]**.

Also, credits can be used on a new subscription, but they will only be applied to the subscription associated with the account where the credits are located. Unused credits will expire at the end of the billing period. Let me know if you need more help. **You can also contact our support team at [insert contact information]**.

Apply

B

I



Post

✦ Answer coach



✔ Suggested answer generated with a descriptive style and a neutral tone.

Suggestions to improve answer

Select on suggestions and see improvements to the suggested answer.

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↑
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 Wanda Vision • Just now

Seen by 0

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Azure Credits

Azure customer support

Answer this question







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B *I*        Post

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[Azure Credits](#) [Azure customer support](#)

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B I

Answer coach ✕

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View question

Upvote button with 0 votes

Wanda Vision • Just now

Seen by 0

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- Tags: Azure Credits, Azure customer support



Serena Kamulu Just now

Hey Wanda. Here are some best practices to follow: Verify account ownership, check credit balance, use the transfer option in the Azure portal, and inform the customer.

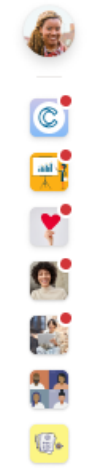
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Interaction icons: Upvote, Like, Comment, More



Answer this question



Stories | Update and Learnings

Confusion between stories and posts

Content in carousel felt stale and irrelevant

Content not reaching intended audience

Creation Restrictions





Viva Engage Features

Microsoft 365

Available to customers at no additional charge

Build communities

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
Post on behalf of

Connect & contribute

Storyline

Posts
Stories (public preview)
Storylines page & feeds
Following
Posts in Viva Connections
Notifications: Teams, Outlook
People recommendations

Communicate 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

Files in SharePoint & OneDrive

Security, privacy, compliance

Keyword monitoring
Report conversation
eDiscovery, Data Retention
Communications Compliance*

Manage guests

Azure B2B guests

Administration

Admin role

Viva Engage Premium

Available to all Viva Premium Suite

Enhanced storyline features

Customizable cover photo
Storylines digest Outlook
Storylines catch-up Teams

Storyline communications

Post on behalf of
Featured posts & stories
Storyline post insights

Leadership engagement

Leadership corner
Leader identification
Personal & audience analytics

Features for communicators

Communications role

Events & campaigns

Ask-me-anything events
Social #campaign pages

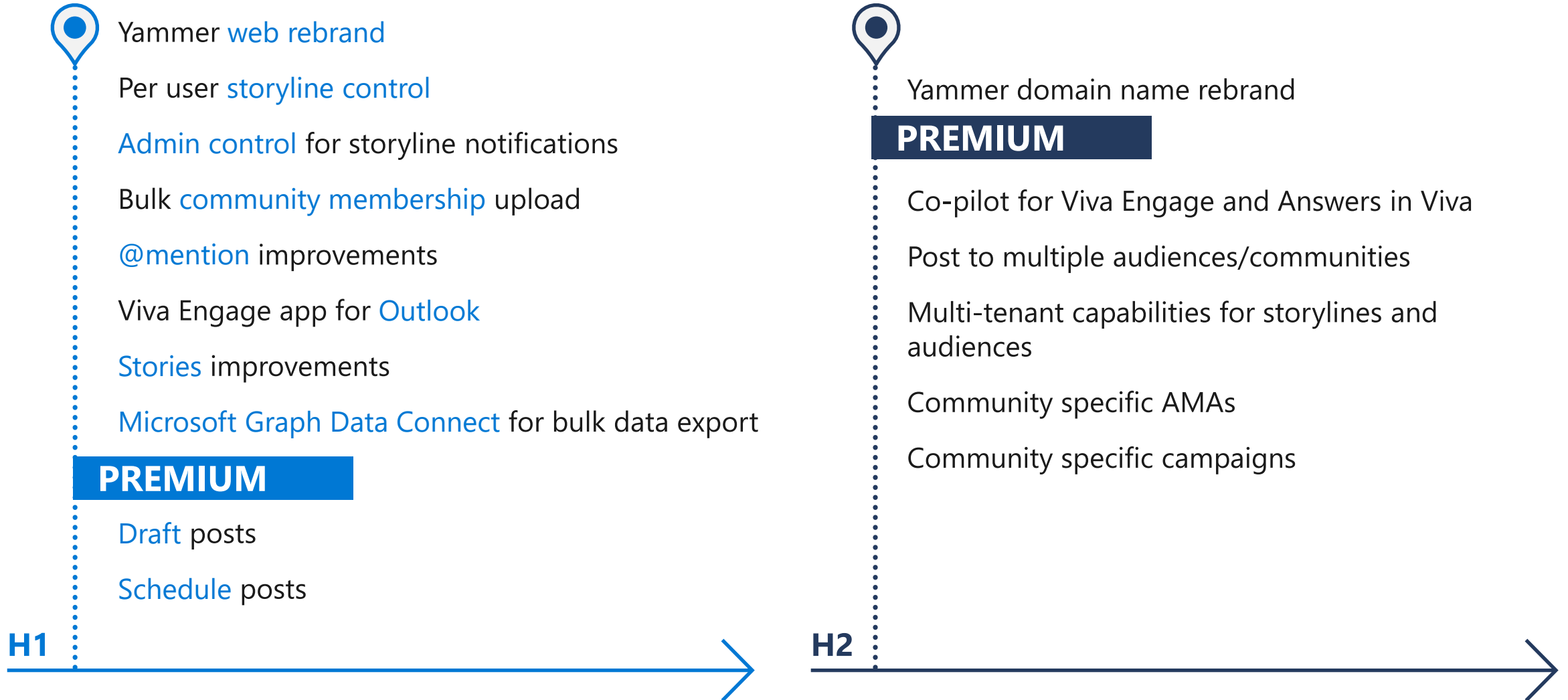
Viva Topics integrations

Conversations in Topics
Topic cards in conversations

Answers in Microsoft Viva

Answers in Microsoft Viva
Enterprise-wide, open Q&A
Route questions to experts

Roadmap: What's ahead in 2023



Dates subject to change.

[Home](#) / [Microsoft Viva](#) / Viva Engage

Viva Engage Adoption

Connect everyone at your organization through employee communities and conversations using Viva Engage, a Microsoft Teams app built on Yammer.

[Open Viva Engage in Microsoft Teams >](#)



Viva Engage look book

Learn what's possible with Viva Engage. See how it empowers everyone from leadership to frontline workers through communities, conversations, events and expression tools that will inspire everyone to start sharing.

[Learn more >](#)

Meet Viva Engage

Viva Engage enables you to connect with leaders and coworkers, find answers to questions, share unique stories, and find belonging at work.

[Watch video >](#)

Adoption Resources

<https://aka.ms/VivaEngageAdoption>

FastTrack for Microsoft 365: Your advisor to enable the employee experience

FastTrack provides deployment guidance for Microsoft Viva, our employee experience platform. The guidance is focused on enabling use cases to achieve your business outcomes and is aligned to the below modules:

- Culture and communications featuring **Viva Engage & Connections**
- Productivity and wellbeing featuring **Viva Insights**
- Knowledge and expertise featuring **Viva Topics**
- Skilling and growth featuring **Viva Learning**

FastTrack can help you confirm the modules and features you want to support your business objectives, assess your source environment and scenario requirements, and how to run the Employee Experience Wizard, specifically what actions you need to take to bring your source environment up to the minimum requirements for successful scenario configuration and guide you through scenario configuration.

Get started today! Visit www.microsoft.com/FastTrack for guidance, resources, and to submit a Request for Assistance.



Customers worldwide have achieved results with FastTrack

70K+ customers enabled

45PB data migrated to date

121M devices unblocked

35+ approved FastTrack-ready partners

12 languages supported



THANK YOU!!!

Stay connected with the Health and Life Science Community Connection group by joining our Viva Engage community.

[Health & Life Sciences Community Connection Viva Engage Registration Link](#)

