



Viva News



Microsoft 365
Summit

Michael Plettner

Managing Partner @ in2success GmbH



TALK
Microsoft 365

 Microsoft Teams
User Group Germany

<https://bio.link/plemich>

VIVA
Explorers





Viva allgemein



Welcome to the Microsoft Viva Community

Connect and learn from experts and peers

Search this community



Connection

Modernize how you communicate and engage



[Viva Connections](#)



[Viva Engage](#)

Insight

Improve productivity and wellbeing with actionable insights



[Viva Insights](#)



[Viva Glint](#)

Purpose

Create a purpose-driven culture where teams align to achieve results



[Viva Goals](#)

Growth

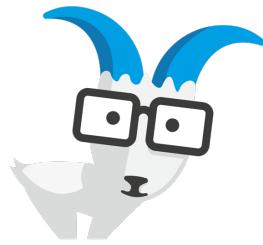
Help employees grow, learn and succeed



[Viva Learning](#)



[Viva Topics](#)





Viva Connections



Viva Connections on tablet devices



The image displays two side-by-side screenshots of the Microsoft Viva app interface on a tablet device. Both screens show the 'Dashboard' and 'Feed' sections.

Left Screen (Dashboard):

- Viva Learning:** You have 3 overdue and 10 upcoming trainings. (Icon: lightbulb)
- Tasks:** 1 urgent task due: Send analysis for Q4 +3 more tasks. (Icon: coffee cup)
- Praise:** Send congrats to your colleagues. (Icon: heart)
- Effective meetings:** Set up a customized meeting plan for. (Icon: people)
- Feedback:** Get perspectives from the people you work with. (Icon: people on a bridge)
- Stock:** 58.01 CTS Up 0.87 (0.55%) NASDAQ. (Icon: chart)
- Approvals:** Send and keep track of your requests all in one place. (Icon: person with a checkmark)
- Time Off:** 15 days paid time off. (Icon: person on a beach)
- Top news:** Windows 11 update brings new AI-powered Bing to the. (Icon: laptop)

Right Screen (Feed):

- Viva Learning:** You have 3 overdue and 10 upcoming trainings. (Icon: lightbulb)
- Tasks:** 1 urgent task due: Send analysis for Q4 +3 more tasks. (Icon: coffee cup)
- Protect time:** Book focus time Mon Mar 14 3:00 PM - 5:00 PM. (Icon: calendar)
- Reflection:** Check in Stay on top of your feelings with regular check-ins. (Icon: stars)
- Feedback:** Get perspectives from the people you work with. (Icon: people on a bridge)
- Topics:** Knowledge Learn what Topics are popular in your organization. (Icon: mountain)
- Stock:** 58.01 CTS Up 0.87 (0.55%) NASDAQ. (Icon: chart)
- Approvals:** Send and keep track of your requests all in one place. (Icon: person with a checkmark)
- Time Off:** 15 days paid time off. (Icon: person on a beach)
- Poll:** Take this survey Let us know what you think about working here. (Icon: bar chart)
- Shifts:** Nothing has been scheduled for yo... (Icon: calendar)
- Team calendar:** December 14 3 team members are out of office, 1 report due. (Icon: calendar)
- Top news:** Windows 11 update brings new AI-powered Bing to the taskbar + 1 more (Icon: laptop)

Viva Connections Analytics



Viva Connections Analytics - Contoso Connect Last updated Dec 07, 11:21 UTC

[Download report](#) [Privacy policy](#) [...](#)

Overall traffic

Unique users [Last 7 days](#) [30 days](#) [90 days](#) [12mo](#)

21,129 ▲ 30% since last week

Engaged users [Last 7 days](#) [30 days](#) [90 days](#) [12mo](#)

1,536 ▲ 30% since last week

Total views [Last 7 days](#) [30 days](#) [90 days](#) [12mo](#)

35,984 ▲ 30% since last week

Returning users [View by Percentage](#) [12-month view](#)

2% ▼ 15% since last Month

Usage insights

Last updated Dec 07, 11:21 UTC

Apps and devices [Last 7 days](#) [30 days](#) [90 days](#)

Teams - mobile ▲ 1000%

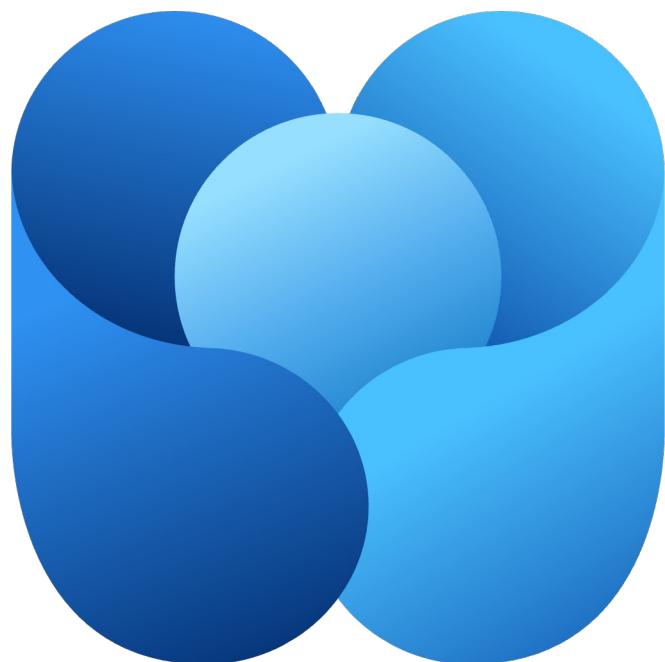
Engagement type [Last 7 days](#) [30 days](#) [90 days](#)

Type [No. of Engaged users](#)

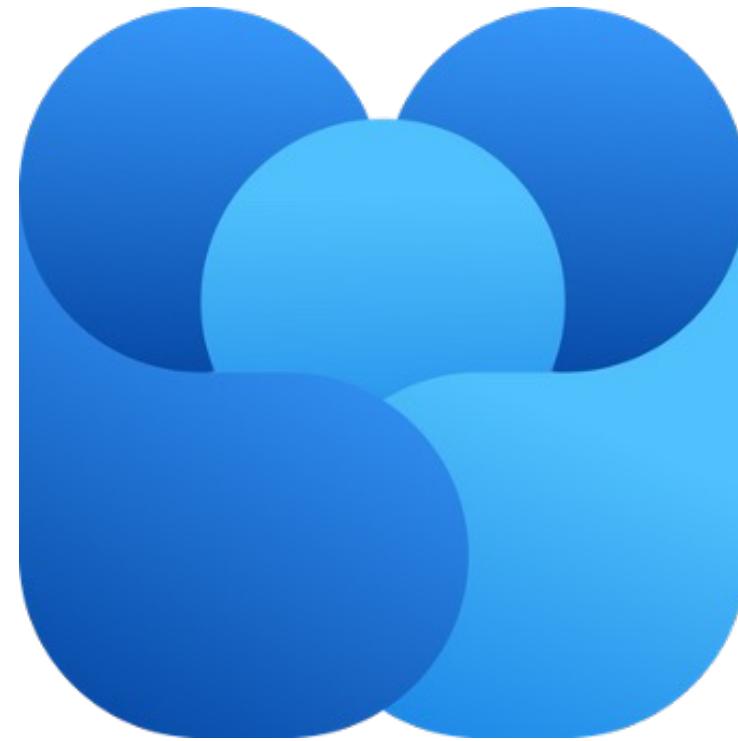
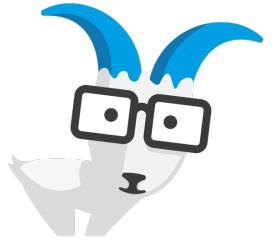
The dashboard displays four main sections: Overall traffic, Total views, Returning users, and Usage insights. Each section includes a summary metric with a percentage change from the previous week or month, followed by a line chart showing the trend over the last 12 months. The 'Overall traffic' section shows 21,129 unique users and 1,536 engaged users. The 'Total views' section shows 35,984 total views. The 'Returning users' section shows 2% returning users. The 'Usage insights' section shows a significant increase in 'Teams - mobile' usage (1000%) and provides a breakdown by engagement type.



Viva Engage



Viva Engage in Outlook and mobile



Leadership Corner – AMA events and campaigns



Viva Engage Home Communities Storylines Leaders Answers

Sept 18, 10:00 AM – Sept 19, 5:00 PM

Ask Me Anything About Diversity & Inclusion

This event is open to chat about questions and topics related to work-life balance. Questions will be answered on the 18th and 19th, but feel free to ask questions now.

In review Published Dismissed

Ask a question or share your thoughts

Discussion Question

All questions

Pinned Conversation

Daisy Phillips Sept 10

Good morning everyone!

We wanted to set up an AMA Event to give everyone the chance to ask questions about diversity and inclusion at Contoso.

Thanks a million and can't wait to hear from you all!

Viva Engage Home Communities Storylines Leaders Answers

GIVING

#GivingCampaign 10 Followers

Welcome to the annual Giving Campaign! We aim to connect employees with opportunities for impact in local communities.

Follow

Share thoughts, ideas, or updates

Discussion Question Praise Poll

Pinned Conversation

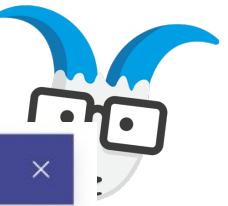
Elvia Atkins 2h ago

Volunteer or donate for Giving Day!

Our annual Employee #GivingCampaign is here and it's a great way to help your community and support organizations you care about.

A photograph of two people, a man and a woman, working in a warehouse. They are standing in front of shelves filled with boxes and packages.

Answers in Viva Engage



Viva Engage Home Communities Storylines Leaders **Answers**

What is your question
Tips: Keep it brief - Start with an interrogative word (Why, How, When...)

Add more details (optional)

Add Viva Topic (Pick at least one)

B I ↪ { } Post

Questions for you Your activity Recommended

Carole Poland • Tue 10:00 PM Seen by 2811 Best answer

What is the most effective way to get feedback from our customers?

I had a discussion with my colleagues in my team over lunch and we had different methods of approaching this problem. I was wondering if anyone else in the organization could help...?

Feedback Customer Driven Customer Success View more (25) ▾

Alan Munger • Mon 11:55 AM Seen by 158

What is the process for ordering equipment for a project?

Discover new topics

Follow these popular topics and personalize the questions in your feed

Customer Driven 525 answers • 354 followers +

Diversity and Inclusion 563 answers • 354 followers +

Accessibility 797 answers • 354 followers +

Badges 797 answers • 354 followers +

View all

Earned badges

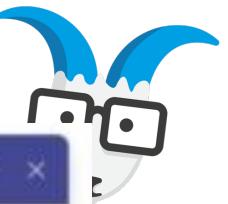
Badges are awarded for asking and answering questions.

3 7 1

View all badges

Your Answer summary

Answers in Viva Engage



Screenshot of the Microsoft Viva Engage platform interface, specifically the 'Answers' section.

The top navigation bar includes icons for Activity, Chat, Teams, Calendar, Engage (highlighted), Files, and more. The search bar shows 'Search'.

The main header features the 'Viva Engage' logo and navigation links: Home, Communities, Storylines, Leaders, and Answers (selected).

A large input field asks 'What is your question?' with a placeholder icon of a person thinking.

Below it, two tabs are visible: 'Questions for you' (selected) and 'My activity'.

The first question card is from Henry Brill on Tuesday at 1:07 PM, titled 'What is the most effective way to get feedback from our customers?'. It has 407 views and is marked as a 'Best answer'. The post discusses a discussion with colleagues over lunch about different methods of approaching the problem. A 'See more' link is present. Tags include Feedback, Customer Driven, Customer Success, and View more (311).

The second question card is from Keiko Tanaka on Monday 10:15 AM, titled 'What is the process of ordering equipment for a project?'. It has 325 views. The post discusses working on a new project and needing to know who to talk to for equipment approval. A 'See more' link is present. Tags include Equipment, Request, Process, and View more (94).

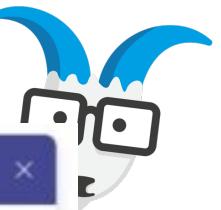
The third question card is from Elvia Atkins on Wednesday 5:31 PM, titled 'Can I bring my pet to the office?'. It has 303 views. The post discusses bringing a small dog to the office and feeling uncomfortable leaving it alone. A 'See more' link is present. Tags include Return to Office, Pets, Office, 2022, +3, and View more (102).

The right sidebar displays 'Trending topics' with 'Customer Driven' (1128 answers, 816 followers), 'Diversity & Inclusion' (831 answers, 508 followers), and 'Accessibility' (525 answers, 354 followers). It also shows 'My topics' with 'Sales' (5 new questions, 514 followers) and a 'Browse more topics' link.

The 'Earned badges' section shows three badges: a green plant badge (1), a pink plant badge (1), and a gold medal badge (1). A 'View all badges' link is provided.

The 'Your Answer summary' section shows a date range from Jul 11, 2022 - Aug 08, 2022.

Viva Engage analytics



Screenshot of the Viva Engage Analytics interface.

The top navigation bar includes a search bar, user profile, and various icons for Activity, Chat, Teams, Calendar, Engage, and Files.

The main header shows "Viva Engage" and navigation links for Home, Communities, Storylines, Leaders, Answers, and a search bar.

The left sidebar has a "Personal analytics" section with a "1" notification, and a "Recent activity" list showing profile icons for various users.

The central content area is titled "Analytics" and features tabs for Personal analytics (selected), Audience analytics, Campaign analytics, Answers analytics, and Global Answers analytics.

A message states: "Personal analytics shows engagement on your Viva Engage posts. Because analytics data is updated every 24 hours, your data may not be current."

Filter options include "Last 28 days" (July 11, 2022 - August 08, 2022) and "Communities and storyline".

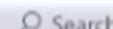
Your reach chart shows a line graph from July 11 to August 08, 2022, with a value of 550 people reached.

Reach breakdown provides metrics for Viewers (550 Reached, 4% Engaged), Total Followers (135 Reached, 16% Engaged), and Audience (415 Reached, 10% Engaged).

At the bottom, there are "Is this helpful?" and "Share" buttons.

Viva Engage





Viva Engage

[Home](#)[Communities](#)[People](#)[Answers](#)

Share thoughts, ideas or updates

**Conversation Starters** Try some of these ideas and see where Co-Pilot will take you.**Hybrid Work**

Share your favorite tips for maximizing productivity in a hybrid workplace and ways for teams to implement at scale.

Give Campaign

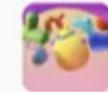
February marks the 20th annual Give campaign at Contoso. Share your team's participation.

Your recent live event

Share a post-event summary of topics discussed and next steps, including strategy and plans for Q3.

Upcoming events**AMA on Hybrid Work**
Ends Sept 29, 10:00 PM

Live

**Employee Town Hall**
Sept 18, 1:00 PM - Sept 19, 1:45 PM**Welcome Contoso's new...**
Oct 5, 10:00 AM - 10:00 PM**Audience summary**

Jul 11, 2022 - Jul 17, 2022

**3% more positive**

Sentiment in the audience

158 20%▲

Audience reached

61% 20%▲

Audience engaged on posts

[See full audience analytics](#)**Discover your leaders****Announcement** posted in All Company**Laurence Gilbertson**

Now

Seen by 11,750

**Welcome Carole Poland, our new Chief Executive Officer!**

Today is the day we welcome Carole to the team! Carole brings over 15 years of industry experience and a passion for driving culture. Please send a warm hello, welcome her onboard, and visit her [storyline](#) to learn more about her.



Store





Activity



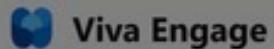
Teams



Engage



...



Home

Communities

People

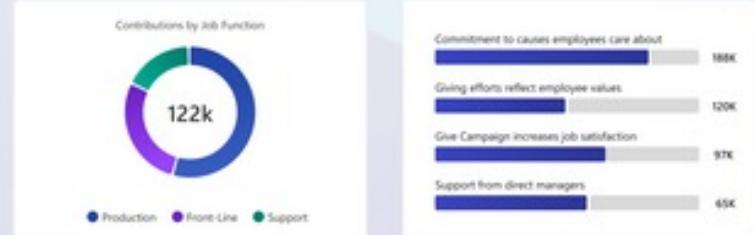
Answers



Join the Conversation on the Give Campaign

Here's some information to help you contribute to the conversations happening across Contoso

Employees feel that the Give Campaign reflects their values and that Contoso is committed to causes they care about.



What other leaders are saying

Other leaders are talking about key dates, the match program, and group volunteer activities. What do you want to share with your org about these topics?

What do you want to share with your org about these topics?

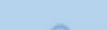
What employees are saying

Throughout your organization, people are sharing causes they care about. Are there causes you would like to share?

Are there causes you would like to share?

Adjust Tone

Choose the right tone for your message



Celebratory



Neutral

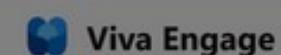
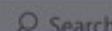


Serious

Text generated by AI

Write it Myself

Generate Post



Home

Communities

People

Answers

Post as: [Carole Poland](#)

I am super excited about Contoso's Giving Campaign in the month of February. This is something I am extremely passionate about - I am proud to work for a company that cares about giving back to our community.

This year, Contoso will be matching employee donations of both volunteer time and money. This means that your donation will go even further in helping those in need.

On a personal note, I am particularly passionate about the Contoso Food Drive and the work they do in our community. They make a real difference in the lives of those in need and I am proud to support their efforts.

On February 24th, we will be hosting a team volunteer activity at the Contoso Food Drive. This is a great opportunity for us to come together and make a tangible difference in our community. I encourage everyone to participate and see the impact of our collective efforts.

In addition to the team activity, the team that donates the most during the month of February will be rewarded with an ice cream party. This is a fun way to show our appreciation for your generosity and to celebrate our collective impact.

All Contoso Add people

Add topics



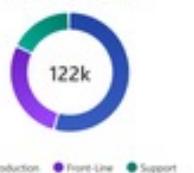
Post

Copilot

Related images



Contributions by Job Function



Readers may ask...

Which organizations qualify for the campaign extra 50% match?

For this year's match details, check out [this link](#).

Add

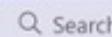
What is the specific time and location of the team volunteer activity?

See all the details about the volunteer activity [here](#).

Add

Text generated by AI

Discover your leaders



Viva Engage

[Home](#)[Communities](#)[Storylines](#)[Leaders](#)[Answers](#)

What is your question?

[Questions for you](#)[My activity](#)

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

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

Customer Support X

Post

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

[Learning](#)[Office](#)[2023](#)

+3

[View in full \(25 answers\)](#)[View all](#)

Personal Answers summary

Jul 11, 2022 - Aug 08, 2022

Discover topics

Follow these popular topics and personalize the questions in your feed

Morale Events

354 followers • 35 questions

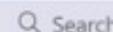
Copilot

Ideas to improve your question

- Provide more customer background info such as account type and type of subscription.
- Mention you are looking for step-by-step instructions.
- Add call to action to encourage other customer representatives to share similar experiences.

Text generated by AI





Activity

Feed ▾

Chat (1)

Teams

Calendar

Calls

Files

Engage

...

Store

- Can you help answer Wanda's question? 11:42 Viva Engage
- Danielle mentioned you 10:23 Cupcake ipsum dolor sit amet ipsum Chat with Alan and Danielle
- Karin reacted 07:21 Cupcake ipsum dolor sit amet ipsum Chat with Karin
- Erik reacted 06:31 Cupcake ipsum dolor sit amet ipsum Chat with Erik
- Adil mentioned you 06:16 Cupcake ipsum dolor sit amet ipsum Chat with Adil and Karin
- Marie reacted 7 - 13 Cupcake ipsum dolor sit amet ipsum Chat with Marie
- Danielle reacted 7 - 13 Cupcake ipsum dolor sit amet ipsum Chat with Elvia and Danielle
- David Called you 7 - 13 Cupcake ipsum dolor sit amet ipsum Cupcake ipsum dolor sit
- Adil mentioned you 7 - 09 Cupcake ipsum dolor sit amet ipsum Chat with Adil and Karin
- Adil mentioned you 7 - 09 Cupcake ipsum dolor sit amet ipsum Chat with Adil and Karin

Viva Engage Home Communities Storylines Leaders Answers



Wanda asked a question about customer credits



0

Wanda Howard • Just now

Seen by 0



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

I am trying to assist a customer in applying their credits from their old account to their new account, but they are experiencing difficulties.

Here are more background info: The customer has recently upgraded to a new subscription and is facing difficulties in transferring credits.

I am looking for step-by-step instructions and guidelines for transferring credits.

Customer Support

Answer this question



Suggested answer

Hi Wanda, the most common issue is that the customer missed the confirmation mail from the account portal confirming the transfer. Here are some instructions:

1. Navigate to the Account Portal
2. Initiate the transfer
3. Click 'Accept' in confirmation mail

Apply

Text generated by AI

Add references

Contoso's documentation on customer credits:
<https://contoso.com/credits>

Loop in experts

Lydia Bauer
Senior billing agent





Search





Home

Communities

Storylines

Leaders

Answers



Question details



12

Wanda Howard • 8h ago

Seen by 158



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

I am trying to assist a customer in applying their credits from their old account to their new account, but they are experiencing difficulties.

Here are more background info: The customer has recently upgraded to a new subscription and is facing difficulties in transferring credits.

I am looking for step-by-step instructions and guidelines for transferring credits.

[Customer Support](#)

Answers summary

The thread discusses how to help a customer transfer credits from one account to another. Step by step instructions are provided that include using the account portal and checking for the confirmation email.

Text generated by AI

Popular answers

Celeste Burton

Missing the confirmation email tends to be the top issue.

[View full answer](#)

Best answer • 24 people helped • 6 hours saved

John Woo

Have the customer start by visiting the account portal. From there, make sure that they see the confirmation email.

[View full answer](#)

12 people helped • 3 hours saved





...



Customer Credits

[Follow](#)[Customer Support](#) > [Credits](#)

Credits allow customers to flexibly buy the services they need within the Contoso line of products. This allows individuals to customize their tool set to their individual needs. Credits can be purchased at anytime and assigned to individuals or groups within an organization. There is a unit price per credit and with a discount for buying credits in bulk.

Text generated by AI



Curated by Baback Shamma, Carol Poland, David Power
+2 others

What types of credits are available for Contoso?

The types of credits available for Contoso will vary depending on the size of the customer organization.

Can I use my existing Contoso credits for new products?

Yes, credits never expire. They can be applied to any new product so long as you currently have enough credits in your account.

How do I purchase credits?

To purchase credits, you can work with a Contoso partner or a Contoso representative. You can also purchase credits online through the customer account portal.

How do I track and monitor my credit usage on a regular basis?

To track and monitor your credit usage, you can use the account portal or view the monthly account email.

How do I manage credits for my organization?

To manage credits for your organization, you can use account portal to assign and manage credits for users.

Can I transfer my credits to another account or organization?

Yes, you can transfer your credits to new accounts. To get started, visit the account portal and click transfer in advanced settings.



Still have questions? Ask in Viva Engage now!

[Ask question](#)[Recent updates from topic curators](#) ▾

Store





Viva Insights



Viva Insights app – Meeting categories



Startseite

Wohlbefinden

Produktivität

Teamarbeit

Erkenntnisse über Besprechungskategorie ⓘ

Verstehen und verwalten Sie, wie Sie Ihre Zeit über Besprechungskategorien hinweg einteilen.

Aufschlüsselung der Kategorie Besprechungstrends Besprechungsdetails Letzte 4 Wochen

Alle auswählen

internal

Teams UG

Customer - [redacted]

Community

Not categorized

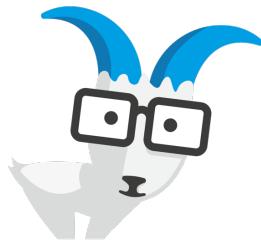
Besprechungszeit gesamt: 110 Stunden

Zeit in den ausgewählten Kategorien: 110,0 Stunden

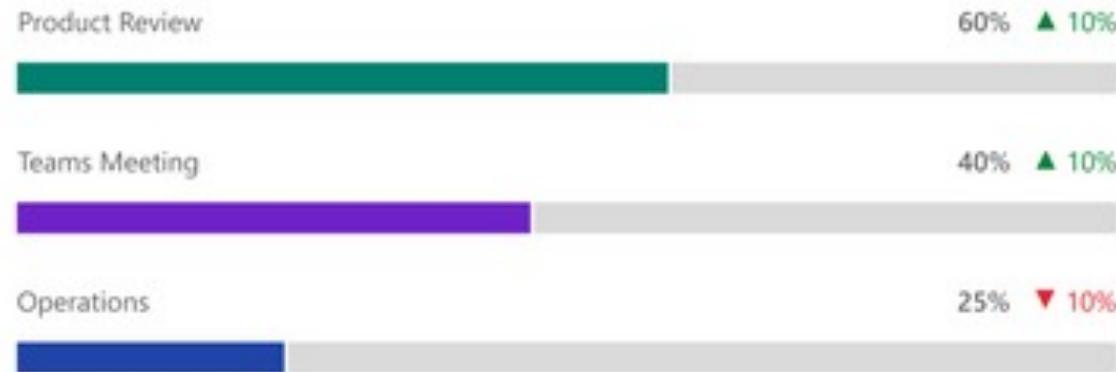
Datum: 2. Apr. – 29. Apr.

Name der Besprechung	Kategorie	Gesamtzeit ↓	Akzeptiert	Eingeladen
Lunch	internal	7 Stunden (jeweils 30 Minuten)	100 %	
CEO-Talk	internal	Minuten (jeweils 15 Minuten)	100 %	
privat/Livestream Ta...	Commu...	Minuten (jeweils 1 Stunde)	50 %	 TP +1

Digest email / meeting feedback notification



Top meeting categories of the last 4 weeks



Out of 57 total meeting hours from 2/26/23 - 3/26/23, these are your top categories.

Percentage change compares this to data from 1/29/23 - 2/26/23.

• **New meeting feedback** 1/23

Review your insights to make your meetin...

Viva Insights

Categorize upcoming recommended meetings:

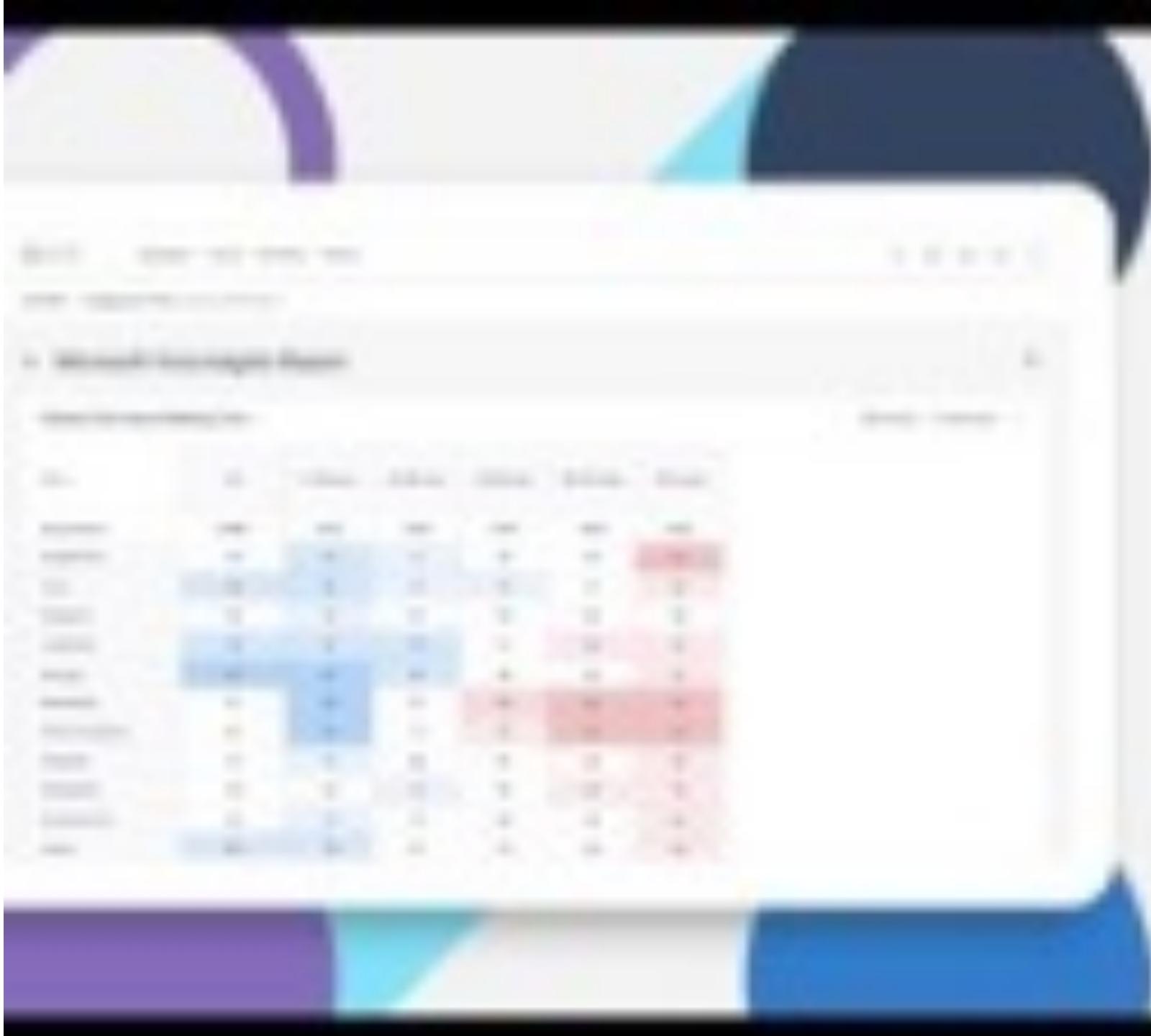
Productivity page design review

Product reviews ▼

Save

▼ Show more

Productivity page



Understand
how work
patterns
influence
engagement



Viva Glint

GLINT®

Viva Glint



Viva Glint Dashboard Focus Areas Reporting Feedback My Pulses

3,487 | Employee Signals: April 2023 | Add a filter

Comparison: Company Average

Go back Executive Summary

Apr 2023 Engagement
71
↓ 1 vs Apr

Engagement Historical Trend
2,674 (79%) responded in Apr 2021

Month	Engagement Score
Jan '20	60
Apr '20	70
Apr '21	75
Apr '22	85
Apr '23	60

Employee Signals April 2023 Results

Response Rate
26,132 of 32,925 responded

Comments
1,468 commenters (42% of responders)

Engagement Favorability 72%
Positive favorability is up by 2% since April 2022

79%
3,293
View all comments







Viva Goals



Viva Goals



Search

Feed

Notifications

Explorer

Users

Teams

Pinned

My OKRs

Sales OKRs

Relecloud OKRs

Marketing OKRs

Ruth Bentson's OKRs

Hello, Beth Miles

Explore latest updates on OKRs that are relevant to you

**Mona Kane** shared a summary

Shared from Contoso OKR list, Q3 FY23

2m

Hello everyone,

Highlights:

We have made good progress and need to continue to invest in ensuring the Ally.io is well integrated and thrives at Microsoft, and the Goals team continues on path to becoming one of the best teams at Microsoft.

Learning:

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur

Next Step:

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua.

OKRs:

Deliver new customer scenarios

On track 30%

Our products are loved and trusted

Not started --

Deliver Windows Innovation

On track 60%

Developers love M365

Behind 20%

Drive strong business performance

At Risk 10%

+4 more OKRs



Share your thoughts on this update



Mona Kane commented on this

Cecil Folk's Key Result was checked-in by Scott Johnson

Increase MRR to \$250000

Increase MRR from \$180000 to \$250000 • Cecil Folk • Q3 FY23

Check-in details

MRR

\$180k Behind → \$200k At risk

Check-in note

Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur

... see more

Mona Kane Tue at 10:39 AM

Beth Miles It's great to see our MRR increasing from where we are today. What are the key growth levers?

Share your thoughts on this update



Steve Smith

OKRs Projects Dashboards Activity



Search

Notifications

All saved views

Users

Teams

Pinned

My OKRs

Sales OKRs

Contoso OKRs

Marketing OKRs

Ruth Bentson's OKRs

Time Period: Active

Owner: Steve Smith

Team: Sales



View options

Add objective

Title

Search filters

Quick filters

Due for check-in

At Risk and Behind

Not updated for 7 days

Delegated to me

All filters



> Deliver a "must have" product in order to delight customers

▼ Launch 2.0 version of product in order to fix bugs, refine

> Reduce number of support tickets from 120/month to 80

Reduce number of steps in check out process from 9 to 6

Increase user time spent on site from 2:37 per session to 3:45 per session

Perform a click study

Compile bug report

> Ensure a reliable, scalable, and secure online platform to enable successful operations for internal...

	Status and progress	Owner	Due
	Not started	0%	Jun 30
	Behind	51%	Jun 30
	On track	48	EP Jun 30
	Behind	8	Jun 30
	At risk	3	Jun 30
	On track	78%	DG Jun 30
	At risk	20%	MM Jun 30
	On track	72%	Jun 30

[Search](#)
[Notifications](#)
[Explorer](#)
[Teams](#)
[Users](#)
[Feed](#)
[Pinned](#)
[Healthcare & Life Sciences](#)
[Sales Analytics OKRs](#)
[Mobile OKRs](#)
[Risk & Compliance OKRs](#)
[Contoso, Inc. OKRs](#)
[Time range: All time Till Apr 14, 2023](#)
[Tag filter: None](#)
[Drilldown](#) 

Adoption

How well has your team adopted the OKR program. [Learn more](#)

		Users					OKRs
		Total users ⓘ	Users with OKRs ⓘ	Objectives ⓘ	KRs ⓘ	Users with check-ins ⓘ	
	Contoso, Inc.	30	70% (21)	57% (17)	53% (16)	60% (18)	
	Customer Experience	2	100% (2)	100% (2)	100% (2)	100% (2)	
	Engineering	8	88% (7)	75% (6)	75% (6)	75% (6)	
	Back End	4	75% (3)	50% (2)	75% (3)	75% (3)	
	Infrastructure	3	67% (2)	33% (1)	67% (2)	67% (2)	
	Front End	1	100% (1)	100% (1)	100% (1)	100% (1)	
	Mobile	1	100% (1)	100% (1)	0% (0)	0% (0)	
	Platform Engineering	1	100% (1)	100% (1)	100% (1)	100% (1)	
	Security & Compliance	1	100% (1)	100% (1)	100% (1)	100% (1)	
	Finance	1	100% (1)	0% (0)	100% (1)	100% (1)	
	Legal	2	50% (1)	50% (1)	50% (1)	50% (1)	
	Marketing	2	100% (2)	100% (2)	100% (2)	100% (2)	
	Operations	2	100% (2)	100% (2)	100% (2)	100% (2)	

Engagement

How well your team has engaged with the OKRs over time. [Learn more](#)

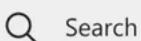
[Help](#)
 Megan Bowen

[Get Started](#) 



Viva Goals

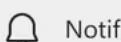
Contoso



Search



Feed



Notifications



Explorer



Users



Teams



Pinned



My OKRs



Sales OKRs



Contoso OKRs



Marketing OKRs



Ruth Bentson's OKRs



Contoso

OKRs Projects Dashboards Updates



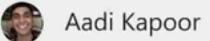
Time period: Q3 FY23

Share

View options

Add objective

Title	Status and progress	Owner	Due
> Deliver a "must have" product in order to delight customers and grow our user base	On track <div style="width: 30%; background-color: #2e7131; height: 10px;"></div> 30%		Jun 30
< Launch 2.0 version of product in order to fix bugs, refine UI and drive user engagement	Behind <div style="width: 51%; background-color: #fca82e; height: 10px;"></div> 51%		Jun 30
> Reduce number of support tickets from 120/month to 30/month	On track <div style="width: 48%; background-color: #2e7131; height: 10px;"></div> 48		Jun 30
> Reduce number of steps in check out process from 9 to 6	Behind <div style="width: 8%; background-color: #fca82e; height: 10px;"></div> 8		Jun 30
> Increase user time spent on site from 2:37 per session to 3:45 per session	At risk <div style="width: 3%; background-color: #e74c3c; height: 10px;"></div> 3		Jun 30
> Compile bug report	At risk <div style="width: 20%; background-color: #e74c3c; height: 10px;"></div> 20%		Jun 30
> Ensure a reliable, scalable, and secure online platform to enable successful operations for internal...	At risk <div style="width: 20%; background-color: #e74c3c; height: 10px;"></div> 20%		Jun 30
> Elevate our brand presence in order to attract new prospects and create a fiercely loyal customer...	Behind <div style="width: 45%; background-color: #fca82e; height: 10px;"></div> 45%		Jun 30



Aadi Kapoor





Search

Home

Notifications

Explorer

Users

Teams

Pinned

My OKRs

Sales OKRs

Contoso OKRs

Marketing OKRs

Ruth Bentson's OKRs

Time Period: Active ▾

...



View options ▾

Add objective

OKRs	Owner	Current progress
> Double annual revenue in order to create a profitable and sustainable company		On track 40%
> Elevate our brand presence in order to attract new prospects and create a fiercely loyal customer following		Behind 60%
> Build a world class company culture to attract and retain the best employees		On track 30%
> Understand our customers and analyze their behavior		Behind 40%
> Build a world class company culture to attract and retain the best employees		Behind 40%

3rd Party Integration - ZAPIER



Screenshot of the Microsoft Viva Goals interface showing the integration with Zapier.

Viva Goals Contoso

Product ★

OKRs Projects Dashboards Analytics

Time Period: All

View Options Bulk Check-in Add Objective

Summary 72%

Title

Owner Team Status

Deliver a "must have" product in order to delight customers and grow our user base

Abigail Jackson Product Behind Measure

Increase our NPS score from 40 to 50

Abigail Jackson Product Behind Increase

Increase daily active users (DAUs) from 1,200 to 1,500

Abigail Jackson Product On Track Increase

Preview mobile app with 5 enterprise customers

Abigail Jackson Product At Risk Reach 5

Open Full page view X

Preview mobile app with 5 enterprise customers

Check-in Comment Share More

Overview Key Results Projects Child Objectives Activity

Activity

Zapier made a check-in just now
Beta customers: 3 (Target: 5) (At Risk)

Abigail Jackson made a check-in 1mo
Beta customers: 2 (Target: 5) (On Track)

Abigail Jackson made a check-in 2mo
Beta customers: 1 (Target: 5) (Behind)

Jira Server & Jira Data Center



Product

OKRs Initiatives Dashboards Analytics Updates

Follow | ...

Time Period: All View Options Bulk Check-in Add Objective

> Summary

> Title	Owner	Team	Status and progress	Last updated	Aligned to	Time Period
Deliver a "must have" product in order to delight customers and grow our user base	Abigail Jackson	Product	On Track 34% Measure as 100% complete	6m	Not aligned to any OKRs	Q2 2023
Increase our NPS score from 40 to 50	Daria Kochur	Product	On Track 42 Increase from 40 to 50	9m	↑ Deliver a "must have" product in order to...	Q2 2023
Increase daily active users (DAUs) from 1,200 to 1,500	Daria Kochur	Product	Behind 1.34K Increase from 1.2K to 1.5K	8m	↑ Deliver a "must have" product in order to...	Q2 2023
Achieve 10k downloads in the app store	Abigail Jackson	Product	On Track 3.52K Reach 10K	8m	↑ Deliver a "must have" product in order to...	Q2 2023
Launch mobile version of product	Daria Kochur	Product	On Track 25% Measure as 100% complete	5m	↑ Deliver a "must have" product in order to...	Q2 2023
Develop bug tracker for mobile complaints	Daria Kochur	Product	On Track 26% Measure as 100% complete	2m	↑ Deliver a "must have" product in order to...	Q2 2023

Outlook contact card integration



Cameron Evans
He/Him Senior Design Manager • Design team

Call

Overview Contact Organization Files Messages LinkedIn

Available + Free until 6:00 PM
Work hours 5:00 PM - 10:00 AM Working remotely

8:30 AM - Your time zone is 9 hours ahead

Contact information

Email: Cameron.Evans@Contoso.com Chat: Cameron.Evans@Contoso.com Work phone: +1 (987) 654-3210

Mobile: +1 (234) 456-7891 Office location: Oslo, Norway Company: Contoso

Categories: Marketing, Design Team, Green category, Red category, Purple category, Blue category, Add category

Show more contact information

Viva topics ⓘ

Confirmed topics are marked with ⓘ. Other topics are suggested. Explore Viva topics in your company.

Planet blue, Energy management, Depth analysis, Big, Planet blue, Energy management

Show more Viva topics

Viva Goals ⓘ

Goals from your organization

Amplify effectiveness of outbound sales development
Objective: Contoso

Increase the retention rate of enterprise customer from 12 to 24.
Key result: Marketing, Engineering, Human Resource

Show more in Viva Goals

Reports to

Wanda Howard



Viva Learning



Academies



Screenshot of the Viva Learning platform interface, showing the MCAPS Academy section.

The top navigation bar includes: Activity, Chat, Teams, Calendar, Calls, Viva Learn..., and Store. The current section is "MCAPS Academy".

The main header says "Welcome to MCAPS Academy". A search bar says "Search Viva Learning".

A sidebar on the left shows activity updates:

- Assigned to you: 08 items (1 due this week)
- Recommended to you: 15 items (From your network)
- Pick up where you left off: Communication within teams

A featured video thumbnail for "Judson's corner at MCAPS Academy" by MCAPS (Video | 40m) is displayed, featuring a smiling man in a suit.

The "Curated for you" section lists categories: Consultative Sales Skills (8), Applied Role Mastery (12), Technical Expertise (9), Industry & Solution Area Expertise (10), and more.

A message banner says: "Welcome! Get started on your learning journey by taking the first course." It features icons of a golf flag and a person walking.

Two course cards are shown:

- Leading Diverse Teams and Organizations** (Coursera, Lindred Greer, Recommended). Description: In this new course, you'll gain evidence-based knowledge and practical tools to help you design and lead diverse, equitable, and inclusive (DEI) teams and organizations. Whatever your background, and wherever in the world ... Rating: ★★★★★ (889 ratings). Views: 903. Status: Not started.
- Leading Remote Projects and Virtual Teams** (LinkedIn Learning, Cyndi Snyder Dionisio). Description: Are you mainly working from home on a project team where people are dispersed in different locations, countries, and time zones? People are needing to work remotely on virtual teams more than ever before. I'd estimate some... Rating: ★★★★★ (99k ratings). Views: 101.9k. Status: Not started.

API's



- Employee learning API – GA
- Learning provider
- Learning content
- Course activity API in public preview



Website for Viva Learning



https://vivalearning.microsoft.com/home/Providers

Viva Learning Home Meine Lerninhalte Verwalten

Willkommen zurück

Michael
Managing Partner

01 Zuletzt angesehen
Auswählen, wo Sie aufgehört h...

Eine kurze Tour machen
Mit Viva lernen

Kurs mit Lesezeichen verseh...
Von über 10.000 Kursen

↗ Populär

OKR-Coaching mit Viva Goals

Kurs | 35m



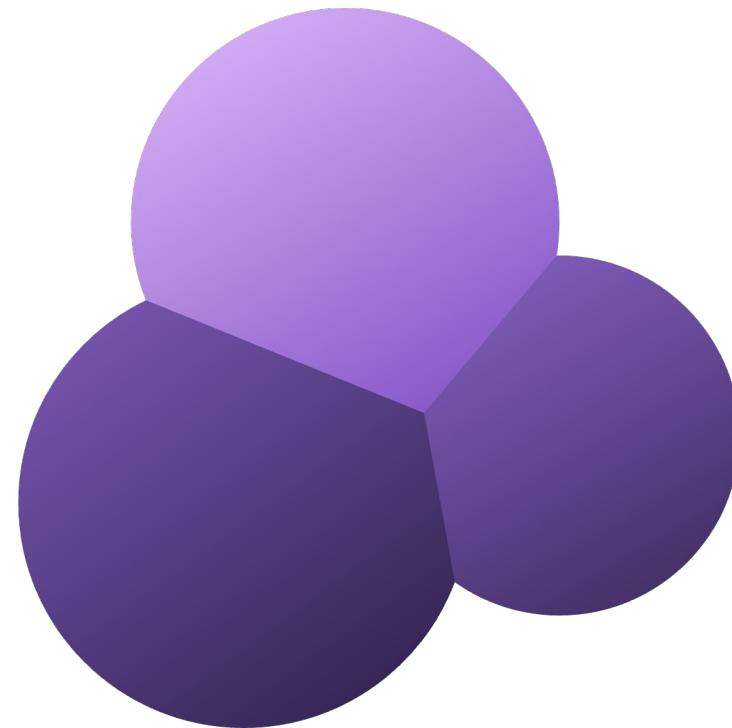
Wählen Sie Ihre Interessen aus

Erete Schritte mit einem Schnellkurs

<https://vivalearning.microsoft.com/>



Viva Topics



Viva Topics





New Teams

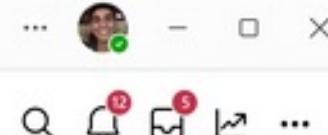


...



Service

Viva Topics



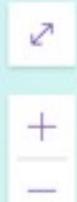
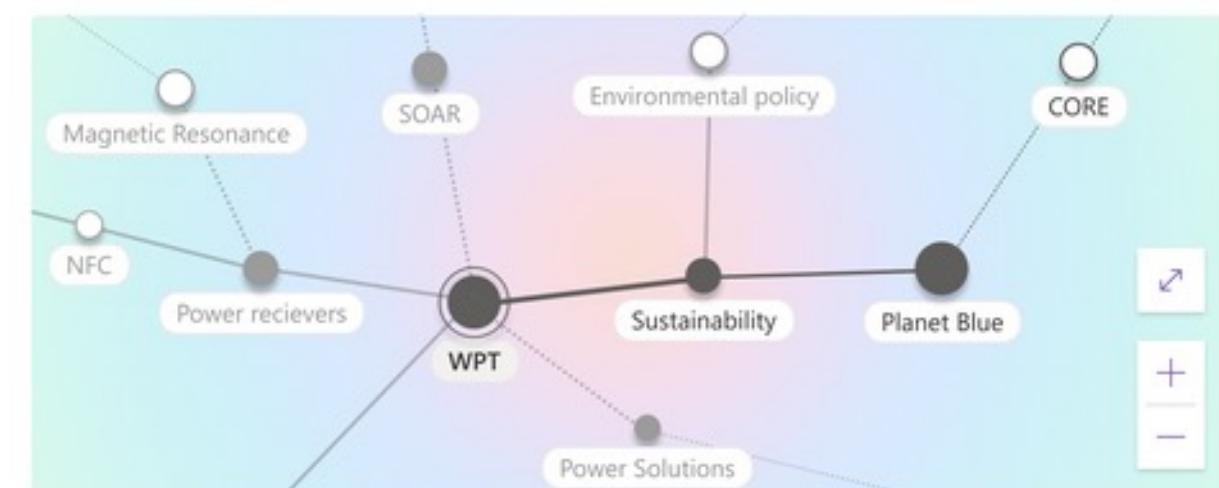
≡ Viva Engage

Wireless Power Transfer

[Improve this topic](#) [Give feedback](#)[Overview](#) [People](#) [Resources](#) [Related topics](#) [Activity](#) [Copilot](#)

How is this topic related to Planet Blue?

Planet Blue is a research project focused on addressing sustainability and eco-friendly policies. WPT helps reduce waste with the elimination of batteries and charging cables.



Ask a work question or type / for suggestions



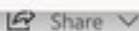
AI-generated content may be incorrect. Learn more.



Like

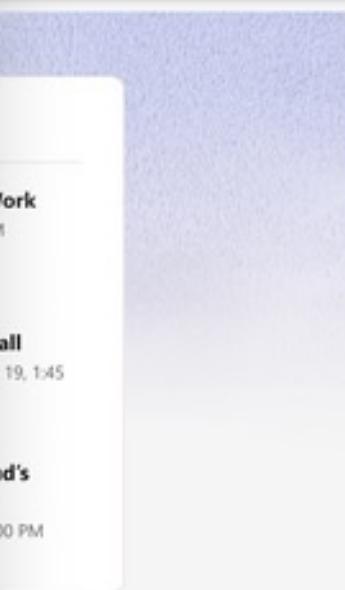


Comment



Share

Be the first to like this



Viva Topics



- Viva Topics Teams app
- Multi-Hop queries for Related Topics
- Viva Topics in Feed
- Viva Engage conversations and Q&A appear on Topic Card as Activity

Questions & answers (10+)

 How much detail do we provide when customers asked about Planet Blue ...
Best Answer from Miguel Garcia

 Do we have any local non-profit partners in the UK for Planet Blue?
20 comments

Conversations (10+)

 How much detail do we provide when customers asked about Planet Blue ...
20 comments

 Kudos to everyone on the team for your hard work at the road show in Dec ...
20 comments

Verified Topic badges



Contoso

Search this site

Viva Topic Center Home Viva Topics directory Getting started Edit Follow Share English

+ New topic Page details Multilingual Topics details Published 6/26/2021 Edit

Project Verified

Mark 8
Commercial division
Shares the same name with Mark 8 (Business division)
Alternate names: Osprey project
Mark 8 is focused on bringing our top consumer drone, currently part of our commercial series, to the construction industry. This UAV targets content creators looking for the very best in navigation.
Technology Drone This topic is also suggested as a Product, Commercial device, and Aerial device

Source

Confirmed people

Miguel Garcia Program Manager Project lead and roadmap owner

Mona Kane Senior Engineer Project engineering lead

Collin Ballinger Design Manager Design lead

Suggested people

Wanda Howard Analyst

Charlotte Watson Researcher

Isaac Fielder Tester

Topic details

Verification badge
Verification helps you identify topics with added reliability.

Verified topic
Topics that are verified have been reviewed for accuracy and are regularly updated by assigned editors.
Mona Kane verified this topic on October 26, 2022

Assigned editors: See more >

Project

Mark
View Topics that are verified have been reviewed for accuracy and are regularly updated by assigned editors.

Shares the same name with Mark 8 (Business division)
Alternate names: Osprey project

Mark 8 is focused on bringing our top consumer drone, currently part of our commercial series, to the construction industry. This UAV targets content creators looking for the very bes... [More](#)

People (8) >

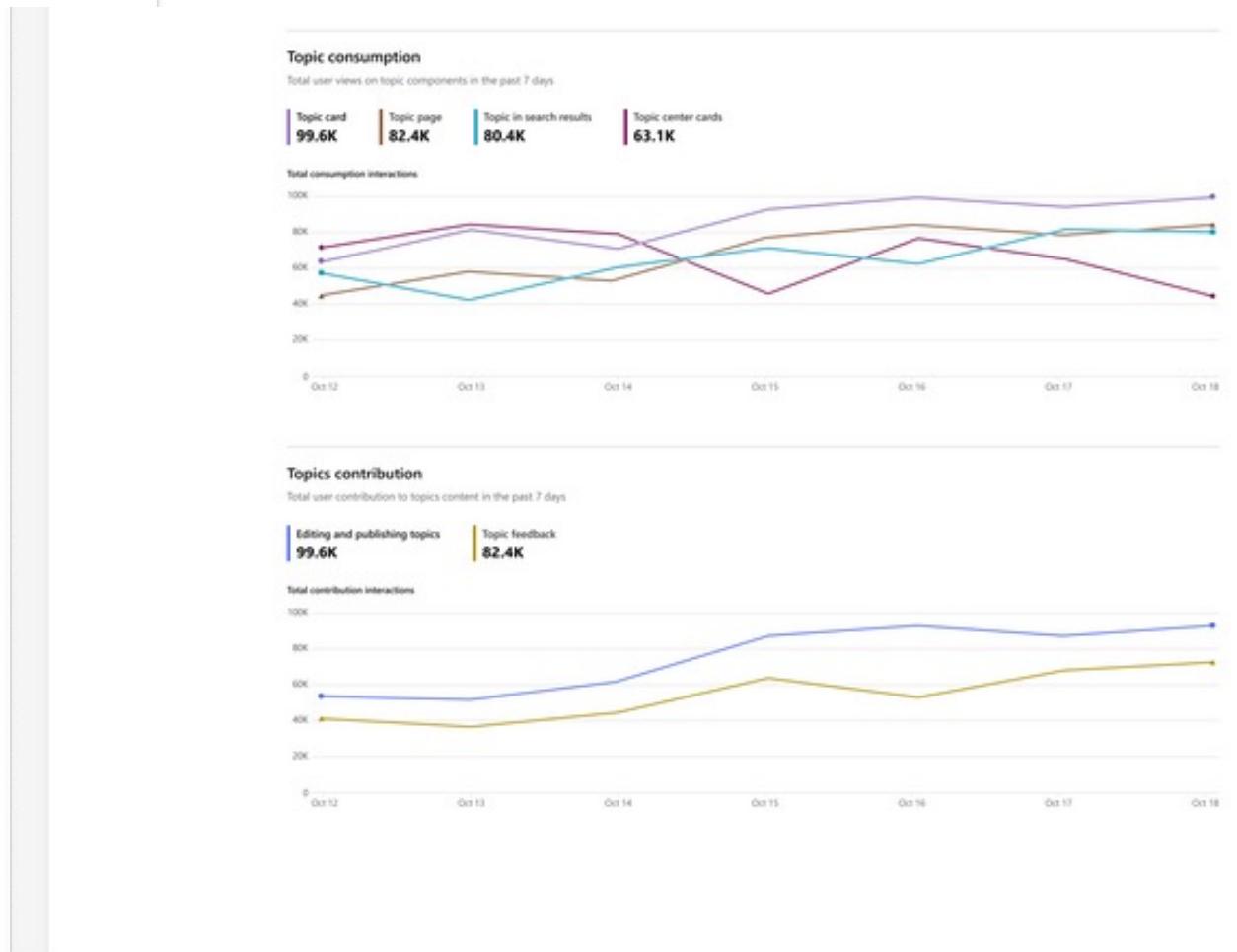
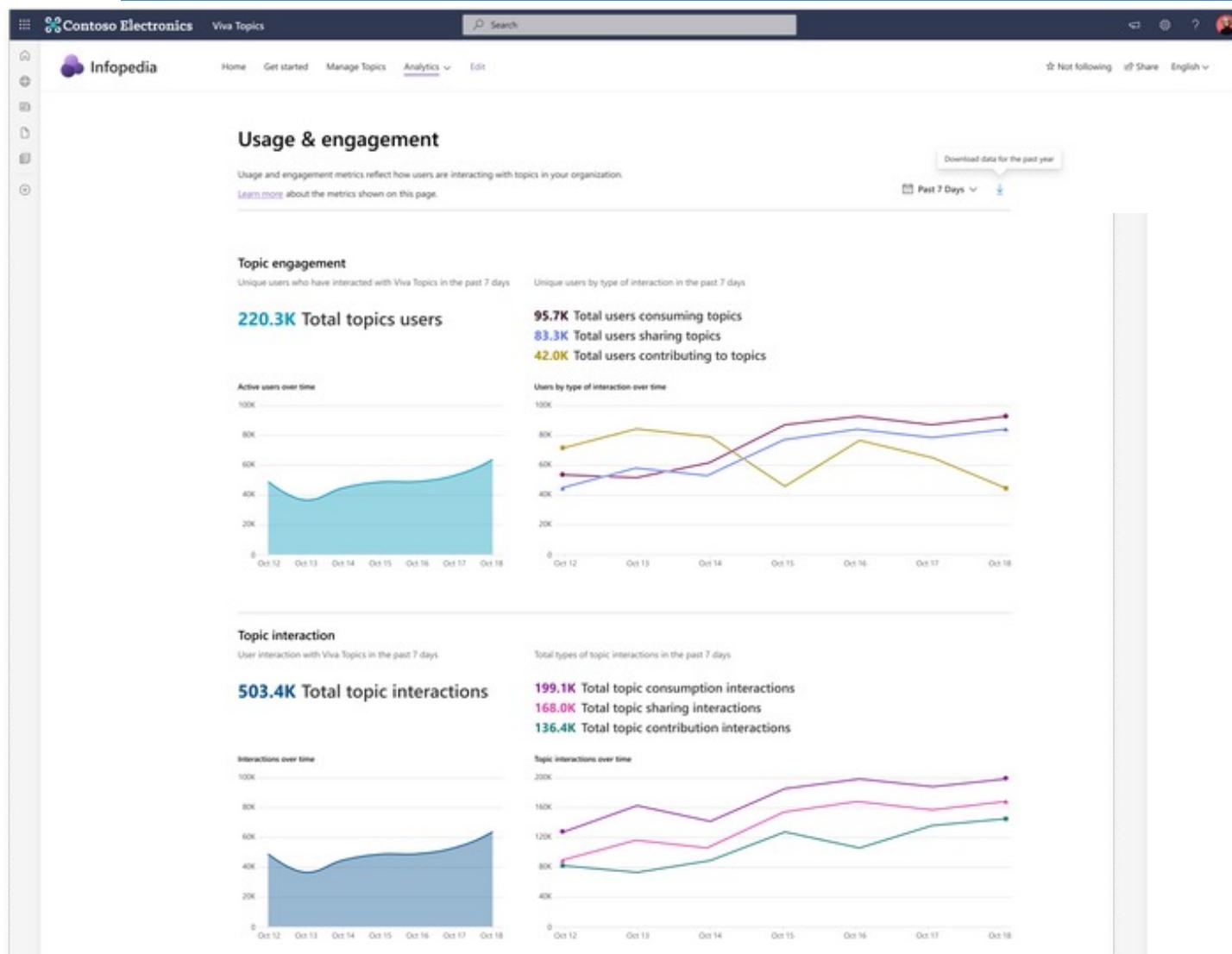
Miguel Garcia
Program Manager
Project lead and roadmap owner

Mona Kane
Senior Engineer
Project engineering lead

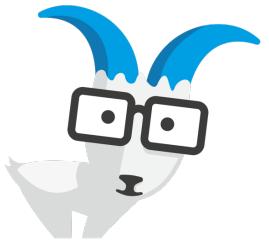
Resources (10+) >

Consumer drones FY23 lineup

Topic engagement analytics for knowledge managers



Topic Engagement Analytics for Admins

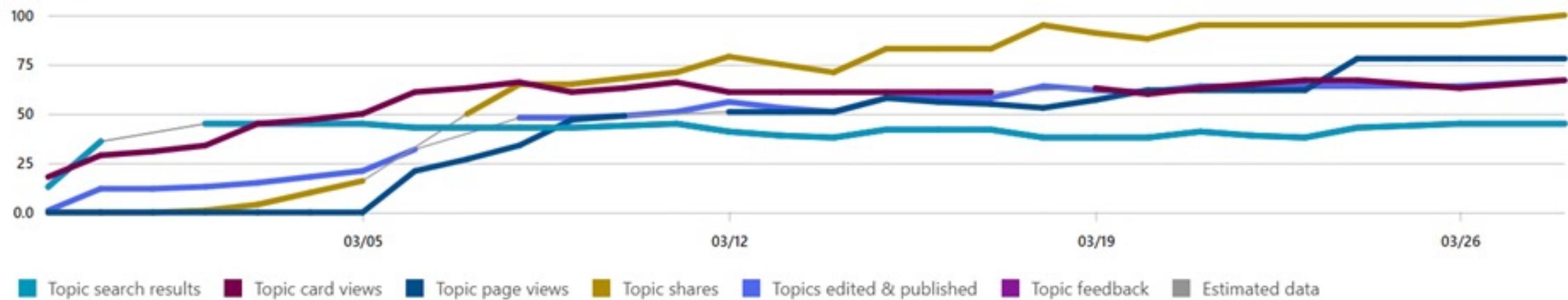


Topics usage and engagement

3.2K total unique users interacted with topics in the last 30 days

Updated on March 28, 2023

Topics usage and engagement events per day over the last 30 days



Controlling topic highlights on SharePoint



Viva Topics X

Review topics on this page Edit

Manage which topics appear highlighted on the page. Review and edit topic highlights you have access to.

Automatic **Manual**

Topics may be automatically highlighted on the page. You may choose to hide or show highlights of topics you have access to.

Show automatic highlights on the page On

Mark 8
The project of [Mark 8](#) is actually part of the user experience and the end prod ...

Viva Topics
The project of [Viva Topics](#) is actually part of the user experience and the e ...

SOAR
The project of [SOAR](#) is actually part of the user experience and the end prod ...

[See all >](#)

VT Knowledge sharing Private group | Confidential | Internal only ★ Following 1 member Published 11/12/2022 Edit

[New](#) [Send to](#) [Promote](#) [Page details](#) [Immersive Reader](#) [Analytics](#) [Viva Topics](#)

Introduction to new workplace tools

Alice Li PRODUCT DESIGNER

Viva Suite uses artificial intelligence (AI) to empower people with knowledge and expertise in the apps they use every day and to connect, manage, and protect content across systems and teams.

Viva Topics is one of the four modules of [#Microsoft Viva](#), the employee experience platform built on Microsoft 365 that empowers people and teams to be their best wherever they work. Viva brings together communications, knowledge, learning, resources, and insights into an employee experience that integrates seamlessly into the apps you use every day, such as [#Microsoft Teams](#). Learn more about Microsoft Viva.

We're pleased to announce that Viva Topics has reached general availability for our commercial customers - one of four modules announced as part of Microsoft Viva: [#Viva Goals](#)

Work efficiency

Those work tools are available to all employees and contingent staff.

Topics are discoverable as highlights in SharePoint pages and answers in MSW search, Office Apps, and Bing. You can discover and add Topics to messages in [Outlook](#) on the web and in posts in Yammer. In the near future, this innovative experience will also be available while using Microsoft Teams. To take an early look at the latest Viva Topics developments, join the Viva Topics program in Microsoft Elite.

Hello

#Viva Topics X

View topics on this page

If a topic is mentioned on SharePoint pages, you'll see the first highlighted. Select a topic from the list below to view where it's mentioned. Not all topics may be visible to you due to permissions.

#Microsoft Viva #
"Viva Topics is one of the four modules of #Microsoft Viva, the employee experience ..."

#Biotech Authentication #
"The project of #Biotech Authentication is actually part of the user experience and th..."

Microsoft Teams #
"The project of Microsoft Teams is actually part of the user experience and the end-to-end p..."

[See all >](#)

Discover new topics

User about new topics related to the content on this page. Hover over a topic to view a summary of it.

[#Authentication](#) [#Mark 8](#) [#Orange](#)
[#SharePoint](#) [#Team Purple](#) [#SOAR](#)
[#Blue](#) [#Machine Learning Tech Center](#)

[See more](#)



Viva Sales



Viva Sales



Mail - Kelly Krout - Outlook X Kelly Krout (You) | Microsoft Teams +

https://outlook.office.com/mail/inbox/id/AAQkADA0ODE0ZDFhLTvhMDQtNGNjYy05OTU4LWM3MjM5MGNjYWI1OQAQACm7ovJz9XINt7D6iFRq0nQ%3D

Outlook Search

Home View Help Message Insert Format text Options Weekly Inventory Review Tomorrow 10:00 AM

Inbox Filter

Liam Small New Starter and Connect... Thu 1/12 Hi Kelly, As a quick update, we have ...

[Draft] Toby Miller > Delivery Date Request f... Thu 1/12 Hi Kelly, Hope you are well! I am ver...

Mia Steele > Request for a proposal Thu 1/12 Hi Kelly, I hope you had a great brea...

Heriberto Nathan Interested in your Products Thu 1/12 Hi Kelly, Liam Small sent me your de...

Microsoft Dynamics 365 Identify your best sales le... Wed 1/11 Learn how to accelerate your sales u...

Microsoft Viva Welcome to your digest Wed 1/11 Private to you Hi, Kelly Krout, Welco...

Microsoft Teams Karen Berg is trying to re... Tue 1/10 Microsoft Teams Karen Berg is trying...

Microsoft Start exploring your Dyna... Tue 1/10 Get guidance and resources for your...

support@salesforce.com Sandbox: Welcome to Sales... Sat 1/7 Welcome to Salesforce! Click below

Delivery Date Request for XL Airport

Reply quickly and confidently with suggested email content. Try it now | Dismiss

To: Toby Miller <tobymilleras@outlook.com>

...

Calibri 12 B I U A ...

Send Discard Draft saved at 7:07 PM

Toby Miller <tobymilleras@outlook.com>
To: Kelly Krout
Thu 1/12/2023 3:17 PM

Hi Kelly,

Hope you are well! I am very interested in your XR coffee machines but a delivery time of 4 weeks is too long is there any opportunity to expedite to under 2 weeks? We have a new showroom opening and would like to have the machines in time? If this works, we will place an order.

Thank you!

Toby

Viva Sales

Highlights Dynamics 365

Create a draft reply

Choose the type of response that you want to generate for this email.

Reply to an inquiry

Offer a discount

Make a proposal

Address a concern

Suggest your own

External contacts on this email

Dynamics 365 contacts (1)

Toby Miller Managing Director • Fabrikam, Inc.



Mail - Kelly Krout - Outlook | Opportunity: Opportunity: 10 Air | Kelly Krout (You) | Microsoft Team | +

https://outlook.office.com/mail/inbox/id/AAQkADA0ODE0ZDFhLTvhMDQtNGNjYy05OTU4LWM3MjM5MGNjYWI1OQAQALhW7NiRe1FNpEhvoiFYBwk%3D

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Hi Kelly, I hope you had a great brea...

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Microsoft Dynamics 365
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Welcome to your digest Wed 1/11
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Karen Berg is trying to re... Tue 1/10
Microsoft Teams Karen Berg is trying...

Microsoft
Start exploring your Dyna... Tue 1/10
Get guidance and resources for your...

support@salesforce.com
Sandbox: Welcome to Sales... Sat 1/7

Request for a proposal

Reply quickly and confidently with suggested email content. Try it now | Dismiss

To: Mia Steele <MiasteeleBOrg@outlook.com>

Calibri 12 B I U A Aa 1 2 3 4 5 6 7 8 9 99 aA ...

Send Discard Draft saved at 5:29 AM

Mia Steele <MiasteeleBOrg@outlook.com>
To: Kelly Krout
Thu 1/12/2023 3:15 PM

Hi Kelly,

I hope you had a great break over the holidays. I wanted to follow up on our discussion last week about the new XR Coffee Machines. I think we are at a point where we would like to get a proposal for the machines numbers we discussed. Please could you give me an indication on cost so I can get some approvals from our board?

Thanks very much

Viva Sales

Create a draft reply

Suggested content is AI generated—please make sure it's accurate and appropriate before sending.

Hi Mia,

Thank you for your email. I am glad to hear that you had a great break over the holidays. I am happy to provide you with a proposal for the Airpot XL coffee machines.

As we discussed, the total price for 10 units is \$4990. I believe that this is a fair price for the machines, and I am confident that they will be a great addition to the Alpine Ski House.

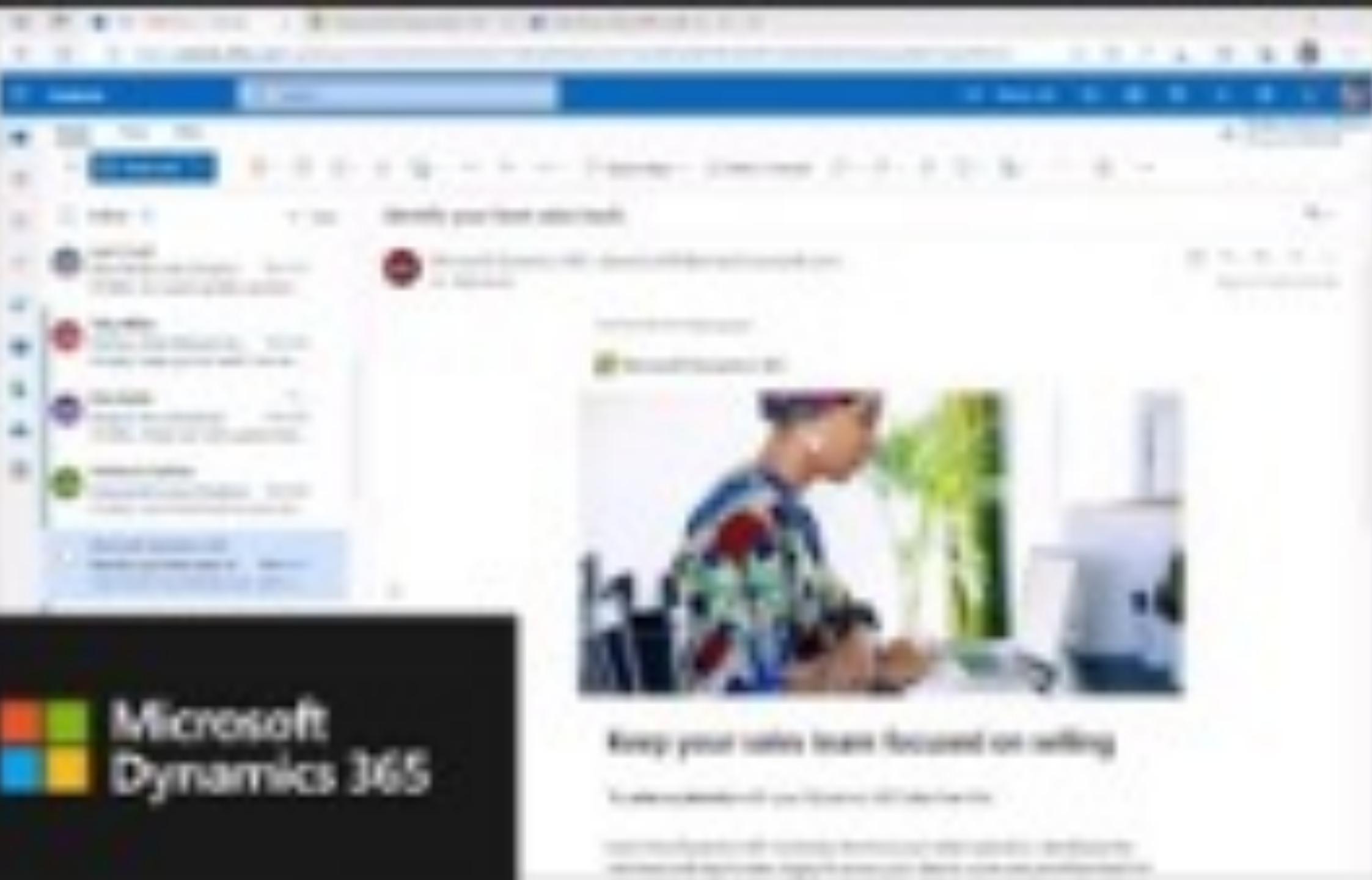
Thank you for your time, and I look forward to hearing from you soon.

Regards,
Kelly Krout

Copy to email Try again



Microsoft Dynamics 365



Search

Compose

New Contact

John Doe, 123 Main St.

Sell more, faster.

Every great sales force focuses on selling.

Links



- [Yammer is evolving to Microsoft Viva Engage | Microsoft 365 Blog](#)
- [Welcome to the Microsoft Viva Community - Microsoft Community Hub](#)
- [Announcing Copilot in Viva Engage - Microsoft Community Hub](#)
- [The Future of Goal-Setting with Viva Goals: Copilot, Customized Experiences, and More - Microsoft Community Hub](#)
- [Accelerating employee growth with Viva Learning - Microsoft Community Hub](#)
- [Announcing Copilot in Viva Engage - Microsoft Community Hub](#)
- [Announcing Copilot in Viva Topics - Microsoft Community Hub](#)
- [The New Performance Equation in the Age of AI \(microsoft.com\)](#)