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Introduction to Microsoft Viva Topics

11/12/2021 • 2 minutes to read • [Edit Online](#)

Viva Topics is a Microsoft 365 service that helps organizations to transform information to knowledge.

The resources on this page are designed to get you started with learning about and using Viva Topics in your organization.

Get started

The resources in this section help you learn more about what Viva Topics is and how it can help you.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn more about Viva Topics	Viva Topics overview
Learn how topics are discovered and suggested by AI	Microsoft Viva Topics discovery
Learn about topic security	Viva Topics security and privacy
Learn how to get Viva Topics	Viva Topics product page
See resources in the Microsoft Tech Community Resource Center	Viva Topics Tech Community

Adoption

Learn more about how to use and implement Viva Topics in your organization to help you solve your business problems.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn how to start planning to use Viva Topics	Get started
Set up and run a trial pilot program for Viva Topics	Run a trial

Set up and administration

The resources in this section help your admin in your organization to set up and configure Viva Topics in your Microsoft 365 environment.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn how to set up and configure Viva Topics	Set up Viva Topics
Learn how to configure user permissions	Manage topic permissions

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn how to manage who can view topics	Manage topic visibility
Learn how to manage your topic discovery settings	Manage topic discovery

Work with topics

The resources in this section help your users learn how to use and manage topics.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
Learn how to work with topics	Topic center overview Manage topics Create a new topic Edit an existing topic Find topics with Microsoft Search
Understand user roles	Viva Topics roles
Understand why topics might differ to different users	Viva Topics security trimming
Learn how to prevent specific topics from being identified and viewed	Restrict access to topics

Provide us feedback

Provide feedback about your experience with Viva Topics directly to Microsoft.

IF YOU'RE LOOKING FOR THIS INFORMATION:	GO TO THIS RESOURCE:
How to provide feedback about Viva Topics	Provide us feedback

Microsoft Viva Topics overview

11/12/2021 • 7 minutes to read • [Edit Online](#)

Viva Topics uses Microsoft AI technology, Microsoft 365, Microsoft Graph, Search, and other components and services to bring knowledge to your users in the Microsoft 365 apps they use everyday, starting with SharePoint modern pages, Microsoft Search, and Search in Word, PowerPoint, Outlook, and Excel.

Viva Topics helps to address a key business issue in many companies — providing the information to users when they need it. For example, new employees need to learn a lot of new information quickly, and encounter terms they know nothing about when reading through company information. To learn more, the user might need to step away from what they are doing and spend valuable time searching for details, such as information about what the term is, who in the organization is a subject matter expert, and maybe sites and documents that are related to the term.

Viva Topics uses AI to automatically search for and identify *topics* in your organization. It compiles information about them, such as a short description, people working on the topic, and sites, files, and pages that are related to it. A knowledge manager or contributor can choose to update the topic information as needed. The topics are available to your users, which means that for every instance of the topic that appears in a modern SharePoint site in news and pages, the text will be highlighted. Users can choose to select the topic to learn more about it through the topic details. Topics can also be found in SharePoint Search.

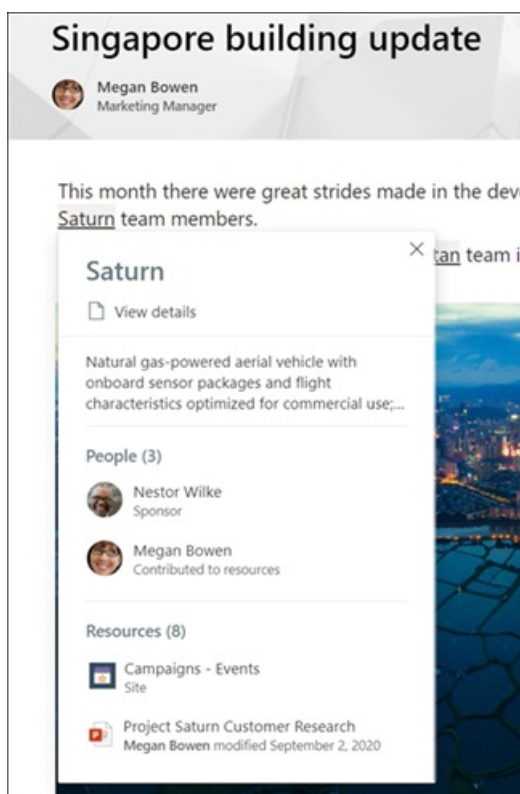
How topics are displayed to users

Topics are displayed to users through:

- [Topics highlighted](#) on SharePoint pages
- Topic answers in [search results](#)
- Search in [office applications](#)
- [Topic center](#) home page

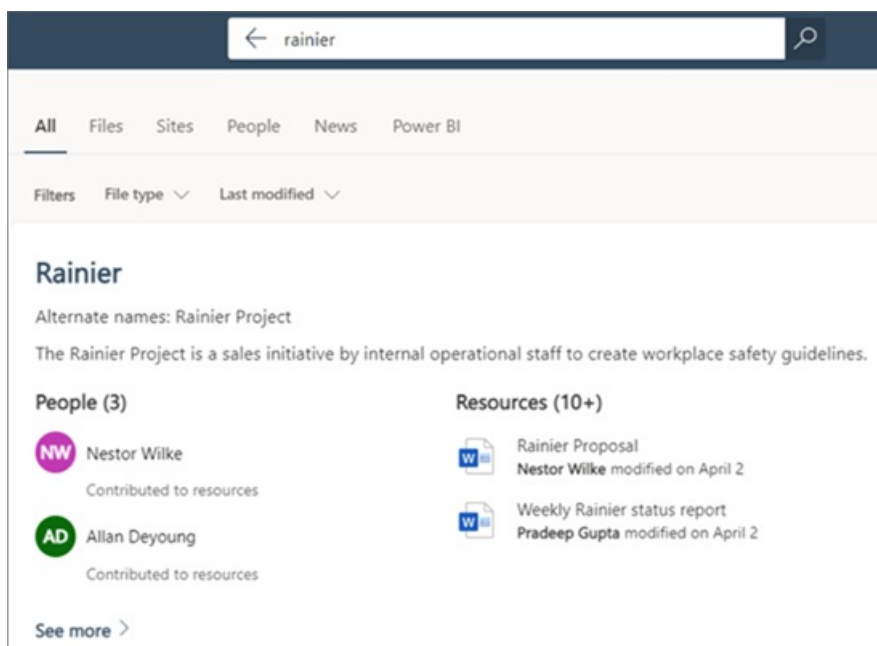
SharePoint highlights

When a topic is mentioned in content on SharePoint news and pages, you'll see it highlighted. You can open the topic summary from the highlight. Open the topic details from the title of the summary to view the full topic page. The mentioned topic could be identified automatically or could have been referenced directly by the page author.



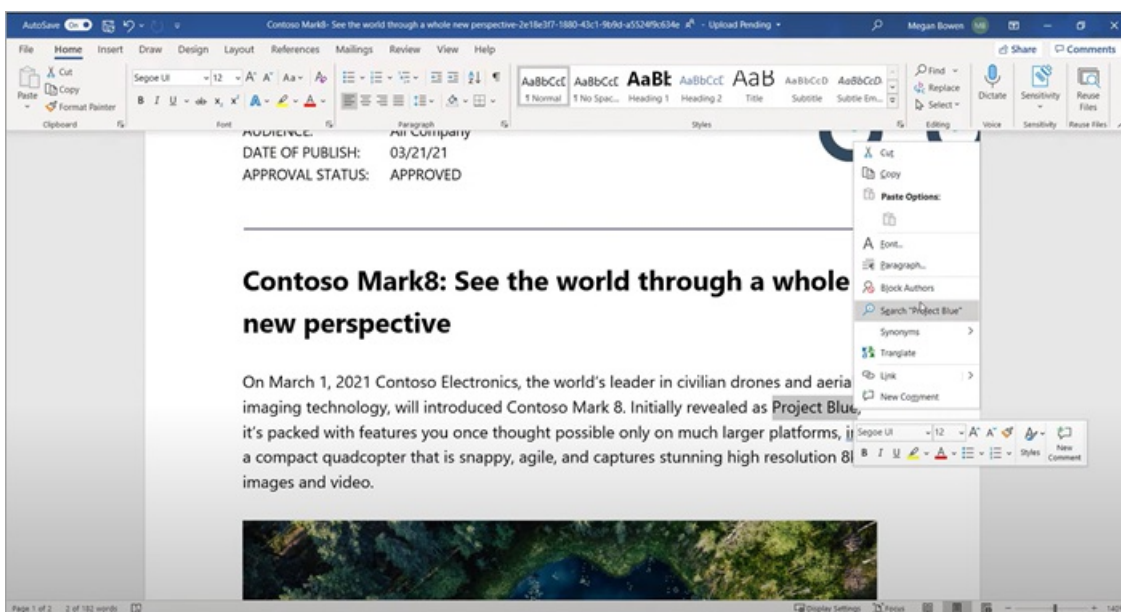
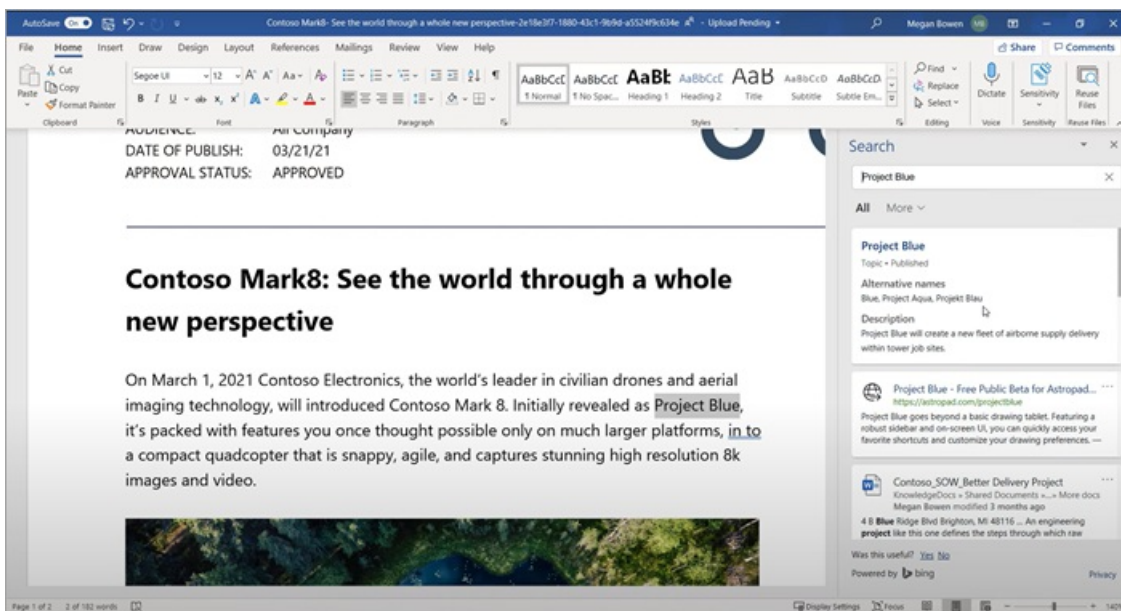
Search results

You can see a [topic answer](#) in search results when you search from the SharePoint start page, search on Office.com, or search from a SharePoint site after you change the search scope to include the full organization. The topic answer will appear at the top of the results list and give you a short set of information related to that topic.



Office application search

When you use Search in Office apps such as Word, PowerPoint, Outlook, or Excel — either through the search box or by selecting **Search** in the context menu — topic answers are displayed in the search results.



Topic center

Users can see topics in their organization to which they have a connection on the [topic center home page](#).

Knowledge indexing

Viva Topics uses Microsoft AI technology to identify *topics* in your Microsoft 365 environment.

A topic is a phrase or term that is organizationally significant or important. It has a specific meaning to the organization, and has resources related to it that can help people understand what it is and find more information about it. There are lots of different types of topics that will be important to your organization. Initially, the Microsoft AI technology focuses on the following types:

- Project
- Event
- Organization
- Location
- Product
- Creative work
- Field of study

When a topic is identified and AI determines that it has enough information for it to be a suggested topic, a *topic*

page displays the information that was gathered through topic indexing, such as:

- Alternate names and acronyms.
- A short description of the topic.
- People who might be knowledgeable about the topic.
- Files, pages, and sites that are related to the topic.

Your knowledge admins can choose to crawl all SharePoint sites in your tenant for topics, or to just select certain ones.

For more information, see [Topic discovery and curation](#).

Roles

When you use Viva Topics in your Microsoft 365 environment, your users will have the following roles:

- **Topic viewers:** Users who can see topic highlights on SharePoint modern sites that they have at least *Read* access to, and in Microsoft Search. They can select topic highlights to see topic details in topic pages. Topic viewers can provide feedback on how useful a topic is to them.
- **Contributors:** Users who have rights to edit existing topics or create new ones. Knowledge admins assign contributor permissions to users through the Viva Topics settings in the Microsoft 365 admin center. Note that you can also choose to give all topic viewers the permission to edit and create topics so that everyone can contribute to topics that they see.
- **Knowledge managers:** Users who guide topics through the topic lifecycle. Knowledge managers use the **Manage topics** page in the topic center to confirm AI-suggested topics, remove topics that are no longer relevant, as well as edit existing topics or create new ones, and are the only users who have access to it. Knowledge admins assign knowledge manager permissions to users through the Viva Topics admin settings in the Microsoft 365 admin center.
- **Knowledge admins:** Admins set up Viva Topics and manage it through the admin controls in the Microsoft 365 admin center. Currently, a Microsoft 365 global or SharePoint administrator can serve as a knowledge admin.

For more information, see [Viva Topics roles](#).

Topic management

Topic management is done in the **Manage topics** page in your organization's *topic center*. The topic center is created during setup and serves as your center of knowledge for your organization.

While all licensed users can see topics they're connected with in the topic center, only users with *Manage topics* permissions (knowledge managers) can view and use the **Manage topics** page.

Knowledge managers can:

- Confirm or remove topics that were discovered in your tenant.
- Create new topics manually as needed (for example, if not enough information was provided for it to be discovered through AI).
- Edit existing topic pages.

For more information, see [Manage topics in the topic center](#).

Admin controls

Admin controls in the Microsoft 365 admin center allow you to manage Viva Topics. They allow a Microsoft 365

global or SharePoint administrator to:

- Control which users in your organization are allowed to see topics in SharePoint modern pages or in SharePoint search results.
- Control which SharePoint sites will be crawled to identify topics.
- Exclude specific topics from being found.
- Control which users can manage topics in the topic center.
- Control which users can create and edit topics.
- Control which user can view topics.

For more information about admin controls, see [assign user permissions](#), [manage topic visibility](#), and [manage topic discovery](#).

Topic curation and suggestions

AI will continually work to provide you suggestions to improve your topics as changes occur in your environment.

Users with edit or create topics permissions can make updates to topic pages directly if they want to make corrections or add additional information. They can also add new topics that AI wasn't able to identify. If there's enough information on these manually added topics, and AI is able to identify this type of topic, additional suggestions from AI might enhance these manually added topics.

Users that you allow access to see topics in their daily work might be asked if the topic was useful to them. The system looks at these responses and uses them to improve the topic highlight, and help determine what's shown on topic summaries and in topic details.

For more information, see [Topic discovery and curation](#).

Provide us feedback


At Microsoft we take feedback from our customers very seriously. The feedback you provide for Viva Topics will be used to troubleshoot, fix bugs, enhance existing features, and develop new ones.


You can send feedback to Microsoft directly from a topic page, and from the **Manage topics** and **My topics** pages. Look for this button in the lower-right corner of the page.




On the **Send Feedback to Microsoft** page, let us know if you like something, if you don't like something, or if you have a suggestion.

Send Feedback to Microsoft

 I like something

 I don't like something

 I have a suggestion

What did you like?

Please do not include any confidential or personal information in your comment

☐ You can contact me about this feedback

☐ Include screenshot

By pressing submit, your feedback will be used to improve Microsoft products and services. [Privacy Statement](#)

Cancel

Submit

When you submit feedback, we ask that you not include sensitive information, such as phone numbers, addresses, or highly personal stories. Instead, please provide information on the specific issue you are experiencing with Viva Topics or your experience in general with Viva Topics. This will help us maintain your privacy as we review and take action based on your feedback.

Thank you for taking the time to share your thoughts with us. Your perspective helps us improve our existing features and develop new ones.

See also

[Use Microsoft Search to find topics in Viva Topics](#)

Topic discovery and curation in Microsoft Viva Topics

11/12/2021 • 5 minutes to read • [Edit Online](#)

Viva Topics organizes information to knowledge in your Microsoft 365 environment. We've all experienced reading through documents and site pages where we encounter terms we are unfamiliar with. Many times we stop what we are doing to spend precious time searching for more information.

Viva Topics uses Microsoft Graph and AI to identify **topics** in your organization. A topic is a phrase or term that has a specific meaning to the organization, and has resources related to it that can help people understand what it is and find more information about it. There are lots of different types of topics that will be important to your organization. Initially, the following types of topics can be identified:

- Project
- Event
- Organization
- Location
- Product
- Creative work
- Field of study

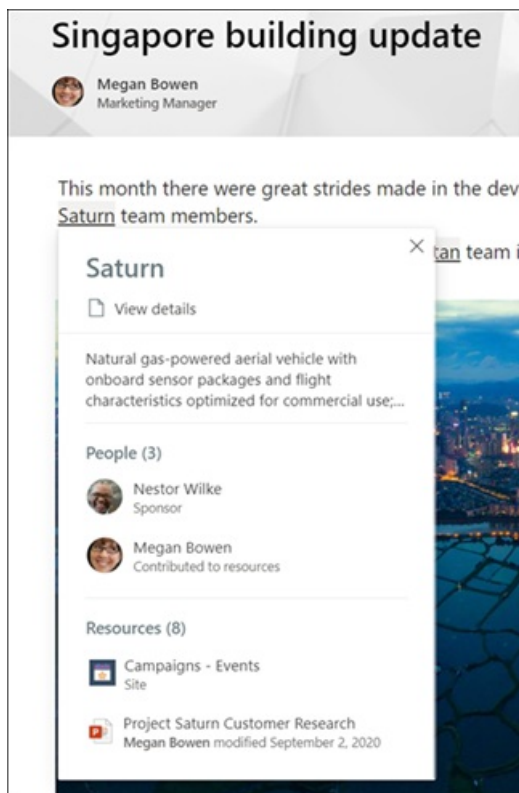
AI identifies people and content connected to the topic, and if enough is discovered, it becomes a suggested topic. It looks to identify the following properties and display them on a *topic page*.

- Alternate names and/or acronyms.
- A short description of the topic.
- People who might be knowledgeable about the topic.
- Files, pages, and sites that are related to the topic.

The properties are identified from the files and pages that are part of the evidence for identifying the topic. Alternate names and acronyms are sourced from these files and pages. The short description is sourced from these files and pages, or from the internet through Wikipedia. The source file, page, or Wikipedia article is referenced alongside the suggested properties. People are suggested based on their active contributions (for example, edits) to the files and pages. A reference to the amount of contributions from a particular person provides a hint as to why the person has been identified. Files, pages, and sites are ranked based on whether they are central to the topic, or whether they can give an overview or introduction to the topic.

Not every identified topic will be useful to your organization. It might not have identified any of the correct alternate names, descriptions, the appropriate people, or content. So the ability to add topics that aren't identified, keep suggested topics, and curate topics is critical to improving the quality of the topics that are discoverable in your organization.

Viva Topics then, when the context is appropriate, will suggest these topics to be highlighted on all SharePoint modern site pages in your tenant. The topic can also be directly referenced on the SharePoint modern site page by a page author. When a user is curious to learn more about a topic, they can select the highlighted topic to view a **Topic summary** card that provides a short description. And if they want to learn more, they can select a **Topic details** link in the summary to open the detailed topic page.



Additionally, users will also be able to find topics through Microsoft Search.

Topic curation and feedback

Viva Topics welcomes human contribution to improve the quality of your topics. While AI initially identifies and suggests topics, manually made edits to content from contributors, manually added topics, confirmation from users for AI discovered properties and content, and feedback on the usefulness of topics are all essential.

- Topics can be reviewed by **knowledge managers** in your organization. The knowledge manager can review topics that they have permissions to see. On the **Manage topics** page in the topic center, they can choose to confirm AI-generated topics ("suggested topics") as valid, reject topics to prevent the content from being viewed as a topic, create topics that were not discovered by AI, or identify topics that could benefit from a few edits by subject matter experts to be more helpful or accurate. For more information, see [Manage topics in the topic center](#).
- You can assign *Create and edit topics* permissions to any of your licensed users so that they can make changes to existing topics or create new topics. This allows users that are knowledgeable about the topic to update the topic page directly to make corrections or add additional information. They can also add new topics that AI wasn't able to identify. If there is enough information on these manually added topics, and AI is able to identify this type of topic, additional suggestions from AI might enhance these manually added topics. Together, humans and AI can keep knowledge accurate over time and not have this rest on a single person. For more information, see [Create a new topic](#) and [Edit a topic](#).
- Even users who only have read access to topic (topic viewers) will be asked to verify the usefulness of specific topics. Feedback questions are asked on the **Topic summary** card to improve the value of the topic and its information. Questions about the quality and usefulness of the AI suggestions are presented to users one at a time. Questions include:
 1. Whether identifying the topic in the SharePoint page was helpful. There's an opportunity to remove the highlight if it's not accurate or helpful. If enough people indicate that a topic is not correctly identified on a particular page, this highlight will eventually be removed for all users.
 2. Whether the suggested topic is valuable to the organization. If enough people indicate that the suggested topic is valuable, the topic is automatically confirmed. Alternatively, if the suggested

topic is not valuable, the topic is automatically rejected. The knowledge manager can observe this activity on the **Manage topics** page.

3. Whether the people and resource suggestions are helpful.
4. On the topic center home page, you can see the topics in your organization to which you have a connection. You can choose to remain listed on the topic or remove yourself. This feedback is reflected to everyone who discovers this topic. For more information about the topic center home page, see [Topic center overview](#).

Even with human edits, AI will continually look for more information about topics, and will look for human verification. For example, if AI thinks you are a person that should be listed as an expert on a topic, it will ask you to confirm this.

Roles in Microsoft Viva Topics

11/12/2021 • 3 minutes to read • [Edit Online](#)

When you use Viva Topics in your Microsoft 365 environment, your users can have the following roles:

- Topic viewer
- Topic contributor
- Knowledge manager
- Knowledge admin

Topic viewer

Topic viewers are users in your organization who can view topics highlighted in their SharePoint modern site, Microsoft Search through SharePoint and Office.com and the topic center. They can view more details about a topic on the topic page.

For topic highlights and their topic pages to be visible to a topic viewer, the user must:

- [Be assigned a Viva Topics license](#) by their Microsoft 365 admin.
- Be allowed to have visibility to topics. This task is done by the knowledge admin in the Viva Topics settings page in the Microsoft 365 admin center.

Topic contributors

Topic contributors are users in your organization that not only have topic viewer permissions, but who also can edit an existing topic or create a new topic. They have an important role in manually “curating” the information in a topic page (both AI or manually provided) to ensure its quality.

Users who have topic contributor permissions will see an **Edit** button displayed on Topic pages, which allows them to make updates to and publish a topic.

A topic contributor can also create and publish a new topic through their topic center.

To create and edit a topic, the user must:

- [Be assigned a Viva Topics license](#) by their Microsoft 365 admin.
- [Be assigned permissions to create and edit topics](#). This task is done by the knowledge admin in the Viva Topics settings page in the Microsoft 365 admin center.

Knowledge managers

Knowledge managers are users who manage topics in your organization. Topic management is done through the **Manage topics** page in the topic center, and it's only visible to knowledge managers.

On the **Manage topics** page, knowledge managers can do the following tasks:

- View AI-suggested topics.
- Review topics to confirm that they're valid.
- Remove topics that you don't want visible to your users.

Additionally, a knowledge manager can edit existing topics or create new ones.

To manage topics, the user must:

- [Be assigned a Viva Topics license](#) by their Microsoft 365 admin.
- [Be assigned permissions to manage topics](#)). This task is done by the knowledge admin in the Viva Topics settings page in the Microsoft 365 admin center.

Users who have a good overall knowledge of your business can be good candidates for the knowledge manager role. Such people might not only have the knowledge to know if topics are valid or not, but might also know people within the company who are related to those topics.

Knowledge admins

Knowledge admins are admins who set up and configure Viva Topics in your Microsoft 365 environment. They also manage the Viva Topics settings after set up has completed. The knowledge admin role requires you to be a Microsoft 365 global or SharePoint admin since setup and management are done in the Microsoft 365 admin center. During setup, knowledge admins can configure Viva Topics to:

- Select which SharePoint sites will be crawled for topics.
- Select which licensed users who can view topics (topic viewers).
- Select which topics will be excluded from being identified.
- Select which licensed users who can create and edit topics (topic contributors).
- Select which licensed users who can manage topics (knowledge managers).
- Name the topic center.

Knowledge managers need to be able to coordinate with all Viva Topics stakeholders in their organization to know how to configure it. For example, if a new project has sensitive information, the knowledge manager needs to be informed so that they can make sure that the SharePoint site is not crawled for topics, or specific topic names need to be excluded.

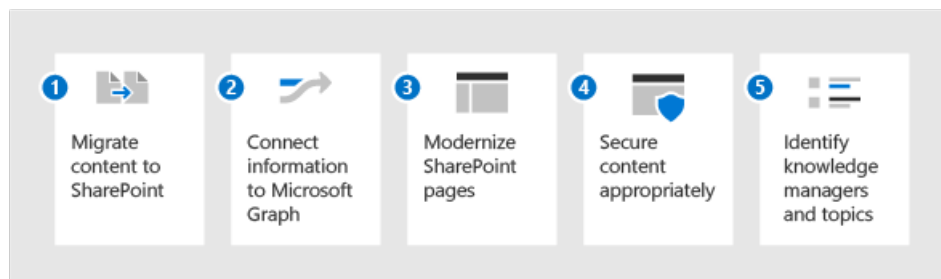
Get your environment ready for Microsoft Viva Topics

11/12/2021 • 9 minutes to read • [Edit Online](#)

To make the most of Viva Topics, you want to have as much content as possible included for topic discovery, so that you can have a rich set of topics for your users. But what content should be used for topic discovery? How do you maximize the content that is indexed, while staying in control? The more content is in scope, the better the insights the artificial intelligence can discover. This article walks you through planning steps to ensure that you are including the appropriate content, and that you have the right people and resources to make a good experience for your users.

To plan for Viva Topics, you need to:

Get ready for Topic Experiences



1. [Migrate content to SharePoint](#)

- Topic indexing only includes content on SharePoint sites.
 - Where possible, migrate valuable content into SharePoint Online from external sources.
 - Prioritize content sources with high potential for tacit knowledge.
 - Highlight the benefits of Viva Topics to encourage users to move content from OneDrive to SharePoint sites.

2. [Connect information to Microsoft Graph](#)

- In the future, external content can be brought into the knowledge graph and become available.
- For content that cannot be moved, consider using Graph Connectors to enhance search and prepare for future inclusion.

3. [Modernize SharePoint pages](#)

- Topic cards can only be surfaced on modern pages.
- Identify high profile classic pages that are modernization candidates.

4. [Secure content appropriately](#)

- Topic resources are security trimmed based on a user's permissions.
- Identify any content that might have incorrectly broad or restrictive permissions:
 - Encourage site owners to use the Sharing reports to review permissions
 - Have admins audit broadly shared content using Search
 - Encourage content owners to share content that is not sensitive and may have broader benefit to the organization.
- Review your Microsoft Graph configuration on users and content:
 - Topic indexing honors configuration excluding content from Search or Delve (for example,

NOINDEX). Review whether these configurations are still relevant.

5. [Identify knowledge managers and topics](#)

- Use existing taxonomies to manually create topics, or help to confirm AI-suggested topics.
- Identify subject matter experts (SMEs) for anticipated or seeded topics.
- Identify sites that cover a large body of valuable data that can be used to pilot topic mining.
- Engage Knowledge Managers and communities of practice.

1. Migrate content to Microsoft 365

There are several tools and services to help with your migration - you can get an overview and information about how to migrate at [Migrate your content to Microsoft 365](#). Migration tools include:

- [Migration Manager](#)
- [SharePoint Migration Tool \(SPMT\)](#)
- [Microsoft 365 FastTrack](#)
- [Partner migration tools and services](#)

Make the most of your migration:

- Migrate to a modern site - that includes Microsoft Teams. While indexing can happen on any SharePoint site (classic or modern), displaying topics to users through highlights and cards only happens on modern pages.
- Maintain usernames - most migration tools allow you to map user identities across the migration, so that properties like Created By or Modified By are maintained after the migration. This is important for topics because the authorship of files is used to identify the experts that are added to a topic page or card.
- Make service account names descriptive - There will be some cases where maintaining usernames isn't possible. For example, if you're migrating content that was created by someone who is no longer an employee of the organization. In this instance, most migration tools will move a file as if it was created by an admin account or a service account. If this happens frequently, then that service account could then be listed against topics as an expert. This is where the naming of that account becomes really important. If you make it descriptive, the presence of these non-human accounts will be understandable by your users consuming topics.

2. Connect information to Microsoft Graph

If you can't migrate some content, then connect it with the Microsoft Graph:

- Consider implementing [Graph Content Connectors](#). Using connectors, external content can be indexed into the Microsoft Graph, where users can then discover it through Microsoft Search.
- Future developments will bring external data into Viva Topics.

3. Modernize SharePoint pages

Because topic cards and highlights can only appear on modern pages, update any pages you want to include in Viva Topics from classic to modern. See [Modernize your classic SharePoint sites](#). You can use the [SharePoint Modernization scanner](#) to prepare your classic sites for modernization.

If you have a lot of classic sites, prioritize high profile pages to convert to modern.

4. Secure content appropriately

When users interact with a topic card or a topic page, they may see different resources. This is because they have access to different files that are associated with the topic. If your underlying permissions are too strict, then the serendipitous aspects of information discovery through topics could be diminished. On the other hand, if

they're too broad, then a topic could surface content to a user that you don't intend them to see. Good permissions management is critical here. And good permissions management is based on an ongoing partnership between administrators and content owners. While this might be an ongoing activity, there are some practical steps that you can take when preparing for topics:

- Encourage site owners to review sharing and permissions.

SharePoint site owners can review a sharing report for their site that shows full details of all permissions and sharing links configured on the site, see [Sharing reports](#). This lists internal and external (guest) users.

Site owners can also see who has permissions for the site by going to the **Site Permissions** and **Advanced Permissions Settings** pages.

1. On your site, choose **Settings > Site permissions**. Check to see who is listed under Site Owners, Site Members, and Site Visitors. Check for any Guest users.
 2. On the **Permissions** page, choose **Advanced Permissions Settings**. You can check for unique permissions and see who has limited access to any items in the site.
- Audit Microsoft 365 Groups and Teams to make sure they are appropriately set as public or private groups or teams. New Teams and Microsoft 365 Groups are set to private by default, but when first released were public by default. If you were earlier adopters of these technologies, you might want to review. Also, the function of a team often evolves over its lifecycle, and the setting might need to be updated to reflect the current use of the team.
 - Review use of "everyone", "everyone except external users" or broad security groups. Content may be incorrectly shared with these values. To review the use of these groups you can:
 - Create an account that has no group memberships
 - Use search with this account to discover content that is broadly shared.
 - If inappropriate content is visible to this account through search, then you can work with the site owners to correct the permission configuration.

In addition to permissions, you can also control the scope of what is discoverable through topics. You are always in control of what is indexed.

Administrators can configure indexing in the Microsoft 365 Admin Center. When you set up [Viva Topics](#), you can:

- Allow discovery across all SharePoint sites or specify sites to include or exclude as topic sources.
- Where you have sensitive terms, you can also exclude topics by name. For example, if you have the name of a sensitive project, where you don't want a highlight or card to appear, irrespective of the user's permissions, you can exclude that project name.

At the content level, you can also control what is discoverable. Any configuration that you've done to exclude content from search will also be used by content discovery. So, for example, if you have excluded a specific document library from appearing in search results, this document library will not be used for topic discovery.

5. Identify knowledge managers and topics

Managing topics involves three key roles, including two new Azure Active Directory (AAD) roles: Knowledge administrator and Knowledge manager:

- The Knowledge administrator (KA) is a technical role, typically in IT. This role allows the setup of the Viva Topics in the M365 admin center, as well as the configuration of topic discovery and visibility.
- The Knowledge manager (KM) works with the topics themselves and oversees their quality and completeness.
- Topic contributors (TCs) are not based on an AAD role, but permissions in the admin center. They are subject-matter experts able to curate the content on topics, adding resources and people.

Depending on your organization you may have few or many people acting in these roles. For some organizations, these may be the same people.

KNOWLEDGE ADMIN	KNOWLEDGE MANAGER	TOPIC CONTRIBUTOR
AAD role	AAD role	SME
Has access to the admin center	Has access to the admin center	No access to the admin center
Sets up Viva Topics	Owens management and quality of topics	Contributes to topics based on their expertise.
Ensures that security and compliance standards are enforced and understands licensing agreement.	Performs topic management tasks such as create, edit, delete, and reject topics. Supports Topic contributors with their tasks.	Curates the information and content on topic pages, including which people and resources are pinned to that topic.

Highlights and cards will appear to users in the context of their work, for example as they browse modern pages in SharePoint. You control the end user experience for topics.

- Who can see Topics? Topic visibility is configured in the Microsoft 365 Admin Center. Choose which groups to allow to see topics:
 - Everyone in my organization. "Everyone" does not include guests, it is all internal users in your directory
 - Only Selected people or security groups (this option is good while you are still rolling out Viva Topics, so you can test with a subset of users). If you want guests to view Topics, you will need to use the "selected people or security groups" option, and grant them a license.
 - No one.

All users, even guest users, will need to have a license applied in order to view the topic experience. And remember that permissions always control what can be seen.

- Which Topics are visible? You can choose to:
 - Show all candidate topics.
 - Show only confirmed topics.

Now that we have the managers, experts, and users, we can talk about the topics themselves.

- It's a good practice to seed topics into your topic list. The quality and quantity of topics is based on your content - it will only be created as a topic if it is included in the content that is in scope. If there's sufficient information and evidence for the topic, it will be created by the AI. Seeding topics is where the Knowledge Manager and subject-matter experts can help. Combining human knowledge with the AI is the best route for quality topics. So if there are topics you anticipate you can manually create these in the Topic center. Doing that will give the AI a strong signal of the relevance of that topic and it will identify resources and people to associate with that topic.
- Use existing taxonomies to help your topic planning, either from SharePoint or elsewhere. Existing taxonomies often include organizational terms, products, subject areas, and so on. Sources for topics can also come from lists of projects, existing search bookmarks, and so on.

Security and privacy in Microsoft Viva Topics

11/12/2021 • 4 minutes to read • [Edit Online](#)

Topics uses existing content security features in Microsoft 365, along with administrative controls, to control what AI-generated content is shown to users in your organization. It is the combination of Microsoft 365 security settings (permissions to sites, files, and folders) and Topics admin settings that determine what a given user can see in topics.

Setting up Topics does not modify any existing access controls on content in your organization. Users will only see what they already have access to.

This article describes how Topics works from a security perspective and the options that knowledge administrators and knowledge managers have to control topic visibility. Read this article as part of your [planning for Topics](#).

You should be familiar with [what Topics is](#), the [topic center](#), and how to [work with topics in the topic center](#) before you read this article.

What users can see in topics

To see topics, a user must:

- Have a Viva Topics license
- Be a [topic viewer](#), [contributor](#), or [knowledge manager](#)

These two things give users view access to the topic center and allow them to see highlights and topic cards.

Topic contributors additionally have [create and edit](#) permissions for topics, and knowledge managers can confirm or remove topics.

When a topic is first discovered, knowledge managers can see it in the topic center. Depending on the completeness and relevance of the topic, topic viewers may or may not see the topic presented in topic cards.

Topics can contain information generated by AI and information added or edited by topic contributors or knowledge managers.

- Information in a topic that was added by AI is only visible to people who have access to the source content.
- Text that has been manually added or edited by a topic contributor or knowledge manager is visible to everyone who can see the topic.

Topic viewers and contributors can see the list of confirmed and published topics in the topic center, but the topic details that a given person can see depends on the permissions that they have to the source material and on whether the topic has been manually edited.

The following table describes what users - topic viewers, contributors, and knowledge managers - can see in a given topic based on their permissions.

TOPIC ITEM	WHAT USERS CAN SEE
Topic name	Users can see the topic name of topics in the topic center. Some topics may not be visible if users don't have permissions to the source content or have a low relevancy to the user.

TOPIC ITEM	WHAT USERS CAN SEE
Topic description	AI-generated descriptions are visible only to users who have permissions to the source content. Manually entered or edited descriptions are visible to all users.
People	Pinned people are visible to all users. Suggested people are only visible to users who have permissions to the source content.
Files	Files are only visible to users who have permissions to the source content.
Pages	Pages are only visible to users who have permissions to the source content.
Sites	Sites are only visible to users who have permissions to the source content.

Users' personal and private data

Viva Topics only discovers topics in the SharePoint sites that you specify. Users' personal storage such as personal mail or OneDrive is not included.

Best practices

Topics presents information to users based on their existing permissions to content. Microsoft 365 provides a variety of ways to ensure that sensitive content is restricted to appropriate users. Beyond standard team or site permissions, you can use [sensitivity labels](#) or [data loss prevention](#) to restrict access to content and [access reviews](#) to periodically review user access to sensitive information.

We recommend that you use these tools to ensure that your content permissions are set appropriately inside your organization. Topic experiences can then provide useful and appropriate information to your users.

If there are topics that you want to exclude entirely from topic experiences, you can also:

- [Exclude sensitive SharePoint sites from topic discovery](#). Content in these sites will not appear in topic experiences.
- [Exclude topics by name](#). Topics explicitly excluded will not appear in topic experiences.
- Have knowledge managers remove topics in the topic center.

Additionally, we recommend these best practices:

- Recruit knowledge managers from different areas of your organization. Having knowledge managers with a variety of expertise - and access to the underlying content used by AI - can help you curate the most useful knowledge for your users and remove sensitive information if found.
- Set up a workflow for requesting changes. Knowledge managers or team or site owners should have a process by which they can request exclusion of topics or sites as new projects are started within your organization or if they find content with inappropriate permissions settings.
- Be aware of the audience and the sensitivity of information when creating topic descriptions. These descriptions may be visible to users who don't have permissions to the source content for the topic.

While you can change the permissions on individual topic pages to narrow access to a specific group of users,

we don't recommend this approach because of the high degree of administrative effort required.

See also

[Configure Teams with three tiers of protection](#)

[Plan topic experiences](#)

[Set up topic experiences](#)

Plan for Microsoft Viva Topics

11/12/2021 • 7 minutes to read • [Edit Online](#)

You're in control of how topics are experienced in your organization. Your planning decisions for Topics ensures that high quality topics are shown to your users and they have the right permissions to consume and contribute knowledge.

In this article we'll examine these planning decisions:

- Which SharePoint sites you want to crawl for topics
- Which topics, if any, you want to exclude from topic experiences
- Which users you want to make topics visible to
- Which users you want to give permissions to manage topics in the topic center
- Which users you want to give permissions to create or edit topics in the topic center
- What name you want to give your topic center

Security and privacy of your data is respected, and topic experiences does not grant users additional access to files they don't have rights to. We recommend you also read [Microsoft Viva Topics security and privacy](#) as part of your planning process.

To learn more about the AI technology behind Viva Topics, read [Alexandria in Microsoft Viva Topics: from big data to big knowledge](#).

Keep in mind that Viva Topics needs access to the sites and files that your users use every day. Deploying Viva Topics in a test or development environment may not yield useful results.

Requirements

You must be [subscribed to Viva Topics](#) and be a global administrator or SharePoint administrator to access the Microsoft 365 admin center and set up Topics.

All users who are going to use Topics require a **Topic Experiences** license. Assigning licenses is covered in [Set up Microsoft Viva Topics](#).

IMPORTANT

Topics will only crawl English content.

Topic discovery

The topic discovery settings specify which SharePoint sites are used as sources for topics. This includes both classic and modern sites, as well as sites associated with Microsoft Teams and Microsoft 365 Groups. OneDrive sites are not included.

You can choose to include all SharePoint sites, a specific list of sites, or no sites. We recommend that you choose all sites so that topic experiences can discover a large number of good topics for your users.

When you set up Topics, you can choose from the following options:

- **All sites:** All SharePoint sites in your organization. This includes current and future sites.
- **All, except selected sites:** All sites except for the ones you specify. Sites created in future will be included

as sources for topic discovery.

- **Only selected sites:** Only the sites that you specify. Sites created in the future will not be included as sources for topic discovery.
- **No sites:** Do not include any SharePoint sites.

We recommend selecting enough sites to include at least 20,000 documents to get the best results from Viva Topics.

If you choose either **All, except selected sites** or **Only selected sites**, you can upload a .csv file with a list of sites. These options are useful if you're doing a pilot and you want to include a limited number of sites to start.

You can copy the .csv template below:

Site name,URL

We don't recommend choosing **No sites** because it prevents topics from being automatically created or updated. However, you can choose this option if you want to set up Topics and then add sites later.

We recommend you create a process for users or knowledge managers to request individual sites be removed from topic discovery if needed in your organization.

Multi-geo

If your organization has deployed [Microsoft 365 Multi-Geo](#), Viva Topics respects data sovereignty by ensuring topics data is always stored in the correct geo location. The topic center is provisioned in the central location and content from all geo locations is processed there. The resulting discovered topics are stored in the same geo location as the source content. If the topic source data moves between geo locations, the corresponding topic properties, such as the description, moves as well.

User permissions

The user permissions that you specify determine which people in your organization interact with topics and what they can do.

NOTE

At this time, Viva Topics doesn't support providing licenses or user permissions for Guest (External) users.

Manage topics

Knowledge managers oversee the quality of information, how its structured, and other best practices in your organization. They can confirm and reject topics.

While you can specify individual topic managers, we recommend that you create a security group (or use an existing one) that contains the people who you want to be knowledge managers. You can specify this security group during the setup process.

Create and edit topics

Topic contributors are the champions and subject matter experts in your organization. They can create and edit topics.

We recommend that you allow everyone in your organization to create and edit topics because topic experiences work best when all users can share information.

If you want to limit creating and editing topics to specific people or groups, create a security group for them and specify it during the setup process.

You can choose to not allow anyone to contribute to topics, however this is not recommended. Knowledge managers will still be able to edit and create topics if you choose this option.

Topic viewers

Topic viewers can see information on topic pages, in search results and when topics are highlighted in the content like SharePoint pages. Users can only see discovered topics when they have access to the files and pages the topic was discovered in.

When setting up topic viewers, you can choose from:

- **Everyone in my organization**
- **Only selected people or security groups**
- **No one**

We recommend **Everyone in my organization**, but if you're doing a pilot you may want to choose only selected people or security groups. You can also choose **No one** if you want to set up Topics, but not allow people to see topics yet. (Knowledge managers will still have access to allow them view the topics and help with the decision to make Topics broadly available.)

Knowledge rules

As an administrator, you can exclude certain topics from topic experiences. This is useful if you want to keep sensitive data from appearing in topics. While knowledge managers can exclude topics in the topic center, topics excluded by the administrator are not even visible to knowledge managers. (Knowledge managers can also remove topics in the topic center after discovery.)

If you want to exclude topics at the administrator level, you must add them to a .csv file and upload the file. You can do this during setup or later.

The .csv file must contain the following parameters:

- **Name:** Type the name of the topic you want to exclude. There are two ways to do this:
- **MatchType-Exact/Partial:** Type whether the name you entered was an *exact* or *partial* match type.
 - Exact match: You can include the exact name or acronym (for example, *Contoso* or *ATL*).
 - Partial match: You can exclude all topics that have a specific word in it. For example, *arc* will exclude all topics with the word *arc* in it, such as *Arc circle*, *Plasma arc welding*, or *Training arc*. Note that it will not exclude topics in which the text is included as part of a word, such as *Architecture*.
- **Stands for (optional):** (Also known as *expansion*) If you want to exclude an acronym, type the words the acronym stands for.

	A	B	C
1	Name (required)	Expansion	MatchType- Exact/Partial (required)
2	Arc		Partial
3	Contoso		Exact
4	ATL	All time low	Exact

You can copy the csv template below:

```
Name (required),Expansion,MatchType- Exact/Partial (required)
```

Administration

When you set up Topics, as part of the setup process, a topic center is automatically created. Think about what you want to name the topic center and what you want the URL to be. You can set both the name and URL as part

of the setup process, and you can change the name (but not URL) later in the Microsoft 365 admin center. You can only have one topic center.

Setup checklist

When you set up topic experiences, you'll need the following items as you go through the setup wizard:

- List of sites to include or exclude if not including all sites for topic discovery
- Security group for topic viewers if not allowing all users to view topics
- Security group for topic contributors if not allowing all users to create and edit topics
- Security group for topic knowledge managers if not allowing all users to manage topics
- List of sensitive topics to exclude from topic discovery
- A name for your topic center site

See also

[Set up topic experiences](#)

[Manage topic discovery in Microsoft 365](#)

[Manage topic visibility in Microsoft 365](#)

[Manage topic permissions in Microsoft 365](#)

[Change the name of the topic center in Microsoft 365](#)

Set up Microsoft Viva Topics

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You can use the Microsoft 365 admin center to set up and configure [Topics](#).

It is important to plan the best way to set up and configure topics in your environment. Be sure to read [Plan for Microsoft Viva Topics](#) before you begin the procedures in this article.

You must be [subscribed to Viva Topics](#) and be either a global administrator, or both SharePoint and Groups administrator to access the Microsoft 365 admin center and set up Topics.

IMPORTANT

If you have configured SharePoint to [require managed devices](#), you must set up Topics from a managed device.

Video demonstration

This video shows the process for setting up Topics in Microsoft 365.

Assign licenses

You must assign licenses for the users who will be using Topics. Only users with a license can see information on topics including highlights, topic cards, topic pages and the topic center.

To assign licenses:

1. In the Microsoft 365 admin center, under **Users**, click **Active users**.
2. Select the users that you want to license, and click **Licenses and apps**.
3. Under **Licenses**, select **Viva Topics**.
4. Under **Apps**, make sure **Graph Connectors Search with Index (Viva Topics)** and **Viva Topics** are both selected.

☒ **Viva Topics**
24 of 25 licenses available

Apps (65)

Show apps for:

Viva Topics

☒ Select all

☒ **Graph Connectors Search with Index (Viva Topics)**
Viva Topics

☒ **Viva Topics**
Viva Topics

5. Click **Save changes**.

It may take up to an hour for users to get access to Topics after the licenses are assigned.

Set up Topics

NOTE

The first time topic discovery is enabled, it may take up to two weeks for all suggested topics to appear in the Manage Topics view. Topic discovery continues as new content or updates to content are made. It is normal to have fluctuations in the number of suggested topics in your organization as Viva Topics evaluates new information.

To set up Topics

1. In the [Microsoft 365 admin center](#), select **Setup**, and then view the **Files and content** section.
2. In the **Files and content** section, click **Connect people to knowledge**.

Name ↑	Status
Automate content understanding	<input type="radio"/> Not started yet
Connect people to knowledge	<input type="radio"/> Not started yet

3. On the **Connect people to knowledge** page, click **Get started** to walk you through the setup process.

Connect people to knowledge

Help people discover subjects of interest within Office apps, SharePoint, and search results by setting up Viva Topics. You control how it works, who can see and edit topics, and where they're shown. Viva Topics respects your existing privacy, security, and compliance settings.

Get started

☐ Not started yet

4. On the **Choose how Viva Topics can find topics** page, you will configure topic discovery. In the **Select SharePoint topic sources** section, select which SharePoint sites will be crawled as sources for your topics during discovery. Choose from:
 - **All sites**: All SharePoint sites in your organization. This includes current and future sites.
 - **All, except selected sites**: Type the names of the sites you want to exclude. You can also upload a list of sites that you want to opt out from discovery. Sites created in future will be included as sources for topic discovery.
 - **Only selected sites**: Type the names of the sites you want to include. You can also upload a list of sites. Sites created in the future will not be included as sources for topic discovery.
 - **No sites**: Do not include any SharePoint sites.

Select SharePoint topic sources

To improve the quality of results, select sites with more files and pages. All sites are crawled, but only topics and associated content from selected sites displayed by Viva Topics.

- ☒ All sites (recommended)
- ☐ All, except selected sites
- ☐ Only selected sites
- ☐ No sites

5. In the **Exclude topics by name** section, you can add names of topics you want to exclude from topic discovery. Use this setting to prevent sensitive information from being included as topics. The options are:

- Don't exclude any topics
- Exclude topics by name

Exclude topics

Topics which contain the names specified will be excluded from discovery. This setting prevents sensitive topics from being displayed by Viva Topics. [Learn more about excluding topics in your organization.](#)

- ☐ Don't exclude any topics
- ☒ Exclude topics by name

[Download the .csv template](#) and enter topics you want excluded. Topic name and Match type (exact or partial) are required.

Browse

(Knowledge managers can also exclude topics in the topic center after discovery.)

How to exclude topics by name

If you need to exclude topics, after selecting **Exclude topics by name**, download the .csv template and update it with the list of topics that you want to exclude from your discovery results.

	A	B	C
1	Name (required)	Expansion	MatchType- Exact/Partial (required)
2	Arc		Partial
3	Contoso		Exact
4	ATL	All time low	Exact

In the CSV template, enter the following information about the topics you want to exclude:

- **Name:** Type the name of the topic you want to exclude. There are two ways to do this:
 - Exact match: You can include the exact name or acronym (for example, *Contoso* or *ATL*).
 - Partial match: You can exclude all topics that have a specific word in it. For example, *arc* will exclude all topics with the word *arc* in it, such as *Arc circle*, *Plasma arc welding*, or *Training arc*. Note that it will not exclude topics in which the text is included as part of a word, such as *Architecture*.
- **Stands for (optional):** If you want to exclude an acronym, type the words the acronym stands for.
- **MatchType-Exact/Partial:** Type whether the name you entered was an *exact* or *partial* match type.

After you've completed and saved your .csv file, select **Browse** to locate and select it.

Select **Next**.

6. On the **Who can see topics and where can they see them** page, you will configure topic visibility. In the **Who can see topics** setting, you choose who will have access to topic details, such as highlighted

topics, topic cards, topic answers in search, and topic pages. You can select:

- Everyone in my organization
- Only selected people or security groups
- No one

Who can see topics

Topic details show on topic pages, in search results and when topics are highlighted in content like SharePoint pages. Users can only see discovered topics when they have access to the files and pages the topic was discovered in.

- ☒ Everyone in my organization
- ☐ Only selected people or security groups
- ☐ No one

NOTE

While this setting allows you to select any user in your organization, only users who have Topic Experiences licenses assigned to them will be able to view topics.

7. In the **Permissions for topic management** page, you choose who will be able to create, edit, or manage topics. In the **Who can create and edit topics** section, you can select:

- Everyone in my organization
- Only selected people or security groups
- No one

Who can create and edit topics

Choose who can create new topics or update topic details such as the description, documents and connected people.

- ☒ Everyone in my organization
- ☐ Only selected people or security groups
- ☐ No one

8. In the **Who can manage topics** section, you can select:

- Everyone in my organization
- Only selected people or security groups

Who can manage topics

Choose who has access to the Topic management dashboard to review topics across the organization. These knowledge managers can perform actions such as confirm, reject and view feedback on topics. They can also view, create and edit topics.

- ☒ Everyone in my organization
- ☐ Only selected people or security groups

Select **Next**.

9. On the **Create topic center** page, you can create your topic center site in which topic pages can be viewed and topics can be managed. In the **Site name** box, type a name for your topic center. You can click the pencil icon if you want to change the URL. Optionally, type a short description in the **Description** box.

IMPORTANT

You can change the site name later, but you can't change the URL after you complete the wizard.


Select **Next**.

Create topic center

The topic center is a SharePoint site where users have a personalized view of relevant knowledge across your organization and knowledge managers can manage topics. Topic pages are hosted here.

Site name*

Site address



https://contoso.sharepoint.com/sites/Topics

Available


Description

Destination to learn more about topics in the organization and see a personalized view of topics associated to you

10. On the **Review and finish** page, you can look at your selected setting and choose to make changes. If you are satisfied with your selections, select **Activate**.
11. The **Viva Topics activated** page will display, confirming that the system will now start analyzing your selected sites for topics and creating the topic center site. Select **Done**.
12. You'll be returned to your **Connect people to knowledge** page. From this page, you can select **Manage** to make any changes to your configuration settings.

Connect people to knowledge

Help people discover subjects of interest within Office apps, SharePoint, and search results by setting up Viva Topics. You control how it works, who can see and edit topics, and where they're shown. Viva Topics respects your existing privacy, security, and compliance settings.

Manage  Completed

Manage topic experiences

Once you have set up Topics, you can change the settings that you chose during setup in the [Microsoft 365 admin center](#). See the following references:

- [Manage topic discovery in Microsoft Viva Topics](#)
- [Manage topic visibility in Microsoft Viva Topics](#)
- [Manage topic permissions in Microsoft Viva Topics](#)

- [Change the name of the topic center in Microsoft Viva Topics](#)

See also

[Topic Experiences Overview](#)

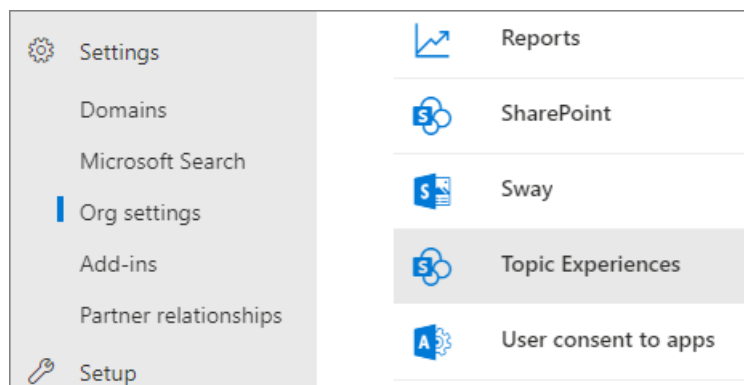
Manage topic discovery in Microsoft Viva Topics

11/12/2021 • 2 minutes to read • [Edit Online](#)

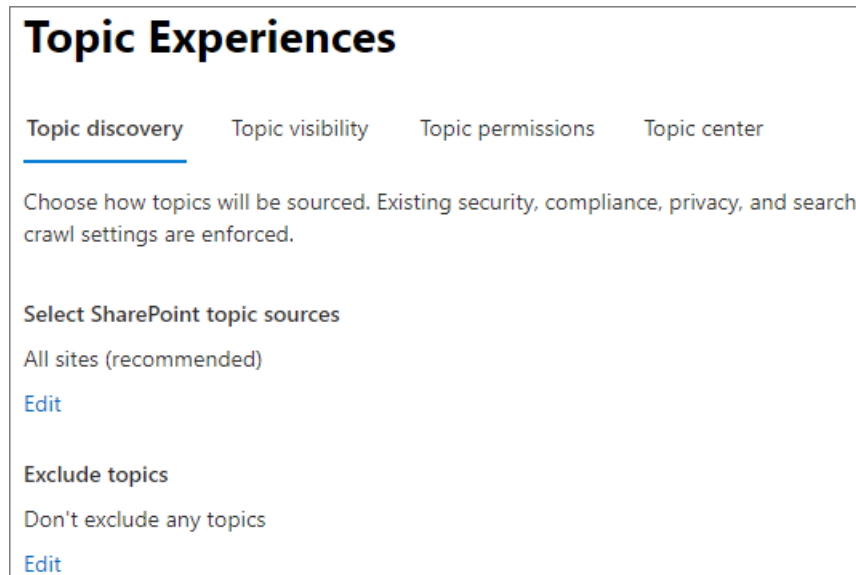
You can manage topic discovery settings in the [Microsoft 365 admin center](#). You must be a global administrator or SharePoint administrator to perform these tasks.

To access topics management settings:

1. In the Microsoft 365 admin center, click **Settings**, then **Org settings**.
2. On the **Services** tab, click **Topic experiences**.



3. Select the **Topic discovery** tab. See the following sections for information about each setting.



Select SharePoint topic sources

You can change the SharePoint sites in your organization that will be crawled for topics.

If you want to include or exclude a specific list of sites, you can use the following .csv template:

Site name,URL

If you add sites using the site picker, they are added to the existing list of sites to include or exclude. If you upload a .csv file, it overwrites any existing list. If you have previously included or excluded specific sites, you

and download the list as a .csv file, make changes, and upload the new list.

To choose sites for topic discovery

1. On the **Topic discovery** tab, under **Select SharePoint topic sources**, select **Edit**.
2. On the **Select SharePoint topic sources** page, select which SharePoint sites will be crawled as sources for your topics during discovery. This includes:
 - **All sites**: All SharePoint sites in your tenant. This captures current and future sites.
 - **All, except selected sites**: Type the names of the sites you want to exclude. You can also upload a list of sites you want to opt out from discovery. Sites created in the future will be included as sources for topic discovery.
 - **Only selected sites**: Type the names of the sites you want to include. You can also upload a list of sites. Sites created in the future will not be included as sources for topic discovery.
 - **No sites**: Topics won't be automatically generated or updated with SharePoint content. Existing topics remain in the topic center.

☐ All sites (recommended)

☒ All, except selected sites

Search and select sites

Upload a .csv file with the list of sites.

Download site template .csv and then upload a completed list with sites you want to include. (You can export a site list from the SharePoint admin center.)

☐ Only selected sites

☐ No sites

3. Click **Save**.

Exclude topics by name

You can exclude topics from discovery by uploading a list using a .csv file. If you've previously excluded topics, you can download the .csv, make changes, and upload it again.

1. On the **Topic discovery** tab, under **Exclude topics**, select **Edit**.
2. Click **Exclude topics by name**.
3. If you need to create a list, download the .csv template and add the topics that you want to exclude (see *Working with the .csv template* below). When the file is ready, click **Browse** and upload the file. If there's an existing list, you can download the .csv containing the list.
4. Click **Save**.

☐ Don't exclude any topics

☒ Exclude topics by name

Download the .csv template and enter topics you want excluded. Topic name and Match type (exact or partial) are required.

Working with the .csv template

You can copy the csv template below:

```
Name (required),Expansion,MatchType- Exact/Partial (required)
```

In the CSV template, enter the following information about the topics you want to exclude:

- **Name:** Type the name of the topic you want to exclude. There are two ways to do this:
 - Exact match: You can exclude the exact name or acronym (for example, *Contoso* or *ATL*).
 - Partial match: You can exclude all topics that have a specific word in it. For example, *arc* will exclude all topics with the word *arc* in it, such as *Arc circle*, *Plasma arc welding*, or *Training arc*. Note that it will not exclude topics in which the text is included as part of a word, such as *Architecture*.
- **Stands for (optional):** If you want to exclude an acronym, type the words the acronym stands for.
- **MatchType-Exact/Partial:** Type whether the name you entered was an *exact* or *partial* match type.

	A	B	C
1	Name (required)	Expansion	MatchType- Exact/Partial (required)
2	Arc		Partial
3	Contoso		Exact
4	ATL	All time low	Exact

See also

[Manage topic visibility in Microsoft 365](#)

[Manage topic permissions in Microsoft 365](#)

[Change the name of the topic center in Microsoft 365](#)

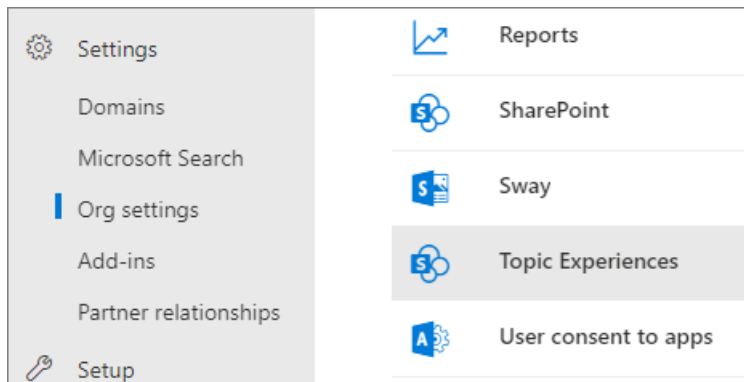
Manage topic visibility in Microsoft Viva Topics

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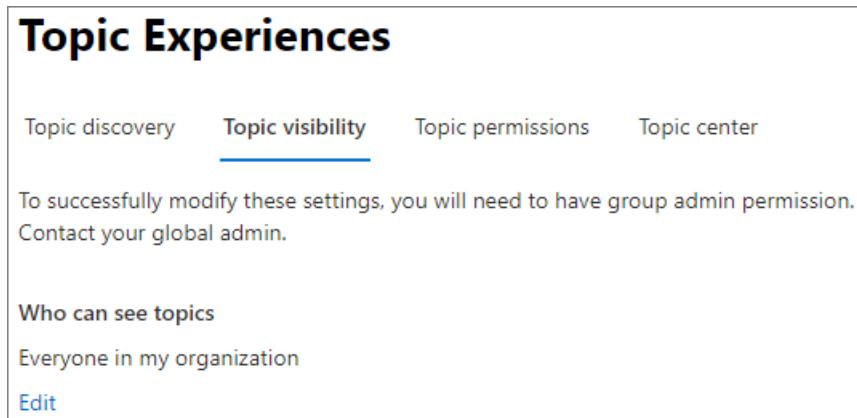
You can manage who can see topic highlights, topic cards, and the topic center in the [Microsoft 365 admin center](#). You must be a global administrator or SharePoint administrator and Groups admin to do these tasks.

To access topics management settings:

1. In the Microsoft 365 admin center, click **Settings**, then **Org settings**.
2. On the **Services** tab, click **Topic experiences**.



3. Select the **Topic visibility** tab. See the following sections for information about each setting.



Change who can see topics in your organization


You can change the users who can see topics in your organization.

1. On the **Topic visibility** tab, under **Who can see topics**, select **Edit**.
2. On the **Who can see topics** page, you choose who will have access to topic details, such as highlighted topics, topic cards, topic answers in search, and topic pages. You can select:
 - **Everyone in your organization**
 - **Only selected people or security groups**
 - **No one**

Who can see topics

Topic details show on topic pages, in search results and when topics are highlighted in content like SharePoint pages. Users can only see discovered topics when they have access to the files and pages the topic was discovered in.

- ☐ Everyone in my organization
- ☒ Only selected people or security groups

 Topic users 

- ☐ No one

3. Select **Save**.

NOTE

While this setting allows you to select any user in your organization, only users who have Topic Experiences licenses assigned to them will be able to view topics.

See also

[Manage topic discovery in Microsoft Viva Topics](#)

[Manage topic permissions in Microsoft Viva Topics](#)

[Change the name of the topic center in Microsoft Viva Topics](#)

Manage topic permissions in Microsoft Viva Topics

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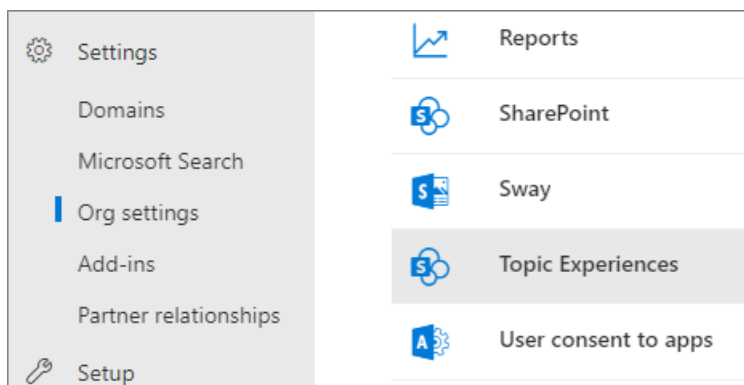
You can manage topic permissions settings in the [Microsoft 365 admin center](#). You must be a global administrator or SharePoint administrator to perform these tasks.

With topic permissions settings you can choose:

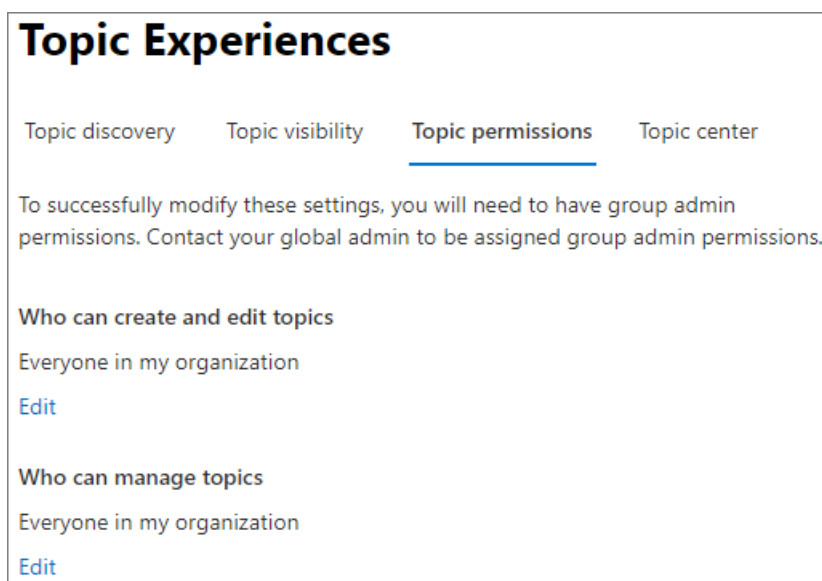
- Which users can create and edit topics: Create new topics that were not found during discovery or edit existing topic details.
- Which users can manage topics: Access the topic management center and view feedback on topics as well as move topics through the lifecycle.

To access topics management settings:

1. In the Microsoft 365 admin center, click **Settings**, then **Org settings**.
2. On the **Services** tab, click **Topic experiences**.



3. Select the **Topic permissions** tab. See the following sections for information about each setting.



Change who has permissions to update topic details

To update who has permissions to create and edit topics:

1. On the **Topic permissions** tab, under **Who can create and edit topics**, select **Edit**.
2. On the **Who can create and edit topics** page, you can select:
 - Everyone in your organization
 - Only selected people or security groups
 - No one

Who can create and edit topics

Choose who can create new topics or update topic details such as the description, in, documents and connected people.

☐ Everyone in my organization

☒ Only selected people or security groups

TU

Topic users X

☐ No one

3. Select **Save**.

To update who has permissions to manage topics:

1. On the **Topic permissions** tab, under **Who can manage topics**, select **Edit**.
2. On the **Who can manage topics** page, you can select:
 - Everyone in your organization
 - Selected people or security groups

Who can manage topics

Choose who has access to the Topic management dashboard to review topics across the organization. These knowledge managers can perform actions such as confirm, reject and view feedback on topics. They can also view, create and edit topics.

☐ Everyone in my organization

☒ Only selected people or security groups

KM

Knowledge managers X

3. Select **Save**.

See also

[Manage topic discovery in Microsoft Viva Topics](#)

[Manage topic visibility in Microsoft Viva Topics](#)

[Change the name of the topic center in Microsoft Viva Topics](#)

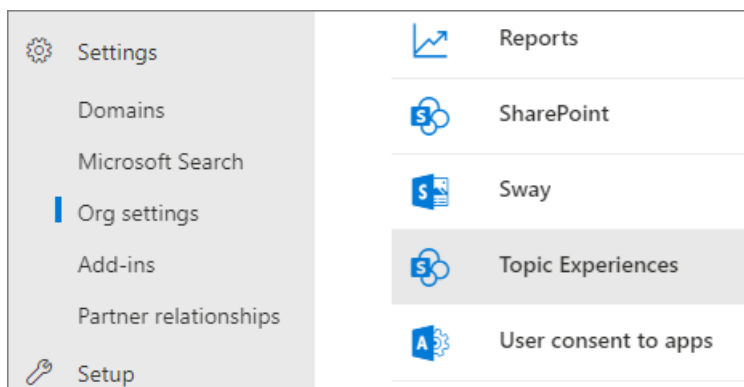
Change the name of the topic center in Microsoft Viva Topics

11/12/2021 • 2 minutes to read • [Edit Online](#)

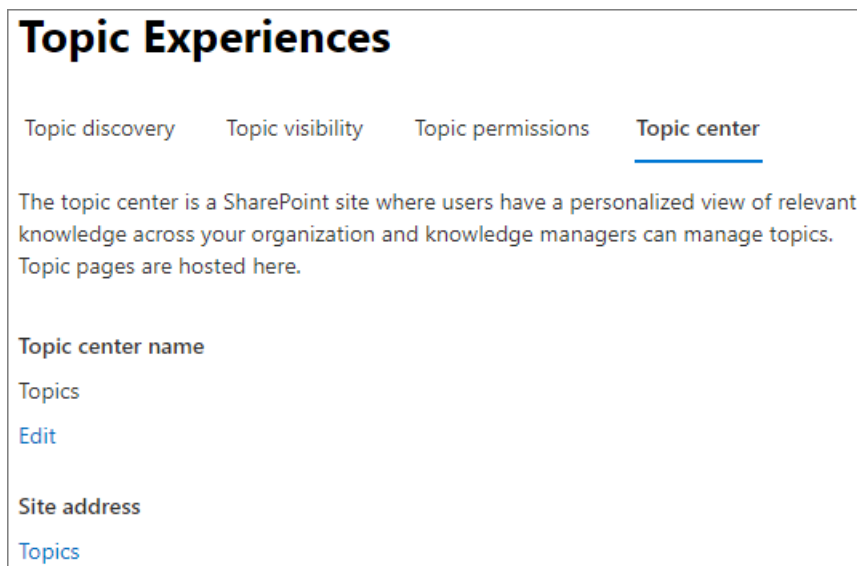
You can change the name of your topic center in the [Microsoft 365 admin center](#). You must be a global administrator or SharePoint administrator to perform these tasks.

To access topics management settings:

1. In the Microsoft 365 admin center, click **Settings**, then **Org settings**.
2. On the **Services** tab, click **Topic experiences**.



3. Select the **Topic center** tab. See the following sections for information about each setting.



Update your topic center name

To change the name of the topic center

1. On the **Topic center** tab, under **Topic center name**, select **Edit**.
2. On the **Edit topic center name** page, in the **Topic center name** box, type the new name for your topic center.
3. Select **Save**

Edit topic center name

Topic center name

See also

[Manage topic discovery in Microsoft Viva Topics](#)

[Manage topic visibility in Microsoft Viva Topics](#)

[Manage topic permissions in Microsoft Viva Topics](#)

Get started with Microsoft Viva Topics

11/12/2021 • 2 minutes to read • [Edit Online](#)

How do you find the people and resources important to your work? When you share important files with others, are they able to find them again later, when they need them? Viva Topics provides new ways to discover and explore information from your content in Microsoft 365.

Viva Topics empowers you to:

- Discover important topics highlighted in content.
- Find people and content connected to important topics.
- Improve the network by adding topic definitions, editing connections, and more.

Discover important topics highlighted in related content

As you read content stored in Microsoft 365, topics will be highlighted inline. When you hover over the topic name, you'll see more information shown in a topic card. You might see a prompt to provide feedback on topic cards and topic pages. When you give feedback on topics, you improve the experience for yourself and others.

Topics will introduce topic highlights gradually across the service. At first, you'll see highlights in SharePoint news and pages.

Find people and content connected to important topics

Topic cards provide a summary of the information on a topic. The description, people, and resources shown might have been automatically identified. Select the topic name to see the full information on the topic, including the associated people and resources.

Only the resources that have been shared with you will be shown to you. Others might see a different summary or might not see the topic highlighted if the resources haven't been shared with them.

Improve the network by adding topic definitions, editing connections, and more

Topic pages provide the full detail on a topic and can be curated by anyone designated by your organization. While the topic card shows only two people and resources, you'll see the full list on the topic page. Edit the page to improve the description or update the connections to people and resources. While everyone can provide feedback to improve the network, your organization might restrict who can edit topics directly. Only people who the resources have been shared with will see the topics and resources.

See also

[Microsoft Viva Topics overview](#)

[Topic center overview](#)

[Create a topic](#)

[Edit a topic](#)

[Manage topics](#)

[Use Microsoft Search to find topic](#)

[Security Trimming](#)

Topic center overview in Microsoft Viva Topics

11/12/2021 • 2 minutes to read • [Edit Online](#)

In Microsoft Viva Topics, the topic center is a modern SharePoint site that serves as a center of knowledge for your organization. It's created during [Viva Topics setup](#) in the Microsoft 365 admin center.

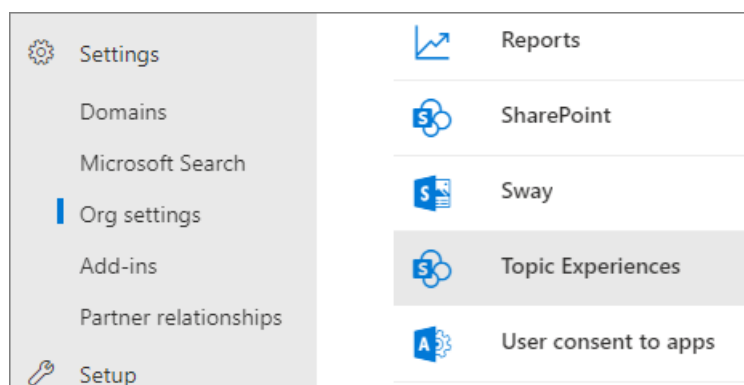
The topic center has a default home page with the **Topics** web part where all licensed users can see the topics to which they have a connection.

While all licensed users who can view topics will have access to the topic center, knowledge managers can also manage topics through the **Manage topics** page. The **Manage topics** tab will only display to users who have the Manage topics permissions.

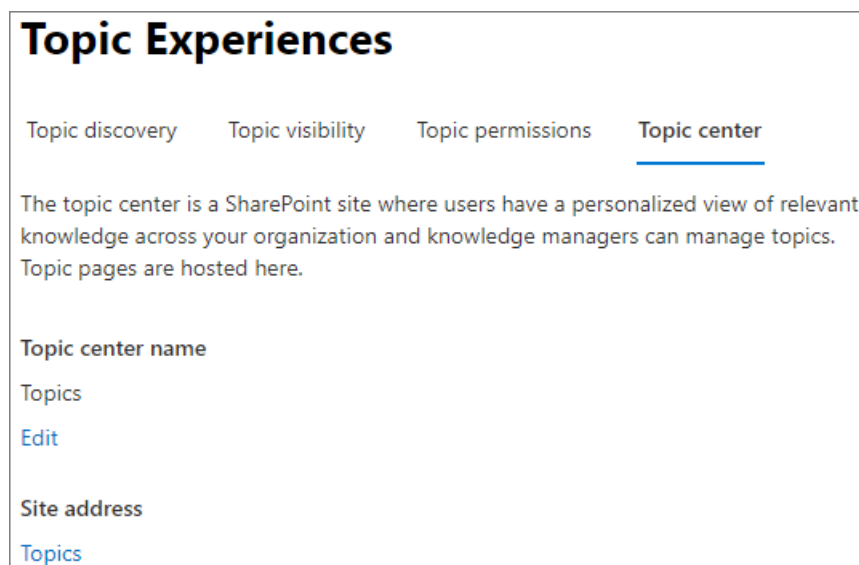
Where is my topic center

The topic center is created during Viva Topics setup. After setup completes, an admin can find the URL on the [Topic center management page](#).

1. In the Microsoft 365 admin center, select **Settings**, and then select **Org settings**.
2. On the **Services** tab, select **Topic Experiences**.



3. Select the **Topic center** tab. Under **Site address** is a link to your topic center.



Home page

On the topic center home page, you can see the topics in your organization to which you have a connection.

- Suggested connections - You will see topics listed under **We've listed you on these topics. Did we get it right?** These are topics in which your connection to the topic has been suggested through AI. For example, you might be an author of a related file or site. You are asked to confirm that you should stay listed as a related person for the topic.

We've listed you on these topics. Did we get it right?
Find the reasons you're listed in the topic summaries. Stay listed so you can share your knowledge on the topic. [Learn more about topics.](#)

SUGGESTED TOPIC	Felix	Saturn
Titan You contributed to resources Alternate name: Project Titan Project Titan is an initiative to develop packaging design and content for product launch that reaches customers effectively in both physical and virtual... From Timelines Collateral Titan Marketing.docx	You contributed to resources We'll show a description here once it is available.	You contributed to resources Natural gas-powered aerial vehicle with onboard sensor packages and flight characteristics optimized for commercial use: has 4K video capabilities with built-i...
Do you want to be listed on this topic? <input type="button" value="Yes"/> <input type="button" value="No. Remove me."/>	Do you want to be listed on this topic? <input type="button" value="Yes"/> <input type="button" value="No. Remove me."/>	Do you want to be listed on this topic? <input type="button" value="Yes"/> <input type="button" value="No. Remove me."/>

- Confirmed connections - These are topics in which you are pinned on the topic page or you've confirmed a suggested connection to the topic. Topics will move from the suggested to confirmed section when you confirm a suggested connection.

Confirmed connections
You or someone else confirmed you should be listed on these topics. See everyone who's listed and more on each topic page.

WEX	Delta	Neptune
You pinned yourself to the list of people View details	You pinned yourself to the list of people View details	You pinned yourself to the list of people View details
Your connection Add a description of your connection in the topic details	Alternate name: Project D Your connection Project lead	Your connection Administrator
Activity Megan Bowen modified the topic page on 7/20/2020	Activity Megan Bowen modified the topic page on 7/20/2020	Activity Megan Bowen modified the topic page on 11/24/2020

Once a user confirms their connection to a topic, the user can make edits to the topic page to curate their connection. For example, they can provide more information about their connection to the topic.

Manage topics page

To work on the **Manage topics** page of topic center, you need to have the required Manage topics permissions needed for the knowledge manager role. Your admin can assign these permissions to users during [Viva Topics setup](#), or new users can be [added afterwards](#) by an admin through the Microsoft 365 admin center.

On the **Manage topics** page, the topic dashboard shows all the topics, you have access to, that were identified from your specified source locations. Each topic will show the date the topic was discovered. A user who was assigned Manage topics permissions can review the unconfirmed topics and choose to:

- Confirm the topic: Indicates to users that an AI-suggested topic has been validated by a human curator.
- Publish the topic: Edit the topic information to improve the quality of the topic that was initially identified,

and highlights the topic to all users who have view access to topics.

- **Remove the topic:** Makes the topic undiscoverable to end users. The topic is moved to the **Removed** tab and can be confirmed later if needed.

For more information about how to manage topics on the **Manage topics** page, see [Manage topics](#).

Create or edit a topic

If you have Create and edit topics permissions, you can:

- [Edit existing topics](#): You can make changes to existing topic pages that were created through discovery.
- [Create new topics](#): You can create new topics for ones that were not found through discovery, or if AI tools did not find enough evidence to create a topic.

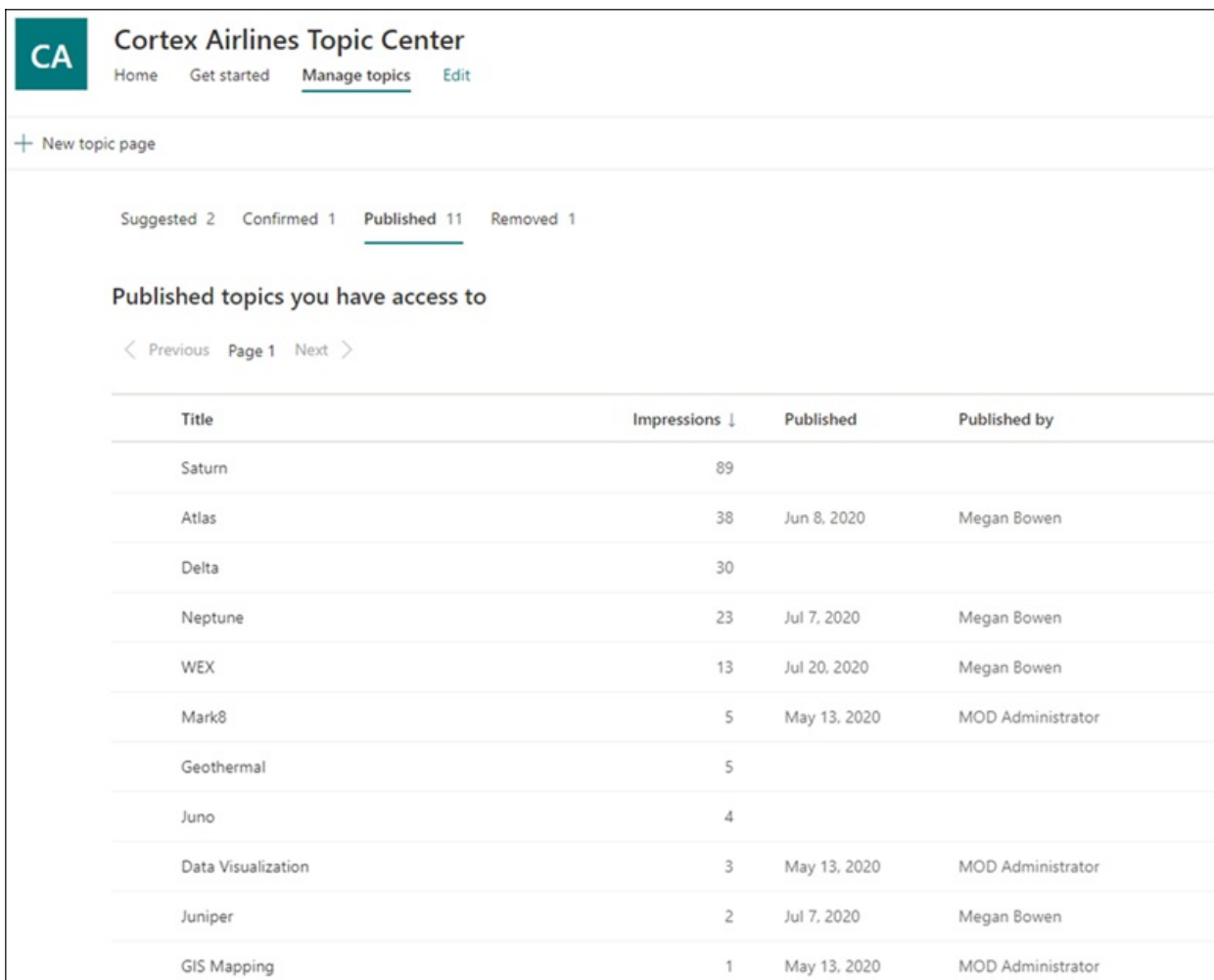
See also

[Manage topics in the topic center](#)

Manage topics in the topic center in Microsoft Viva Topics

11/12/2021 • 6 minutes to read • [Edit Online](#)

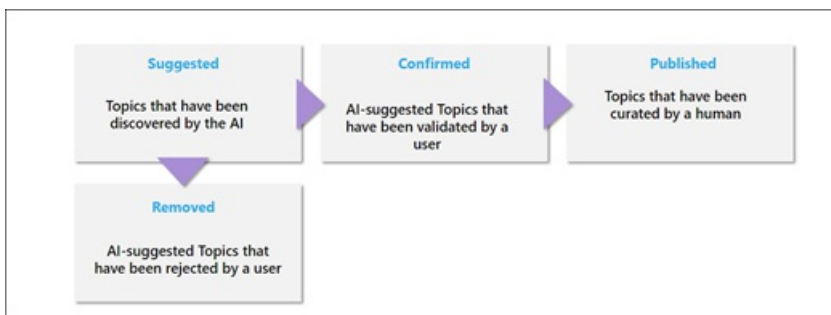
In the Viva Topics topic center, a knowledge manager can view the **Manage topics** page to review topics that have been identified in the source locations as specified by your knowledge admin.



Cortex Airlines Topic Center			
Home Get started Manage topics Edit			
+ New topic page			
Suggested 2 Confirmed 1 Published 11 Removed 1			
Published topics you have access to			
< Previous Page 1 Next >			
Title	Impressions ↓	Published	Published by
Saturn	89		
Atlas	38	Jun 8, 2020	Megan Bowen
Delta	30		
Neptune	23	Jul 7, 2020	Megan Bowen
WEX	13	Jul 20, 2020	Megan Bowen
Mark8	5	May 13, 2020	MOD Administrator
Geothermal	5		
Juno	4		
Data Visualization	3	May 13, 2020	MOD Administrator
Juniper	2	Jul 7, 2020	Megan Bowen
GIS Mapping	1	May 13, 2020	MOD Administrator

Topic stages

Knowledge managers help to guide discovered topics through the various topic lifecycle stages: **Suggested**, **Confirmed**, **Published**, and **Removed**.



- **Suggested:** A topic has been identified by AI and has enough supporting resources, connections, and properties. (These are marked as a **Suggested Topic** in the UI.)
- **Confirmed:** A topic that has been discovered by AI and has been validated. Topic validation occurs when either:
 - A knowledge manager confirms a topic. A knowledge manager [confirms a topic](#) on the **Manage topics** page.
 - Multiple users confirm a topic. There must be a net of two positive votes received from users who voted using the feedback mechanism on the topic card. For example, if one user voted positive and one user voted negative for a particular topic, you would still need two more positive votes for the topic to be confirmed.
- **Published:** A topic that has been curated. Manual edits have been made to improve its quality, or it has been created by a user.
- **Removed:** A topic that has been rejected and will no longer be visible to viewers. A topic can be removed in any state (suggested, confirmed, or published). Topic removal occurs when either:
 - A knowledge manager removes a topic. A knowledge manager removes a topic on the **Manage topics** page.
 - Multiple users cast negative votes using the feedback mechanism on the topic card. For a topic to be removed, there must be a net of two negative votes received from users. For example, if one user voted negative and one user voted positive for a particular topic, you would still need two more negative votes for the topic to be removed.

When a published topic is removed, the page with the curated details will need to be deleted manually through the Pages library of the topic center.

NOTE

On the **Manage topics** page, each knowledge manager will only be able to see topics where they have access to the underlying files and pages connected to the topic. This permission trimming will be reflected in the list of topics that appear in the **Suggested**, **Confirmed**, **Published**, and **Removed** tabs. The topic counts, however, show the total counts in the organization regardless of permissions.

Requirements

To manage topics in the topic center, you need to:

- Have a Viva Topics license.
- Have the [Who can manage topics](#) permission. Knowledge admins can give users this permission in the Viva Topics topic permissions settings.

You will not be able to view the **Manage topics** page in the topic center unless you have the **Who can**

manage topics permission.

In the topic center, a knowledge manager can review topics that have been identified in the source locations you specified, and can either confirm or remove them. A knowledge manager can also create and publish new topic pages if one was not found in topic discovery, or edit existing ones if they need to be updated.

Suggested topics

On the **Manage topics** page, topics that were discovered in your specified SharePoint source locations will be listed on the **Suggested** tab. If needed, a knowledge manager can review unconfirmed topics and choose to confirm or remove them.

Suggested 6 Confirmed 3 Published 19 Removed 9

Suggested topics you have access to

Quality ↓	Title
30	On-Time Delivery
28	Executive Planning
26	Research and Development
13	Beta Executive
12	Alpha Executive
0	Digital Services Initiative

To review a suggested topic:

1. On the **Manage topics** page, select the **Suggested** tab, and then select the topic to open the topic page.
2. On the topic page, review the topic page, and select **Edit** if you need to make any changes to the page. Publishing any edits will move this topic to the **Published** tab.
3. After reviewing the topic, go back to the **Manage topics** page. For the selected topic, you can:
 - Select the check mark to confirm the topic.
 - Select the x if you want to remove the topic.

Confirmed topics will be removed from the **Suggested** list and will now display in the **Confirmed** list.

Removed topics will be removed from the **Suggested** list and will now display in the **Removed** tab.

Quality score

Each topic that appears on the **Suggested** topics page has a quality score assigned to it. The quality score is a reflection of the amount of information that the average user will see for the information on the topic, keeping in mind that each user might see more or less information because of the permissions they might or might not have on the information in a topic.

The quality score can help give insight to the topics with the most information and can be useful for finding topics that may need to be manually edited. For example, a topic with a lower quality score might be the result of some users not having SharePoint permissions to pertinent files or sites that AI has included in the topic. A contributor could then edit the topic to include the information (when appropriate), which will then be viewable to all users who can view the topic.

Impressions

The **Impressions** column displays the number of times a topic has been shown to end users. This includes views through topic answer cards in search and through topic highlights. It does not reflect the click-through on these topics, but that the topic has been displayed. The **Impressions** column will show for topics in the **Suggested**, **Confirmed**, **Published**, and **Removed** tabs on the **Manage topics** page.

Confirmed topics

On the **Manage topics** page, topics that were discovered in your specified SharePoint source locations and have been confirmed by a knowledge manager or "crowdsourced" confirmed by a net two or more people (balancing negative user votes against positive user votes) through the card feedback mechanism will be listed in the **Confirmed** tab. If needed, a user with permissions to manage topics can review confirmed topics and choose to reject them.

To review a confirmed topic:

1. On the **Confirmed** tab, select the topic to open the topic page.
2. On the topic page, review the topic page, and select **Edit** if you need to make any changes to the page.

Note that you can still choose to reject a confirmed topic. To do this, go to the selected topic on the **Confirmed** tab, and select the **x** if you want to reject the topic.

Published topics

On the **Manage topics** page, topics that were discovered in your specified SharePoint source locations will be listed on the **Published** tab. Published topics have been edited so that specific information will always appear to whoever encounters the page. Manually created topics are listed here as well.

Suggested 6	Confirmed 3	Published 19	Removed 9
Published topics you have access to			
Title	Impressions ↓	Published	Published by
Saturn	475	May 13, 2020	MOD Administrator
Titan	405	Jan 22, 2021	Megan Bowen
Neptune	342	Jul 7, 2020	Megan Bowen
Felix	314	Dec 9, 2020	Megan Bowen
Juno	92	Jun 9, 2020	Megan Bowen
Juniper	54	Jul 7, 2020	Megan Bowen

Removed topics

On the **Manage topics** page, topics that were discovered in your specified SharePoint source locations will be listed on the **Removed** tab. Some suggested topics can appear here based on the end user votes on topic cards in the topic center.

Removed topics can later be added back as viewable topics if needed. If you want to add a removed topic back as a viewable topic:

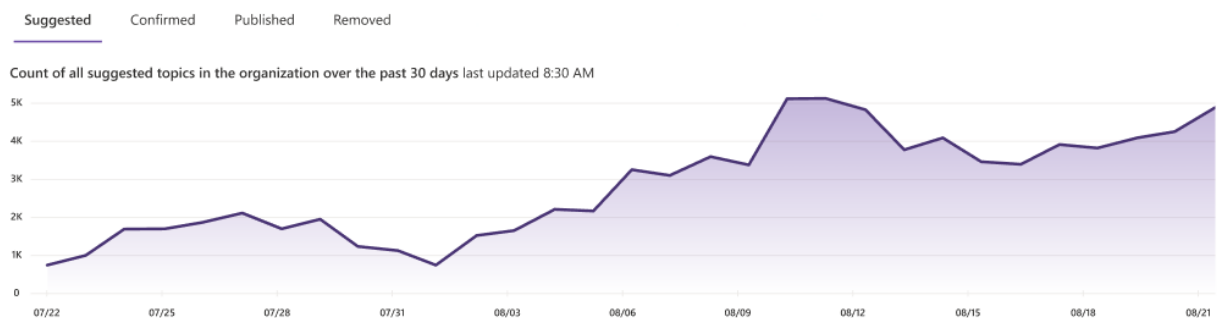
1. On the **Removed** tab, select the topic.
2. Select **Review and publish**.

Suggested	Confirmed	Published	Removed	
✓ Confirm	📄 Review and publish			Show graph
				✕ 1 selected
Removed ↓	Title	Removed by		Impressions
Jul 14, 2021	Academic Press	Megan Bowen		0
Jun 1, 2021	Copper	Megan Bowen		236
Apr 22, 2021	Twitter	User votes		28
Apr 2, 2021	Saturn	Megan Bowen		998
✓ Apr 2, 2021	Titan	✓ ⋮ Megan Bowen		276,513
Dec 8, 2020	Data Visualization	Megan Bowen		6

Topic count dashboard

This chart in the dashboard view lets you see the number of topics in your Viva Topics topic center. The chart shows the topic counts per topic lifecycle stage and also shows how topic counts have trended over time. Knowledge managers can visually monitor the rate at which new topics are being discovered by AI and the rate at which topics are getting confirmed or published by the knowledge manager or user actions.

Knowledge managers might see a different count of topics represented in the list of topics on the **Manage topics** page than they see in the dashboard. This is because a knowledge manager might not have access to all topics. The count presented in the dashboard view is taken before applying permission-trimming.



Create a new topic in Microsoft Viva Topics

11/12/2021 • 3 minutes to read • [Edit Online](#)

In Viva Topics, you can create a new topic if one is not discovered through indexing or if the AI technology did not find enough evidence to establish it as a topic.

NOTE

While information in a topic that is gathered by AI is [security trimmed](#), note that topic description and people information in a manually created topic is visible to all users who have permissions to view the topic.

Requirements

To create a new topic, you need to:

- Have a Viva Topics license.
- Have permissions to [Who can create or edit topics](#). Knowledge admins can give users this permission in the Viva Topics topic permissions settings.

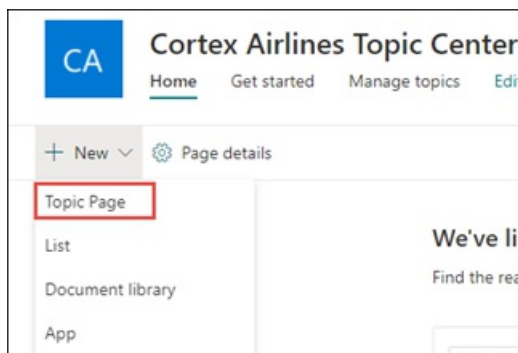
NOTE

Users who have permission to manage topics in the topic center (knowledge managers) already have permissions to create and edit topics.

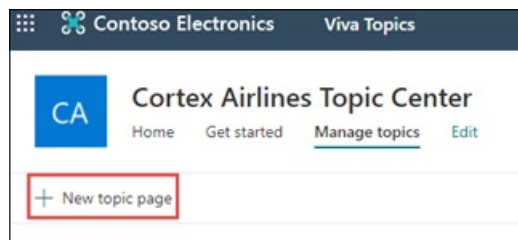
To create a topic

You can create a new topic from two locations:

- Topic center home page: Any licensed user with the [Who can create or edit topics](#) permission (contributors) can create a new topic from the topic center by selecting the **New** menu and select **Topic page**.



- Manage topics page: Any licensed user who has [Who can manage topics](#) permission (knowledge managers) can create a new topic from the Manage topics page in the Topic Center by selecting **New topic page**.



To create a new topic:

1. Select the option to create a new Topic Page from the ribbon on the Manage Topics page.
2. In the **Name this topic** section, type the name of the new topic.

3. In the **Alternate Names** section, type any other names that the topic might be referred to.

4. In the **Description** section, type a couple of sentences that describe the topic.

5. In the **Pinned people** section, you can "pin" a person to show them as having a connection to the topic (for example, an owner of a connected resource). Begin by typing their name or email address in the **add a new user** box, and then select the user you want to add from the search results. You can also "unpin" them by selecting the **Remove from list** icon on the user card. You can also drag the person to another place in the list.

6. In the **Pinned files and pages** section, you can add or "pin" a file or SharePoint site page that is associated to the topic.

Name	Modified	Modified by	Pinned by	View count
Project Saturn Customer Research sites > ... > CampaignsEvents > Shared Documents	September 2, 2020	Megan Bowen	Megan Bowen	18 views

To add a new file, select **Add**, select the SharePoint site from your Frequent or Followed sites, and then select the file from the site's document library.

You can also use the **From a link** option to add a file or page by providing the URL.

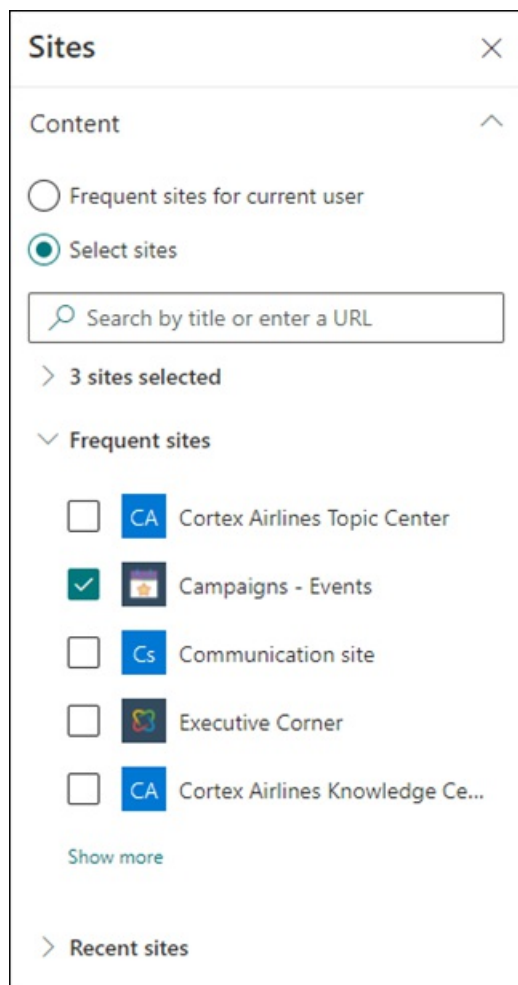
NOTE

Files and pages that you add must be located within the same Microsoft 365 tenant. If you want to add a link to an external resource in the topic, you can add it through the canvas icon in step 8.

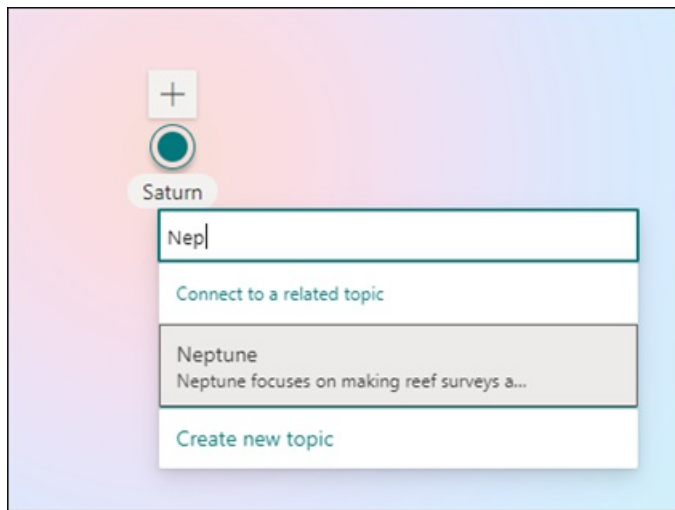
7. The **Related sites** section shows sites that have information about the topic.



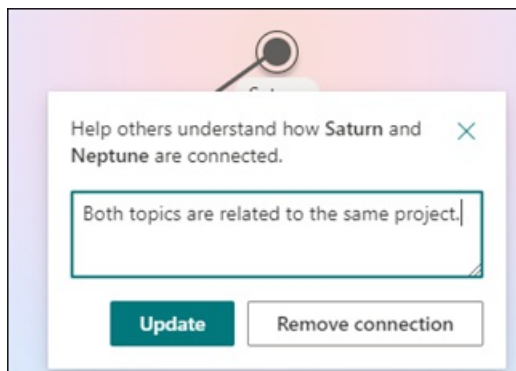
You can add a related site by selecting **Add** and then either searching for the site, or selecting it from your list of Frequent or Recent sites.



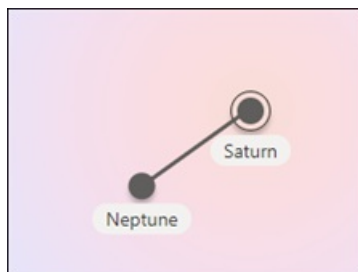
8. The **Related topics** section shows connections that exist between topics. You can add a connection to a different topic by selecting the **Connect to a related topic** button, and then typing the name of the related topic, and selecting it from the search results.



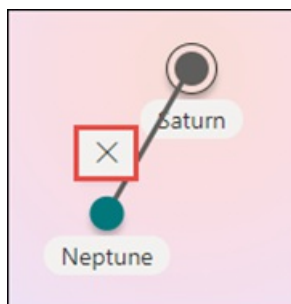
You can then give a description of how the topics are related, and select **Update**.



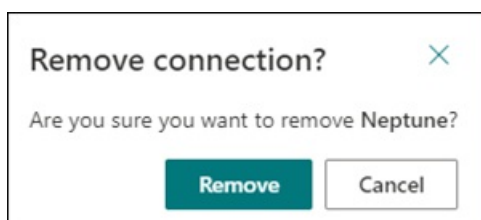
The related topic you added will display as a connected topic.



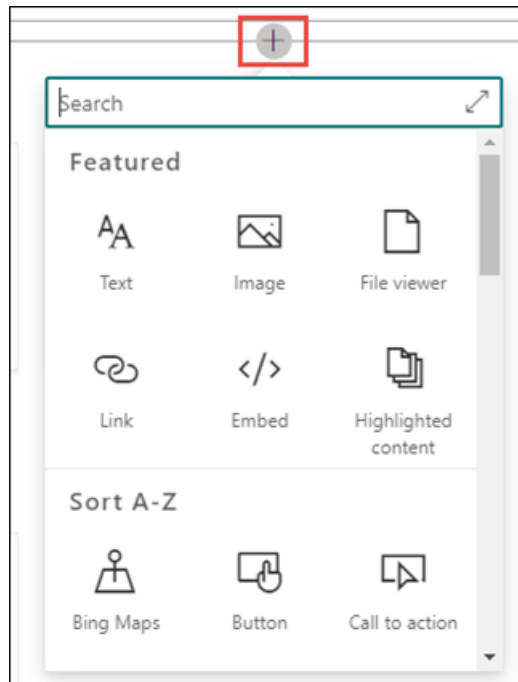
To remove a related topic, select the topic you want to remove, then select the **Remove topic** icon.



Then select **Remove**.



9. You can also add static items to the page (such as text, images, or links) by selecting the canvas icon, which you can find below the short description. Selecting it will open the SharePoint toolbox from which you can choose the item you want to add to the page.



10. Select **Publish** to save your changes.

After you publish the page, the topic name, alternate name, description, and pinned people will display to all licensed users who view the topic. Specific files, pages, and sites will only appear on the topic page if the viewer has Office 365 permissions to the item.

See also

Edit an existing topic in Microsoft Viva Topics

11/12/2021 • 3 minutes to read • [Edit Online](#)

In Viva Topics, you can edit an existing topic. You might need to do this if you want to correct or add additional information to an existing topic page.

NOTE

While information in a topic that is gathered by AI is [security trimmed](#), the topic description and people information that you manually add when editing an existing topic is visible to all users who have permissions to view topics.

Requirements

To edit an existing topic, you need to:

- Have a Viva Topics license.
- Have permissions to [create or edit topics](#). Knowledge admins can give users this permission in the Viva Topics topic permissions settings.

NOTE

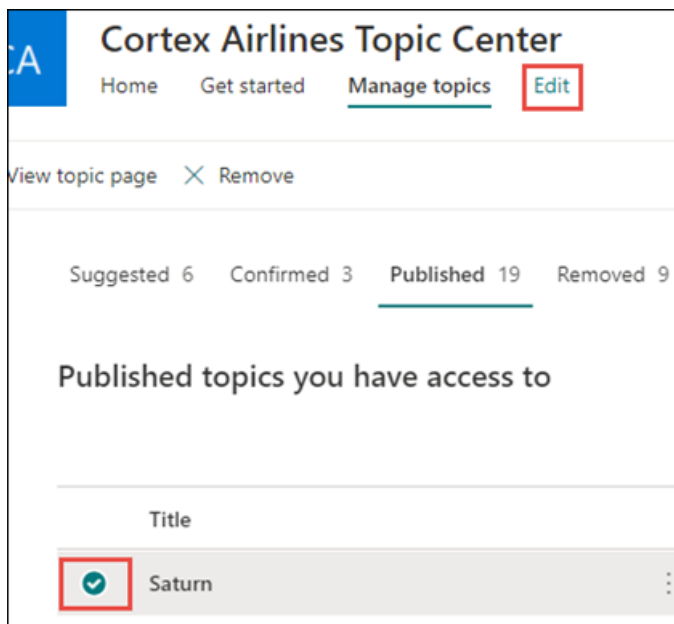
Users who have permission to manage topics in the topic center (knowledge managers) already have permissions to create and edit topics.

How to edit a topic page

Users who have the *Who can create or edit topics* permission can edit a topic by opening the topic page from a topic highlight, and then selecting the **Edit** button on the top right of the topic page. The topic page can also be opened from the topic center home page where you can find all the topics that you have a connection to.

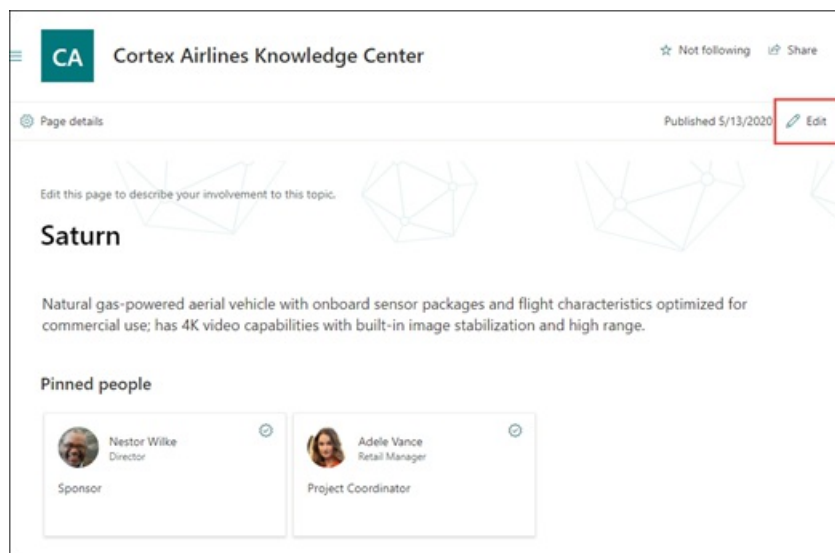


Knowledge managers can also edit topics directly from the **Manage topics** page by selecting the topic, and then selecting **Edit** in the toolbar.



To edit a topic page

1. On the topic page, select **Edit**. This lets you make changes as needed to the topic page.



2. In the **Alternate names** section, type any other names that the topic might be referred to.

Saturn

Alternate names

Add any other names this topic is known by

Project Saturn

3. In the **Description** section, type a couple of sentences that describes the topic. Or if a description already exists, update it if needed.

Short description

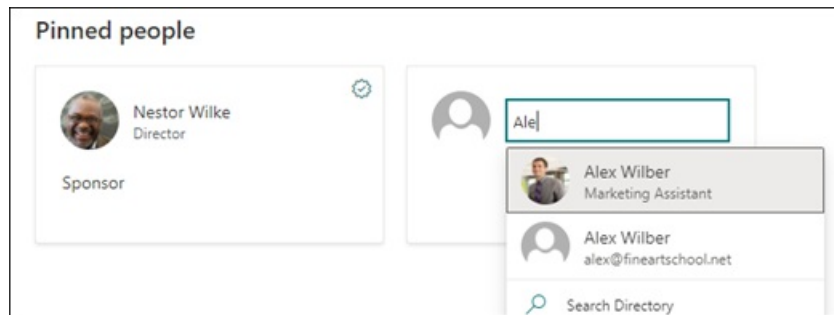
Explain this topic briefly for topic summaries

Natural gas-powered aerial vehicle with onboard sensor packages and flight characteristics optimized for commercial use; has 4K video capabilities with built-in image stabilization and high range.

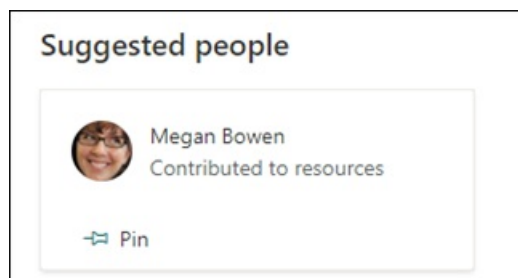
Updated by You, December 8, 2020

4. In the **Pinned people** section, you can "pin" a person to show them as having a connection the topic (for example, an owner of a connected resource). Begin by typing their name or email address in the **Add a**

new user box, and then selecting the user you want to add from the search results. You can also "unpin" them by selecting the **Remove from list** icon on the user card.



The **Suggested people** section shows users that AI thinks might be connected to the topic from their connection to resources about the topic. You can change their status from Suggested to Pinned by selecting the pin icon on the user card.



5. In the **Pinned files and pages** section, you can add or "pin" a file or SharePoint site page that is associated to the topic.

Pinned files and pages					
+ Add					
Name	Modified	Modified by	Pinned by	View count	
Project Saturn Customer Research sites > ... > CampaignsEvents > Shared Documents	September 2, 2020	Megan Bowen	Megan Bowen	18 views	

To add a new file, select **Add**, select the SharePoint site from your Frequent or Followed sites, and then select the file from the site's document library.

You can also use the **From a link** option to add a file or page by providing the URL.

NOTE

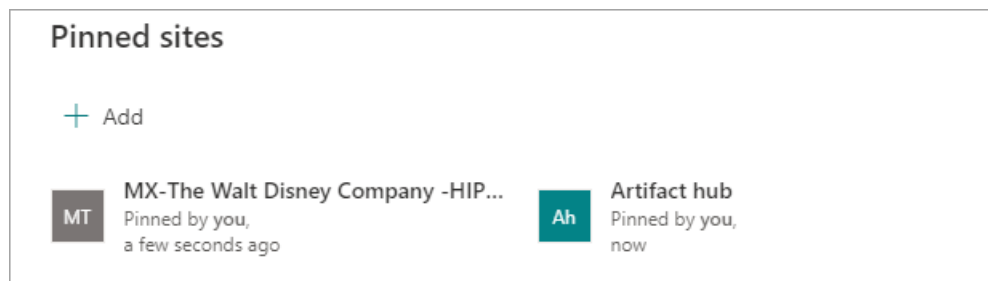
Files and pages that you add must be located within the same Microsoft 365 tenant. If you want to add a link to an external resource in the topic, you can add it through the canvas icon in step 9.

6. The **Suggested files and pages** section shows files and pages that AI suggests to be associated to the topic.

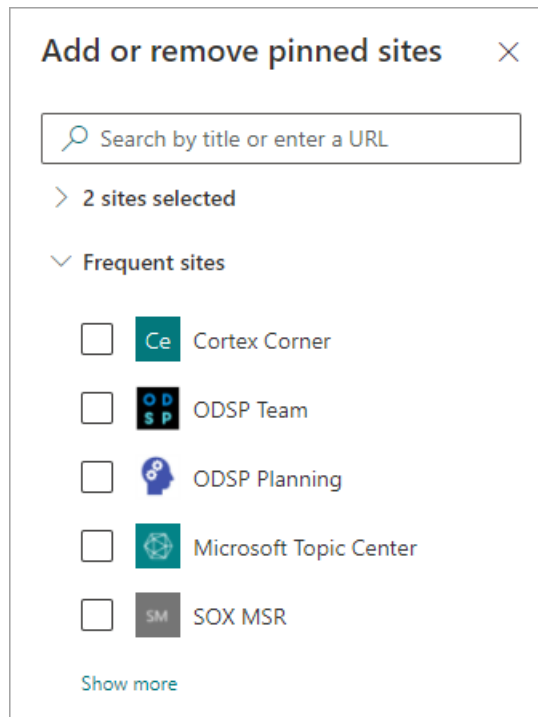
Suggested files and pages					
Name	Modified	Modified by	Activity	View count	
Customer Research Project Saturn sites > operations > Shared Documents	September 2, 2020	Megan Bowen	Topic mentioned 4 times	12 views	

You can change a suggested file or page to a pinned file or page by selecting the pinned icon.

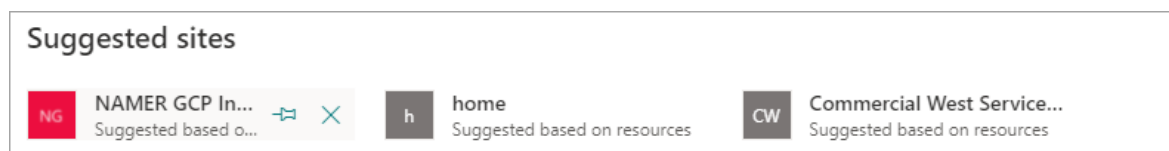
7. In the **Pinned sites** section, you can add or "pin" a site that is associated to the topic.



To add a new site, select **Add** and then either search for the site, or select it from your list of Frequent or Recent sites.

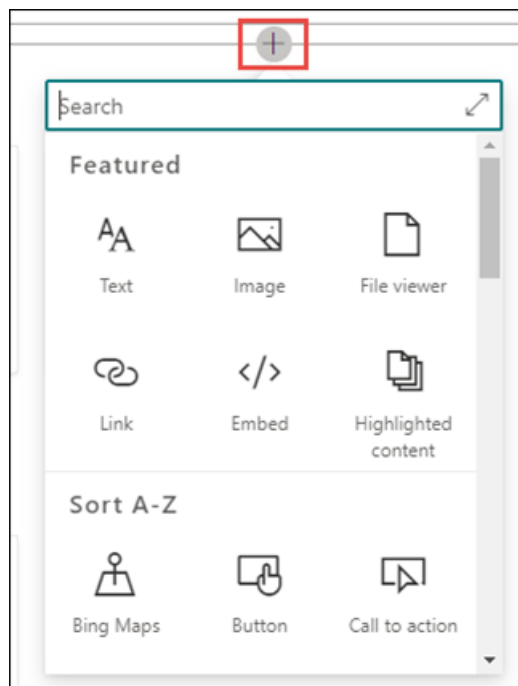


8. The **Suggested sites** section shows the sites that AI suggests to be associated to the topic.



You can change a suggested site to a pinned site by selecting the pinned icon.

9. You can also add static items to the page — such as text, images, or links — by selecting the canvas icon, which you can find below the short description. Selecting it will open the SharePoint toolbox from which you can choose the item you want to add to the page.



10. Select **Publish** or **Republish** to save your changes. **Republish** will be your available option if the topic has been published previously.

Security trimming in Microsoft Viva Topics

11/12/2021 • 3 minutes to read • [Edit Online](#)

Viva Topics users can't view information in topics that their existing Office 365 permissions prevent them from seeing. Everything a user sees on a topic page (for example, SharePoint sites, documents, files) will be information they are already allowed to see. Viva Topics does not make changes to any existing permissions.

Why two users might have different views of the same topic


When a topic is created through AI or manual curation, it can contain a description of the topic, alternative names, people associated with the topic, as well as sites, pages, and files related to the topic. When this information is viewed on a topic page, it is possible that two users who are viewing the same topic may not see the same information.

For example, when User 1 views the Neptune topic page, they might see this view of the topic page.

Neptune

Neptune focuses on making reef surveys and ongoing environmental impact reports faster and simpler by identifying and detecting signals that may impact coastlines, drinking water supply, agricultural and ecological environments.


Pinned people



Diego Siciliani

HR Manager

Coordinator




Megan Bowen


Marketing Manager

Administrator

Pinned files and pages

Name	Modified	Modified by	Pinned by	View count
 Contoso Product Innovation.pdf sites > SalesAndMarketing > Shared Documents	March 13	Megan Bowen	Megan Bowen	3 views

Suggested files and pages


Name	Modified	Modified by	Activity	View count
 Neptune sites > CortexAirlinesKnowledgeCenter > SitePages	7 days ago	Megan Bowen	Topic mentioned once in this file	14 views

However, when User 2 looks at the same Neptune topic page, their view differs from User 1. User 2 is able to see the *DG-2000 Product Overview* file in the **Pinned files and pages** section of the topic page, which does not appear for User 1.


Neptune

Neptune focuses on making reef surveys and ongoing environmental impact reports faster and simpler by identifying and detecting signals that may impact coastlines, drinking water supply, agricultural and ecological environments.

Pinned people



Diego Siciliani
HR Manager
Coordinator



Megan Bowen
Marketing Manager
Administrator

Pinned files and pages

Name	Modified	Modified by	Pinned by	View count
Contoso Product Innovation.pdf sites > SalesAndMarketing > Shared Documents	March 13	Megan Bowen	Megan Bowen	3 views
DG-2000 Product Overview sites > SalesAndMarketing > Shared Documents	September 2	Megan Bowen	Megan Bowen	2 views

Suggested files and pages

Name	Modified	Modified by	Activity	View count
Neptune sites > CortexAirlinesKnowledgeCenter > SitePages	7 days ago	Megan Bowen	Topic mentioned once in this file	14 views

The difference in what users can see on the same topic is because users might not have the Office 365 permissions to view a related site or file. Viva Topics respects the permissions that are set on items in a topic, and cannot change access to them. In our example, User 1 is not able to view the *DG-2000 Product Overview* file in their topic page for Neptune because User 1 does not have Office 365 permissions to view the file.

If a user is not able to see enough information in a topic for it to be useful, the topic will not be available to the user. When this happens, the user will not see the highlighted topic. A different user who has permissions to more information in the topic for it to be useful, will be able to see the topic.

Topic permissions for knowledge managers and topic contributors

Users that are assigned permissions to manage topics - knowledge managers - will only be able to view information they have permissions to see within topics.

Similarly, users who have create and edit topic permissions - topic contributors - will only be able to view information they have permissions to see within topics.

AI versus manually curated topic information

Topics can contain information generated by AI and information added or edited by topic contributors or knowledge managers.

- Information in a topic that was added by AI is only visible to people who have access to the source content.
- Topic description and people information that has been manually added or edited by a topic contributor or knowledge manager is visible to everyone who can see the topic.
- Files, pages, and sites are only visible to users who have permissions to the source content, whether manually added or added by AI.

The following table describes what users - topic viewers, contributors, and knowledge managers - can see in a given topic based on their permissions.

TOPIC ITEM	WHAT USERS CAN SEE
Topic name	Users can see the topic name of topics in the topic center. Some topics might not be visible if users don't have permissions to the source content or have a low relevancy to the user.
Topic description	AI-generated descriptions are visible only to users who have permissions to the source content. Manually entered or edited descriptions are visible to all users.
People	Pinned people are visible to all users. Suggested people are only visible to users who have permissions to the source content.
Files	Files are only visible to users who have permissions to the source content.
Pages	Pages are only visible to users who have permissions to the source content.
Sites	Sites are only visible to users who have permissions to the source content.

See also

Use Microsoft Search to find topics in Microsoft Viva Topics

11/12/2021 • 2 minutes to read • [Edit Online](#)

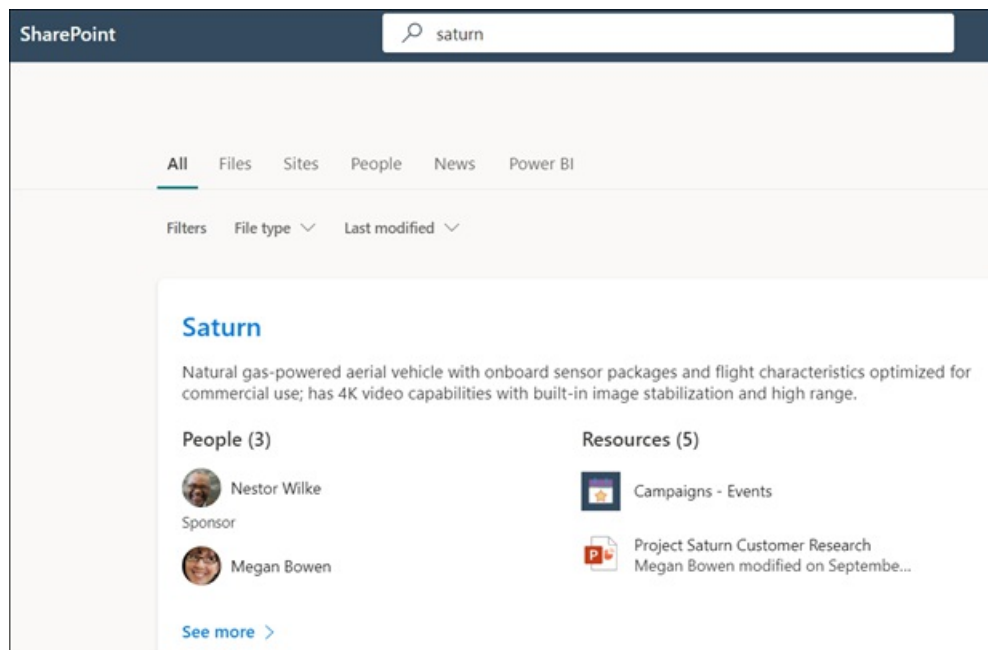
While Viva Topics users can find topics through topic highlights in their SharePoint sites, they can also find them through Microsoft Search.

Topic answer

When you search for a specific topic from the SharePoint start page, on Office.com, or from a SharePoint site that has been scoped to your organization, if a topic exists and is found, it will display the result in the topic answer suggestion format.

The topic answer will display:

- Topic name
- Alternate names: Alternate names or acronyms for the topic.
- Definition: Description of the topic provided by AI or manually added by a person.
- Suggested or Pinned people: People suggested by AI or pinned to the topic by a person
- Suggested or Pinned resources: Files, pages, or sites either suggested by AI or pinned to the topic by a person.



The topic page can display in the search results even if the topic answer card doesn't appear.

The search results in Word, PowerPoint, Outlook, and Excel will also show the topic answer when one is found.

Acronyms

In Viva Topics, you can manually edit a topic to include an acronym for it as an *Alternate Name*. This allows a user who is searching by only the topic's acronym to find the topic answer through Microsoft Search.

[Acronym Answers](#) is a feature provided through Microsoft Search and is managed separately from Viva Topics.

Bookmarks and topics

[Bookmarks](#) are a Microsoft Search feature that help people quickly find important sites and tools with just a search (for example, a travel booking tool on an external site outside of their Microsoft 365 tenant). They're created by search admins in the Microsoft 365 admin center.

For users who are looking for information about booking a trip for work:

- If some users know the travel tool name (for example, "Concur"), it's easier to create a bookmark to go directly to the external site.
- For users who search generally for "travel", create a topic on "Travel" that has the information they expect to see. Consider adding a link to the Concur external site in the description of the topic. If the link is instead to an internal travel booking site hosted on the Microsoft 365 tenant, you can add it to the "Pinned Resources".

Search results priority

In the user's search experience, when a user searches for a term like "travel", a bookmark will appear in place of a topic, if a bookmark is available.

See also

[Viva Topics overview](#)

Manage topics at scale in Microsoft Viva Topics

11/12/2021 • 10 minutes to read • [Edit Online](#)

When you index your SharePoint sites or your entire organization for Viva Topics, many topics might be generated. When this happens and you see thousands of suggested topics on the **Manage topics** page, it can be challenging to know where to start. This article describes how Viva Topics helps you optimize which topics and information are shown to users who are searching for information, even in large organizations with large numbers of topics.

First, a reminder of the [four stages for topics](#):

- **Suggested:** A topic has been identified by AI and has enough supporting resources, connections, and properties. (These are marked as a **Suggested Topic** in the UI.)
- **Confirmed:** A topic that has been discovered by AI and has been validated. Topic validation occurs when either:
 - A knowledge manager confirms a topic. A knowledge manager [confirms a topic](#) on the **Manage topics** page.
 - Multiple users confirm a topic. There must be a net of two positive votes received from users who voted using the feedback mechanism on the topic card. For example, if one user voted positive and one user voted negative for a particular topic, you would still need two more positive votes for the topic to be confirmed.
- **Published:** A topic that has been curated. Manual edits have been made to improve its quality, or it has been created by a user.
- **Removed:** A topic that has been rejected and will no longer be visible to viewers. A topic can be removed in any state (suggested, confirmed, or published). Topic removal occurs when either:
 - A knowledge manager removes a topic. A knowledge manager removes a topic on the **Manage topics** page.
 - Multiple users cast negative votes using the feedback mechanism on the topic card. For a topic to be removed, there must be a net of two negative votes received from users. For example, if one user voted negative and one user voted positive for a particular topic, you would still need two more negative votes for the topic to be removed.

When a published topic is removed, the page with the curated details will need to be deleted manually through the Pages Library of the topic center.

Knowledge manager role

When you configure Viva Topics, you'll add a group of users who are granted permissions to see the **Manage topics** page in the topic center. It will appear only for these users who hold the role of primary curation for the topics. They'll have access to data about the topics and will be able to see lists of all topics that they have access to review and curate.

Employees in this role should have broad permissions to view a wide array of topics. Or if permissions are segmented, you might want to select a group of users that represent different areas of the business and can curate for their own areas.

When you first review topics in the topic center, suggested topics are purely AI-defined. Knowledge managers

might want to review each one before rolling out Viva Topics to a broad user community. When working at scale, this approach is rarely a practical because of the thousands of topics.

The recommended approach is to find a balance of the most pertinent or important topics for your initial set of users and focus on curation of those topics before rollout of Viva Topics. Begin to collect feedback from the users and allow crowdsourcing to determine the usage and contribution patterns of your users to inform the strategies suggested in this article.

It's important to recognize that the system will identify and show both AI-suggested and human-curated published topics to all users. However, this doesn't mean that every suggested topic will be shown to all end users. The security settings in place will show only the topics that each employee can access based on the permissions that are set on the content itself.

As a knowledge manager with permissions to view the **Manage topics** page, you might see a much larger number of topics listed because of your own elevated permissions, depending on your role in the organization and level of access. You'll also have access to views that allow you see topics listed in a single location rather than accessing them by using highlights or search.

In addition, there is likely a smaller percentage of topics that will be viewed by most users and a larger set of more topics that will be seen much less frequently due to permissions. As a result, it is good to first focus any curation tasks on the topics that are the most important for your organization and that are the most likely to be seen more broadly.

This article covers a few strategies for curation. These strategies might mean that the less frequent or less common topics might not be fully curated by knowledge managers. However, these suggested topics remain useful and can provide insight or a pointer to a person, which can save an employee hours of looking for a starting point. Allowing crowdsourced updates to topics is beneficial and provides more content and coverage for the less common topics.

This article provides some guidance and best practices to approach topic management and curation.

Understanding suggested topics

When topics are discovered by AI, they're marked as a **Suggested Topic**, both on the **Manage topics** page, and in the topic cards that are presented to users. Any topic that hasn't been marked as removed will be shown to users—this includes confirmed, published, and suggested topics. Topics in all three states are available to end users.

Within a topic card or page, we use various cues to show how the AI has generated the information. The system uses a variety of evidence to add the resources, primarily through the content itself.

- Labels show that a topic is suggested and that it was discovered by Viva Topics.

SUGGESTED TOPIC

Sunflower

View details

Alternate name: Project Sunflower

Project Sunflower is a regional initiative enabling internal operational staff to understand KPIs..

From [Notes on Project Sunflower.docx](#)

Suggested people (7)

Lidia Holloway

Contributed to resources

Irvin Sayers

Contributed to resources

Suggested resources (10+)

Project Sunflower Overview

Irvin Sayers modified December 9, 2020

Topic mentioned 4 times

- Information on the card states where a definition has come from by specifying its source.
- Suggested people are derived by aggregating people who have written or edited documents with topic evidence. If a person writes a document that has a topic name in the title, and that document has many views, it might only require one document to establish the person as related. However, in many cases more evidence is better, and people who are listed have worked on multiple documents.

Microsoft Viva discovered this topic. You have access to the files and pages shown.

SUGGESTED TOPIC

Sunflower

Alternate name: Project Sunflower

From [Marketing Goals from Project Sunflower Meeting.docx](#)

Project Sunflower is a regional initiative enabling internal operational staff to understand KPIs..

From [Notes on Project Sunflower.docx](#)

Suggested people

Lidia Holloway

Contributed to resources

Irvin Sayers

Contributed to resources

Johanna Lorenz

Contributed to resources

Patti Fernandez

Contributed to resources

Adele Vance

Contributed to resources

Megan Bowen

Contributed to resources

Miriam Graham

Contributed to resources

Suggested files and pages

Name	Modified	Modified by	Activity	View count
<div>Project Sunflower Overview</div> <div>sites > ContentPackTest > Shared Documents</div>	December 9, 2020	Irvin Sayers	Topic mentioned 4 times	
<div>Weekly Project Sunflower status report</div> <div>sites > ContentPackTest > Shared Documents</div>	December 17, 2020	Adele Vance	Topic mentioned 4 times	
<div>Project Sunflower Team</div> <div>sites > ContentPackTest > Shared Documents</div>	August 10, 2020	Miriam Graham	Topic mentioned 4 times	

- For the files and pages shown, the system identifies how many times the topic has been mentioned in the document, but the topic also must be mentioned in a specific context that identifies the reference to the

topic of specific type (such as project or team). This is what counts as evidence for the AI. The system also considers the occurrence of a topic name in the titles of documents, types of documents, and other analytics features (such as views).

Microsoft Viva discovered this topic. You have access to the files and pages shown.

SUGGESTED TOPIC

Edit this page to describe your involvement to this topic.

SUGGESTED TOPIC

Edit this page if you can add people connected to the topic.

SUGGESTED TOPIC

These attributes demonstrate that the content has been added by AI, and how the AI has made that determination.

Communication

When communicating to your users about Viva Topics, it's important to clarify the difference between AI-suggested topics and content and their curated equivalents.

As a reader, you should view suggested topics with a more critical eye. They shouldn't be perceived as authoritative sources of organizational truth. Rather, they're a way-finding tool to access tacit knowledge that is presented through the content that you have access to. The AI has discovered the topic and has enough evidence to show it to you, but its value hasn't been confirmed by a person.

Crowdsourced controls

Suggested topics can be improved by curation of the page and through crowdsourced feedback on the topic.

When users interact with a suggested topic, they might be asked a simple question in the UI. For example: *Was this topic relevant to the page? Is this person relevant for the topic? Was this definition accurate?* By using the feedback to such questions, the accuracy of the topics can increase without the need for a named individual to curate the page.

The home page of a topic center is another location where feedback on suggested topics is gathered. In the topic center, a user can see the topics that they have been associated with and are given the option to either confirm this association or have it removed.

We've listed you on these topics. Did we get it right?
Find the reasons you're listed in the topic summaries. Stay listed so you can share your knowledge on the topic. [Learn more about topics.](#)

SUGGESTED TOPIC	SUGGESTED TOPIC	SUGGESTED TOPIC	
Omega You contributed to resources Alternate name: Project Omega Project Omega is a regional skunkworks enabling all our engineers to develop best practices around agile planning and communication. From Notes on Project Omega.docx	Granite You contributed to resources Alternate name: Project Granite Project Granite is a long-running venture by all our analysts to communicate the supply chain. From Notes on Project Granite.docx	Regional Sales You contributed to resources Regional Sales is an umbrella team comprising sales leaders from all seven regions, helping to provide leadership and disseminate our latest Sales initiative... From Survey feedback on Regional Sales Team...	Titan You contributed to resources Project Titan is an initiative to develop packaging design and content for product launch that reaches customers effectively in both physical and virtual...
Do you want to be listed on this topic?	Do you want to be listed on this topic?	Do you want to be listed on this topic?	Do you want to be listed on this topic?
Yes No. Remove me.	Yes No. Remove me.	Yes No. Remove me.	Yes No. Remove me.

• •

Confirmed connections
You or someone else confirmed you should be listed on these topics. See everyone who's listed and more on each topic page.

Geothermal Megan Bowen pinned you to the list of people View details
Your connection Operations IT lead

When you allow broad crowdsourcing of topics, you should consider the following factors:

- Users will see the **Edit** option on topic pages and can edit the pages in the same experience as other modern SharePoint pages.
- Some **Suggested Topic** web parts can't be removed. The topic name, alternate names, definition, suggested people, and suggested resources can't be removed.
- It can take some time for a suggested or confirmed topic that has been published to be moved to the **Published** list on the **Manage topics** page.
 - The estimated time for a topic to appear in search, highlights, hashtags, or annotations is 2 hours.
 - The estimated time for a topic to appear in **Published** list on the **Managed topics** page is no more than 24 hours in most cases. You should see them within 2 hours, but because there's a full sync every 24 hours, the wait shouldn't be longer than 24 hours.
- It's possible that a user might leave a published topic in a checked-out or editing state. A knowledge manager can see these in the Pages Library of the topic center and either can discard the user's changes to republish the topic or contact that user to request that they check in the topic.

Topic visibility and content is based on a user's permissions

When you review the list of suggested topics as a knowledge manager, keep in mind that the contents on a suggested topic will be dynamically based on permissions. The suggested content and people that are shown to you might not be the same as those who are presented to any user or another knowledge manager.

Based on the permissions to view content that is associated with a topic, each user might see a different set of suggested resources, people, alternative names, and definition.

Prioritize the topics for curation

You can use the following strategies to identify topics that are likely to be prominent, and therefore are good candidates for curation.

Taxonomies

Using existing taxonomies can provide a list of topics that are likely to be prominent for users. For example, these could be:

- Products and services that your organization provides
- Teams in your organization
- High-profile projects

This approach could also be taken on a departmental or functional level, with subject-matter experts who understand that area of your organization. The goal isn't to have them review a selection or all of the topics. Rather, they bring their own domain expertise to guide selective curation.

Search

Common search terms are often discovered as topics. By using the [top query reports in Microsoft Search](#), you can identify the most frequent search terms in your organization. If topics have been discovered for these terms, they're good candidates for curation. These topics can be presented as answer cards in Microsoft Search.

If you're currently using [Microsoft Search bookmarks](#), consider which of these can be replaced with a topic. A bookmark answer card contains a title, description, and URL. In some circumstances, a topic card might be more useful to a user, and a topic card also shows resources and people.

In the user's search experience, when a user searches for a term like *travel*, search results are displayed in the following priority order in Microsoft Search:

1. Published or confirmed topics
2. Bookmarks
3. Suggested topics

Impressions and quality score

The [impressions](#) count and [quality score](#) are important metrics for understanding the behavior of a topic. The value of these metrics will be limited when only knowledge managers or IT teams have access to topics. Exposing topics to a pilot group of users will generate more representative data for these measures.

Topics with a high impression count are likely to be more frequently interacted with. The quality score for these topics will give a sense of how rich those topics are. Topics with a high impression count and a low quality score are good targets for curation.

Key terms from the information architecture of larger organizational sites

Larger portal sites within your organization might have invested time in organizing their information architecture and the navigation of their site around key topic areas for their business units, product lines, major projects, and so on. Reviewing these terms and identifying and curating topics for these terms can help users who are looking for information on these areas.

Leverage internal knowledge bases or wiki sites

If your organization has invested in knowledge bases or wiki sites, these can provide a list of topics to use for your initial curation efforts. If they're particularly large, select the most viewed or edited topics as a starting point.

See also

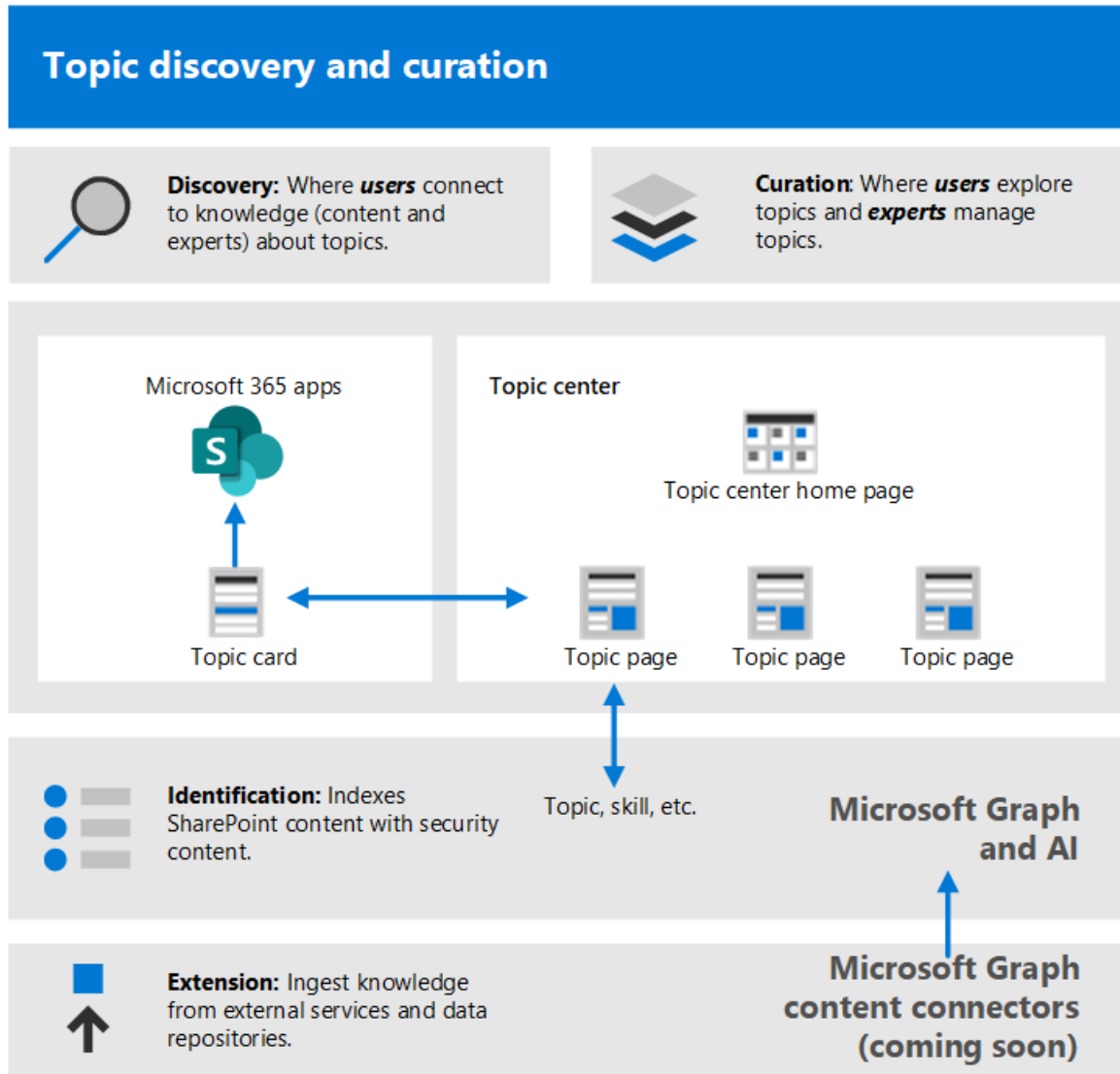
[Manage topics in the topic center](#)

[Topic center overview](#)

Get started driving adoption of Microsoft Viva Topics

11/12/2021 • 9 minutes to read • [Edit Online](#)

Before you get started with adoption, you need to understand the concepts involved in knowledge management and Viva Topics. The following diagram shows what happens during topic discovery and curation:



- **Discovery:** Users can discover knowledge in the apps they use every day through topic cards - they can also discover topics in Microsoft Search.
- **Curation:** Subject matter experts (SMEs) refine topics through topic pages, and AI learns from their input. The Topic center contains topic pages that users can explore and experts can manage.
- **Identification:** With Microsoft Graph and Artificial Intelligence (AI) knowledge and people (topics, skills, and so on) are identified and automatically organized into related topics. SharePoint content is indexed with security content.
- **Extension:** With Microsoft Graph content connectors (coming soon), you can ingest knowledge from external services and data repositories.

For more information, you can review the [overview](#) for an introduction.

Keep in mind that:

- Topic discovery is improved when more content is available.
- The security, privacy, and location of your data is preserved even though the information is presented in a new experience.
- Users need a license to view Viva Topics.
- Discovery is initially on English language content.

To help prepare, think through these questions:

- What content should be used for topic discovery?
- Who will manage topics?
- Who will see topic cards and highlights?
- Which topics are expected?

Review this list of prerequisites for getting the most out of Viva Topics:

PRODUCT OR FEATURE	DESCRIPTION
SharePoint Online with modern SharePoint pages	Topic mining only includes content on SharePoint sites, and topic cards can only be surfaced on modern pages.
Microsoft Graph	You can control whether topics are included or excluded from Search or Delve with the Microsoft Graph settings.

Plan for adoption

To plan for adoption of Viva Topics, you need to:



1. Plan your approach and target scenarios:

- Think about defining and prioritizing the [scenarios](#).
- Think about the [stakeholders](#) and project team members you need to have involved.
- Figure out what business impact you want to drive towards and how you're going to [measure success](#).

2. Engage your organization:

- Identify the business groups and business teams that need to be involved and gain alignment across those and the scenarios that you're planning.
- Start thinking about how to engage some early adopters to get critical, early feedback so you can iterate to get to the best solution.
- Start building the community and think about how Viva Topics can be used across your organization by these different groups.

3. Train your organization: Most people will intuitively understand the concept of topics and how topic cards compile relevant information, and understand and see the value. But you might want to create training that is tailored to your own culture and organization, to show how you want Viva Topics to be used. Some

training resources:

- [Project Cortex Resource Center](#). Includes overviews and feature information, recorded office hour videos and presentations, and information about partners and their offerings.
- Coming soon, training videos and help for end users.

4. [Build a champion network](#):

- You might have communities of practice or champion networks already in place. These are great ways to socialize and evangelize and get peers involved in helping each other. And they can share success stories which can be valuable. They can offer advice and generate excitement.

Target scenarios

Determine how you want to use Viva Topics in your organization so that you use them successfully. Here are a few scenarios where knowledge management and topics can help your organization:

- **Role onboarding & training:** Understanding a new organization's terminology, key projects, and culture are important steps in onboarding. Easy discovery of topics can help new employees ramp up on new job, roles, or projects quickly.
- **Expertise finding and information sharing:** When topics are managed and shared, people in your organizations can more easily find information and experts to help them in their day to day work.
- **Expanded decision making and improved time to market:** When information and experts are easy to reach, you can make decisions more easily and shave time off projects.

Example scenario for role onboarding

An HR manager needs to provide information to new employees that will help them quickly onboard to the company and their teams. They want to point them to the correct resources, documents, and team members that they'll need to onboard quickly and efficiently. They're looking for a solution that allows the new employee to quickly find the information they need without having to search across multiple repositories or leave the applications they're already using.

For example:

- An employee (Jordan) is taking on a new role, or has been newly hired and is just starting with a role. Jordan wants to get involved and productive as quickly as possible. But Jordan also needs help with finding a starting place.
- A colleague (Kim) who was in the role before Jordan created topic pages that can help out new employees and anyone else looking for that information.
- Kim was an SME and had permissions to look at unconfirmed topic pages. Unconfirmed topic pages are great starting points for what the AI has discovered and created, and Kim was able to edit them to add expert resources, definitions, and pin other resources.
- As Jordan reads through a new post on SharePoint, they see a topic highlight, and hover over it to quickly get a definition of the term and who to contact with more questions. Before, Jordan might have had to hunt around for this information and contact colleagues to see who to ask about something.
- Exposing this information through topics can be powerful, because although this information may have been available before, it might have been siloed and hard to find. Bringing it into the applications that Jordan is using and helping them find these experts can also drive a sense of engagement and community. It can also help them feel more empowered when dealing with the new role.

When you automate this scenario, you can ensure that:

- New employees can quickly connect with the right people on the right projects.
- New employees have instant access to the latest project information within the flow of their work.
- Search times are greatly reduced.
- Onboarding times are greatly reduced.

Example scenario for customer call center

You can enable customer service to quickly find files and experts to help out with unusual tax questions and quickly document the answer for others to easily access with Viva Topics.

For example, a support representative needs to quickly find knowledge base articles, documents and policies so that they can support customers. They want to find the right information at the right time, without having to manually sift through several data bases, repositories, or applications, or dispatching a call. And they're looking for a solution that allows them to remain within their main call prompt and access policies, regulations, and guidelines in the flow of their conversations, so they can quickly respond to questions and update the case.

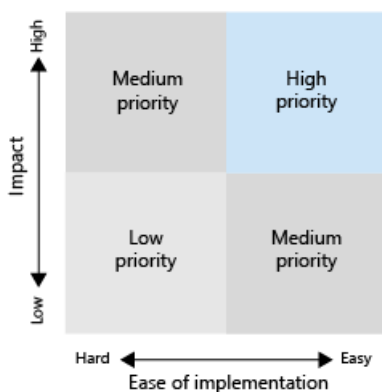
When you automate this scenario with Viva Topics, you can ensure that:

- Support call times are reduced.
- Escalations to 2nd and 3rd tier support are reduced.
- Number of call-backs on a given case are reduced.
- Customer satisfaction is increased.

Prioritize your scenarios

After you identify your scenarios, you can prioritize the scenarios:

One way to prioritize them is to plot out your scenarios in a grid showing impact vs. ease of implementation. Look for scenarios that have both high impact and are easy to implement and make those ones your top priority. Low impact and hard-to-implement scenarios are your lowest priority. When you have a quick win with a high impact, easy-to-implement scenario, it helps people get excited and see the possibilities of using topics.



Pick a couple of key scenarios to focus on initially, work with your early adopters to get some feedback, and then roll out in stages. This way you can iterate, make improvements, and gain feedback so you can grow adoption over time.

Identify stakeholders

Identify the stakeholders for your project. The key roles are the Executive sponsor, Success owner, and Champions.

ROLE	RESPONSIBILITIES	DEPARTMENT
Executive sponsor(s)	Communicate high-level vision and values to the company	Executive leadership
Project lead(s)	Oversee the entire launch execution and rollout process	Project management
Knowledge administrators	Set up and configure Viva Topics	IT department

ROLE	RESPONSIBILITIES	DEPARTMENT
Knowledge managers	Manage topics and oversee the taxonomy	Any department
Taxonomy managers	Oversee the taxonomy	Any department
Subject-matter experts and topic contributors	Generate or review topics and descriptions	Any department
Champions	Help evangelize and manage objection handling	Any department (staff)
Tenant administrator	Configure tenant-level settings	IT department
Power Platform administrator	Configure Dataverse environment	IT department
Search administrator or manager	Configure search settings	IT department

In a larger organization, you might also have multiple people in these roles, and you'll need to drive coordination amongst them. In a smaller company, a single person might perform several of these roles. Different roles might be more involved in different phases of the project. For example, Tenant administrators are more involved in setting up the features, while Subject-matter experts and Champions don't get involved until you start defining topics.

Though we recommend having each of these roles fulfilled throughout your rollout, you may find that you don't require them all to get started with your identified solution.

Create a success plan

Use these indicators to measure the success of Viva Topics in your organization. Look at:

1. Topic usage:
 - Topic impressions
 - Quantity of topics – both confirmed and unconfirmed in your curated topic list.
 - Number of published topic pages.
2. End-user feedback from topic cards.
3. Do employee satisfaction surveys. Viva Topics should improve employees' ability to find information, so find ways to gather their input and feedback on that experience.
4. Positive impact to search analytics. Because topics appear in the search experience, over time you might see lowered rates of abandoned searches because people are more easily able to find the topics in search.

Build a champion network

Build a champion network in your organization. Champions are important because they can:

- Create a circle of influence within their teams
- Drive topic management & maintenance

You can recruit champions from different roles – Knowledge Managers and subject-matter experts.

Lots of champion networks use Yammer as their platform. In Yammer, people can post questions and get answers, and share success stories. It's hard to get the word out alone, so you can rely on the network of people throughout your company to offer advice to their peers and show how their team is using Viva Topics so other teams can think about their own scenarios.

Some organizations are using hackathons (formal or informal, virtual or in person) to gather groups of people

to work on a specific project. For example, you could gather your subject-matter experts and have them work together to curate a set of topic pages.

Think about how you can recognize your champions. Reward their activities, give them some recognition, and generate a visible community feeling and engagement so that they feel like they're contributing to something and they're also getting something back from their investments.

Now that you're ready to roll out, you want to make sure that you're encouraging ongoing engagement.

- Maintain active Yammer groups for your champions.
- Share success stories.
- Periodically host engagement events to share stories or introduce new features.
- Set challenges for people and run competitions.

Next steps

When you're ready to roll out Viva Topics, you'll need to get people involved.

- Start introducing the feature set and getting them to think about their scenarios.
- Gather the stakeholders and create scenarios.
- Drive the community and think about how you're going to engage them.
- Then complete preparation steps. Some may be technical readiness, and some business readiness.
- Finally, socialize and promote.

Run a trial of Microsoft Viva Topics

11/12/2021 • 4 minutes to read • [Edit Online](#)

This article describes how to set up and run a trial pilot program to deploy Viva Topics to your organization. This article also recommends best practices for the trial.

Sign up for a trial

Trials are publicly available from one of the following sources. These trials offer 25 users access to Viva Topics for 30 days.

- The [Viva Topics product page](#)
- The [Microsoft 365 admin center](#)
 1. Sign in to the [Microsoft 365 admin center](#).
 2. Go to **Billing > Purchase Services**.
 3. Scroll down to the **Add-Ons** section.
 4. On the **Topic Experiences** tile, select **Details**.
 5. Select **Get free trial**.
 6. Follow the remaining wizard steps to confirm the trial.

You must be a Microsoft 365 global administrator or billing administrator to activate a trial.

NOTE

Public trials can only be added once for each Microsoft 365 tenant.

Who should be involved in a trial

ROLE	ACTIVITY
Microsoft 365 global admin or billing admin	Activate the trial and assign licenses
Microsoft 365 global admin or SharePoint admin	Configure Viva Topics and create topic centers
Business user	Perform knowledge manager, topic contributor, and topic consumer roles

Before you activate a trial

Planning is essential for an effective trial of Viva Topics. The trial period is limited and must include topic discovery and exploring topic quality, management, and end-user experiences.

Discovery

There are two high-level strategy options for configuration of topic discovery during a trial:

- Index all or most of your SharePoint Online content.
 - Large tenants can take up to two weeks to fully index. While topics will be generated incrementally throughout this period, full indexing could consume up to half the trial period.
 - For tenants with a significant volume of data, this option can produce a very large number of topics,

perhaps tens of thousands.

- Identify a subset of your SharePoint sites for indexing.

The choice of these strategies is a balance of the following two factors:

- Having enough data to generate meaningful topics. The AI in Viva Topics is tuned to work on large datasets, ideally ones that have more than 10,000 documents.
- Not generating so many topics during the trial period that evaluating them during the available time period is overwhelming.

For most organizations, the second strategy produces the best outcome.

NOTE

Due to the number of documents required by the AI, we recommend that you run Viva Topics trials on a production tenant. There's no impact on the performance of the tenant during this period. Only users who have a trial license can access Viva Topics user experiences.

Roles

During the trial, there are three roles that must be active, which are described in the following table.

ROLE	ACTIVITY
Knowledge manager	Control the lifecycle stages of topics; confirm and remove topics; act as a community manager for topic contributors
Topic contributor	Content subject matter experts, who can: Review topics to evaluate the quality of AI-defined content Curate discovered topics with additional content Create additional topics that weren't discovered by AI
Topic consumer	Consume topics through page highlights and search Provide feedback on the value of the topics presented

Expected topics

It can be useful to document the topics you expect to be generated by the AI, even if this is based only on assumptions. This task is most easily completed when you index a defined subset of your SharePoint sites for which SMEs can be easily identified.

Having a documented list will help you to:

- Review the list of AI-generated topics, which might be larger than you expect.
- Know the topics you might need to manually create or that are priorities for curation.

There will always be a need for a mixture of AI-defined and human-created topics in a successful deployment or trial of Viva Topics.

Activate a trial

When you initiate a trial, you need to:

- Assign licenses to the relevant users.
- Perform [additional setup](#) of Viva Topics.

When the trial is activated, the topic discovery process begins.

During a trial

The trial period should be used to evaluate the following components of Viva Topics:

- The AI-suggested topics and topic content
- The end-user experiences, surfacing topic cards on modern SharePoint pages and in Microsoft Search

Consider these factors:

- For Viva Topics to deliver the maximum value, the content in topics needs to be a combination of AI-defined content and human-curated content.
- All user experiences are “permission trimmed” (including the knowledge manager's view on the **Manage topics** page). Users will only see a topic if they have permissions to view some of the resources that were used to generate the topic. This means that different users might see different content on the same topic page.
- Users might see multiple topics that have the same name in the **Manage topics** page. These topics aren't necessarily duplicates but might be because of a single term that's used in multiple contexts in the data, such as a project code name that's used by two distinct projects.

After a trial

Based on the outcome of the trial, you can decide whether to proceed to production use of Viva Topics.

Proceed to production use

To ensure continuity of service, you must purchase the required number of licenses and assign those licenses to users. Trial users who don't have a full license at the end of the trial period won't be able to access any Viva Topics experiences.

Don't proceed to production use

If you don't purchase licenses following the trial:

- Topic discovery will stop.
- Users will no longer see topic highlights or cards.
- The topic center won't be deleted, but the suggested topics and manage topics experiences won't be available.
- Any AI-defined topics will be lost.
- Topics that have been edited by a topic contributor will remain in the topic center pages library. Only the manually provided content will remain on these pages, not any AI-suggested content.

See also

[Get started driving adoption of Microsoft Viva Topics](#)