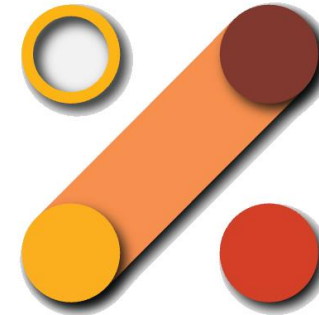
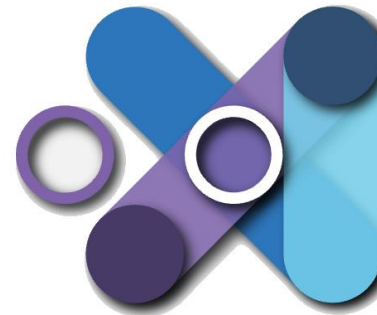
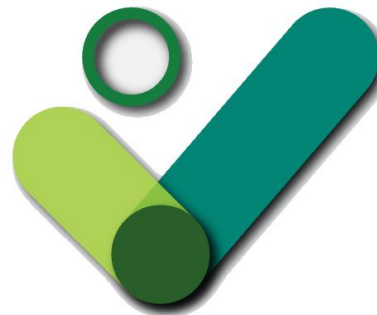
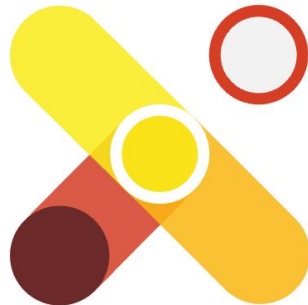




This webinar will start in a few moments ...

Microsoft Viva

Modern Digital Employee Engagement



17th May 2023



Gabriel Malherbe
Management Executive
First Technology Digital



Gary Finberg
Solution Architect
First Technology Digital



Innovation

Application & Mobile Development
Integration & Cloud Development
DevOps & Quality Assurance Practice
IoT & Custom Monitoring Devices
Dynamics (Microsoft CE)



Automation & Integration

Business Process Automation
Low-code Development
Integration & Cloud Development
Virtual Development Teams



Digital Workplace

Content Management Platforms
Low-code Development on Power Platform
Employee Collaboration & Self Services
Microsoft Teams Teams Adoption
Employee engagement

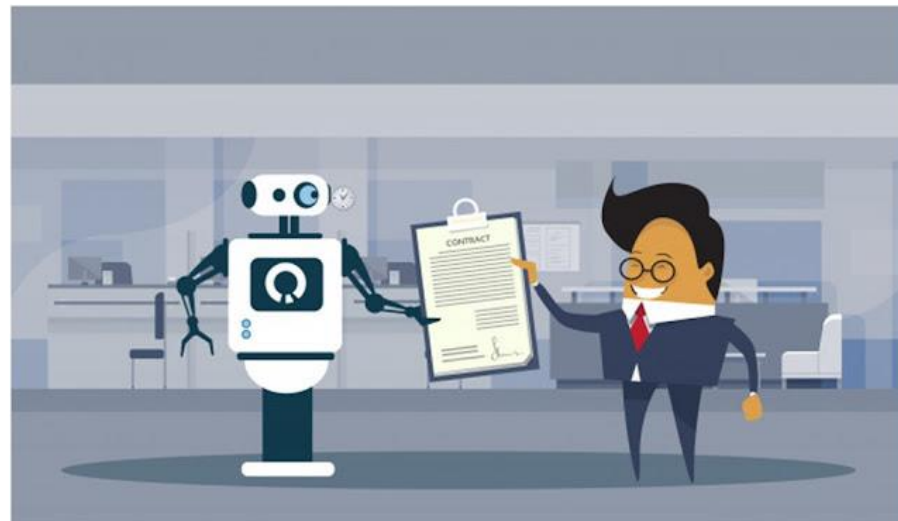


Data & Analytics

Infrastructure services
Remote database management
SQL and Azure BI stack



Are you concerned about staff wellbeing at the moment?



Would you like a free hands-on workshop with our team?

Call +27 10 501 0800 or reach us at info@firsttech.digital to get started!

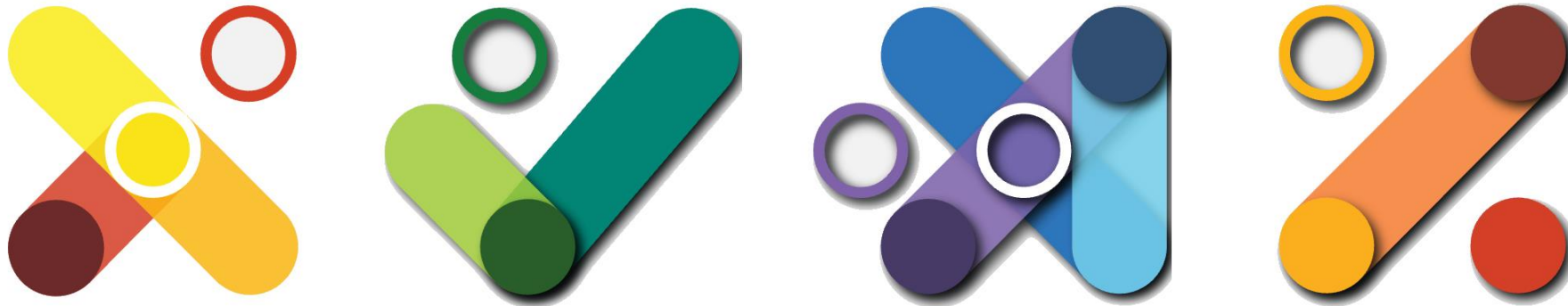


Gary Finberg
Solution Architect

First Technology Digital

- What is Microsoft Viva
- Post pandemic work and employee challenges
- Viva Modules
 - Connections
 - Insights
 - Learning
 - Topics
 - Goals
- Q&A

Microsoft Viva is an integrated employee experience platform, built within Microsoft 365 and Microsoft Teams, that gives you the ability to support connection, insight, purpose, and growth in your organization, using your existing infrastructure

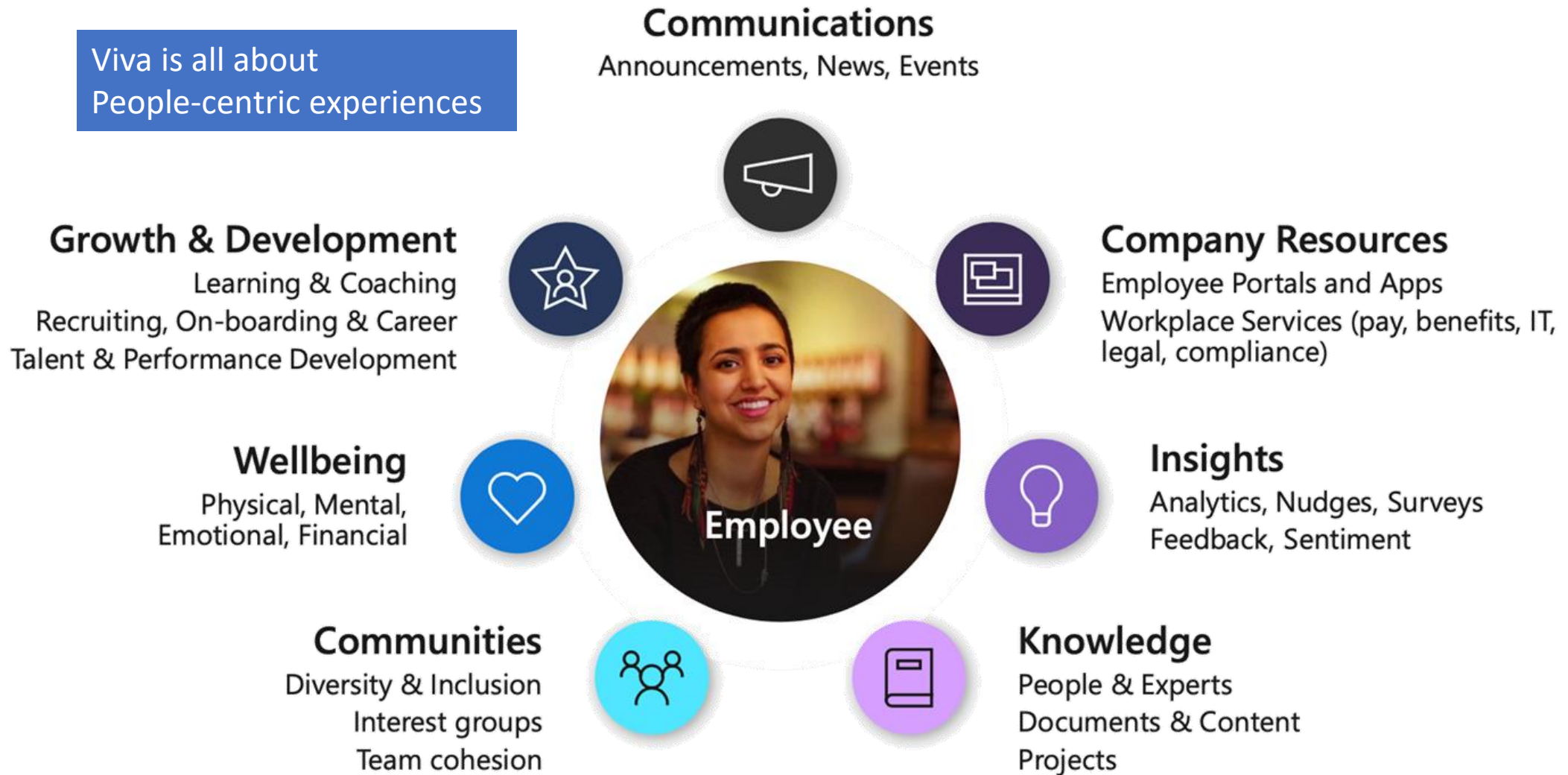


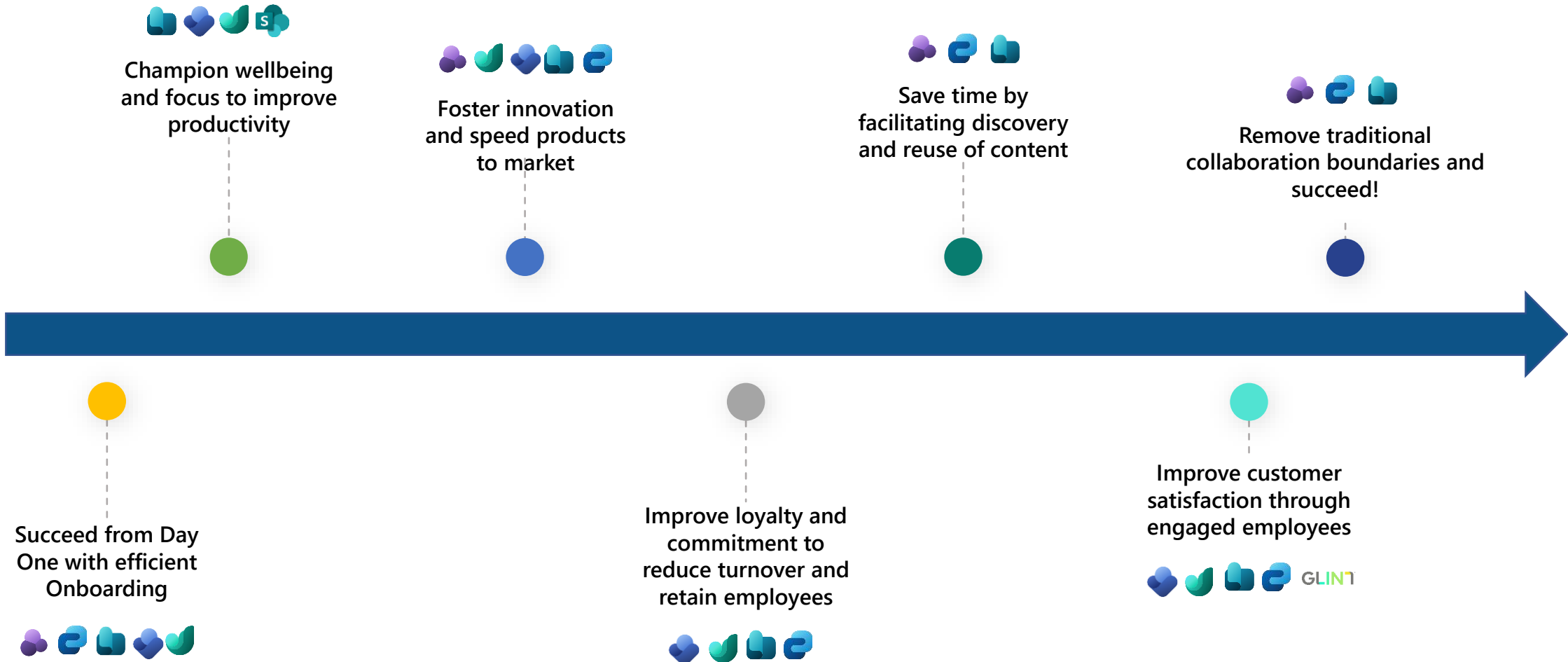
- Over the past few years, the workplace has changed dramatically. The pandemic and lockdown forced an unprecedented global “work from home” experience
- Humans adapt to their experiences quickly, and post pandemic, we have seen global trends emerge where employees are not just concerned with how and where they work, but also why. Employees are re-defining the role of work in their lives and evaluating their “worth it” equation
- It’s no longer just about a paycheck, but about prioritizing things like flexibility, human connection, and meaning in their work
- They are also rethinking their careers, work/life balance, long-term goals, and working conditions
- Viva was designed to address these challenges

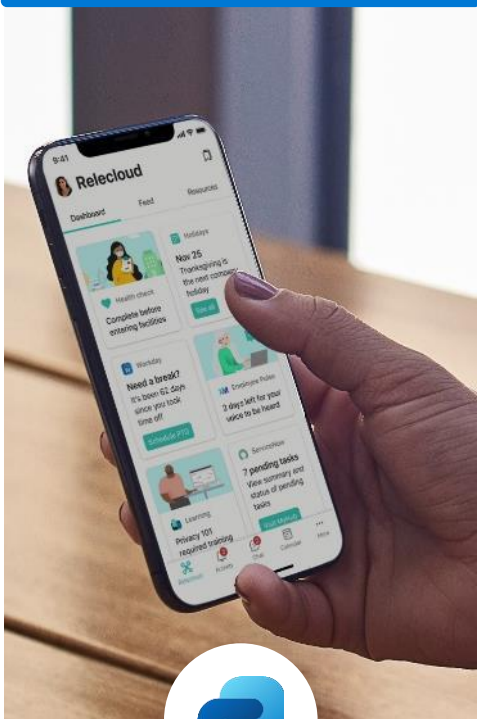
The employee engagement experience is NOT about wild office parties, champagne and cake, or beer kegs and minigolf in the workplace



Viva is all about
People-centric experiences







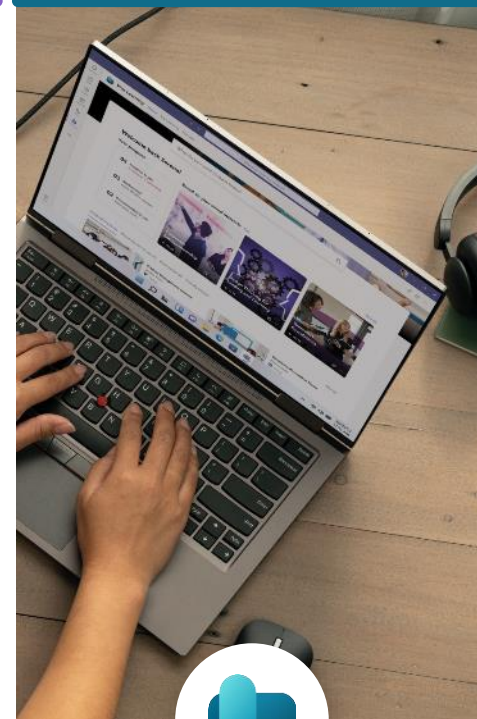
Viva Connections
Culture and communications



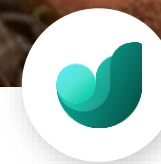
Viva Insights
Productivity and wellbeing



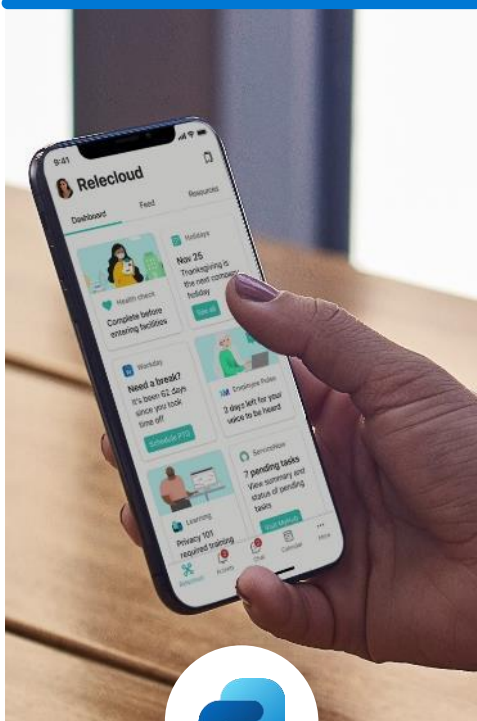
Viva Topics
Knowledge and expertise



Viva Learning
Skilling and growth



Viva Goals
Purpose and alignment



Viva Sales

Build Relationships
with Clients



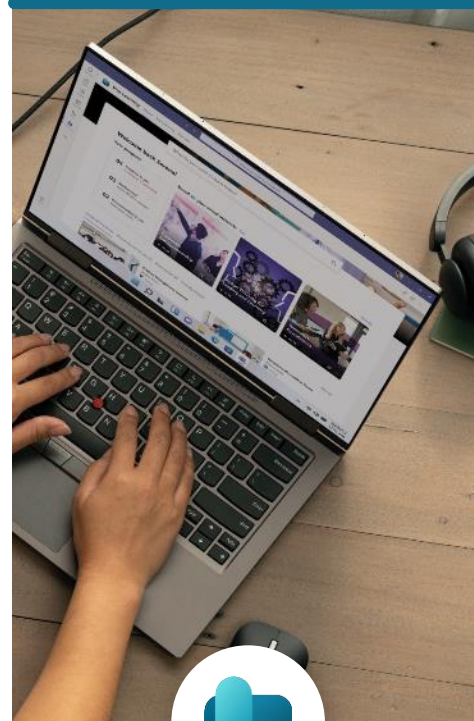
Viva Engage

Keep everyone
informed and included



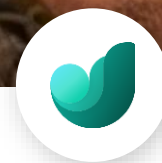
Viva Spaces

Knowledge and
expertise



Viva Pulse

Gather Confidential
Feedback



Viva Amplify

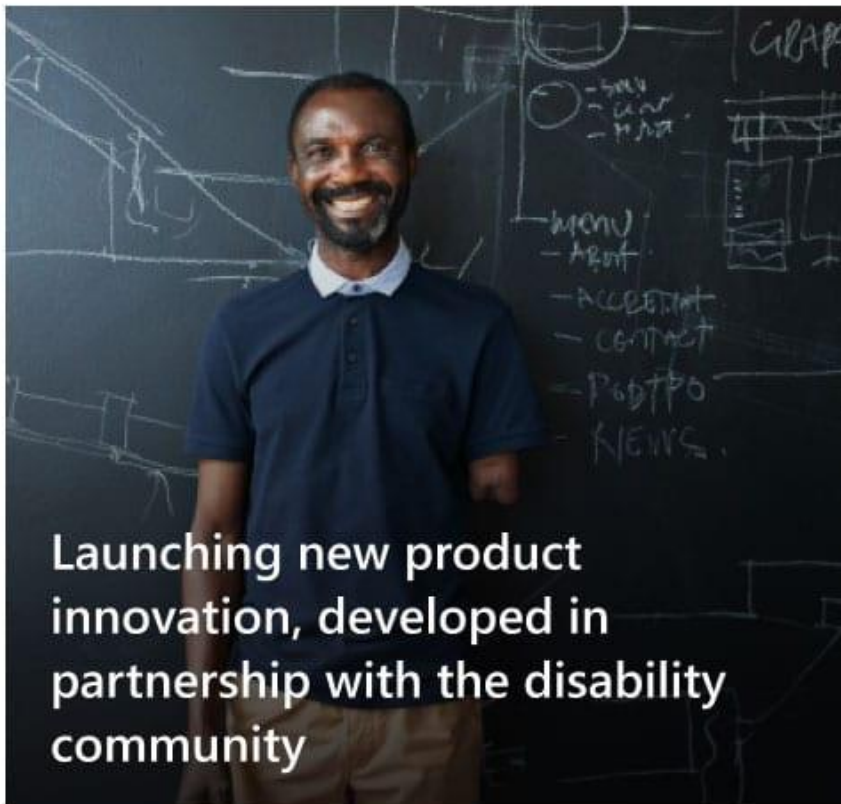
Publish Effective
Communications



Viva Connections

Culture and Communications

Personalized Next Gen Intranet for Engaging Employees



Launching new product innovation, developed in partnership with the disability community



Giving back: it feels good to do good



Relecloud Mark 8: See the world through a whole new perspective



Update to Washington Drone Laws

Local weather

Contoso HQ 🇺🇸



68 °F

Mostly cloudy
75°/55°

MSN Weather

Dashboard

[See all](#)

COVID Check

Stage 2

Answer before showing up to work

[Submit](#)



Rewards

Feb 15, 2021

The next vesting date



Tasks

1 due today

Complete daily before showing up to work

[Overview](#)

Expenses 2.0

\$80.12

Unsubmitted expense balance due by 25th

[Details](#)

Company feed

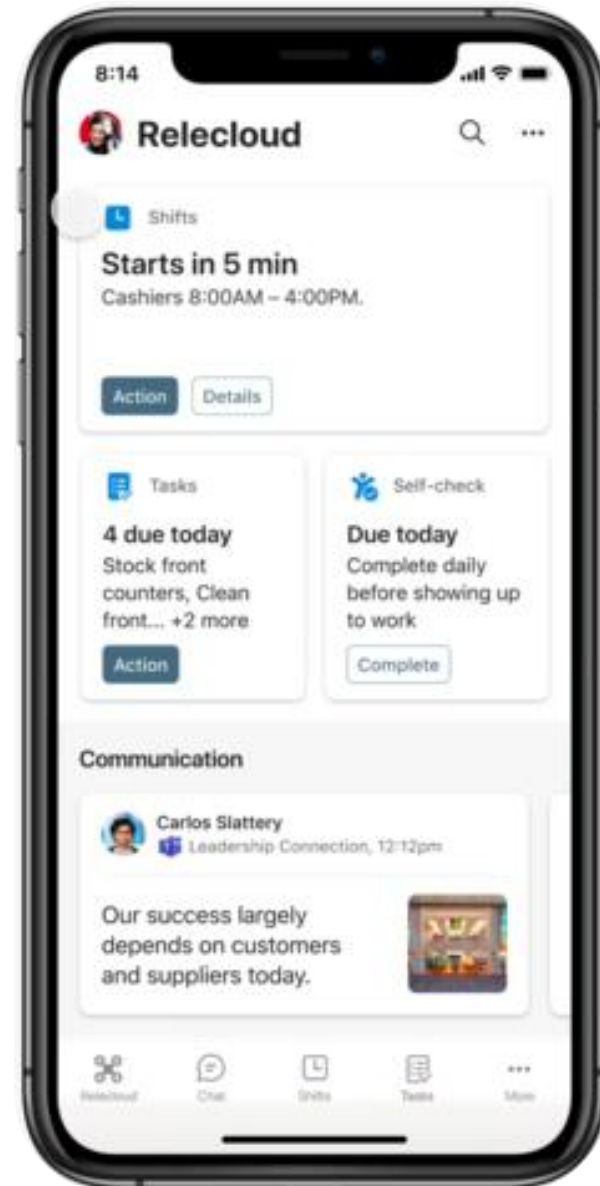


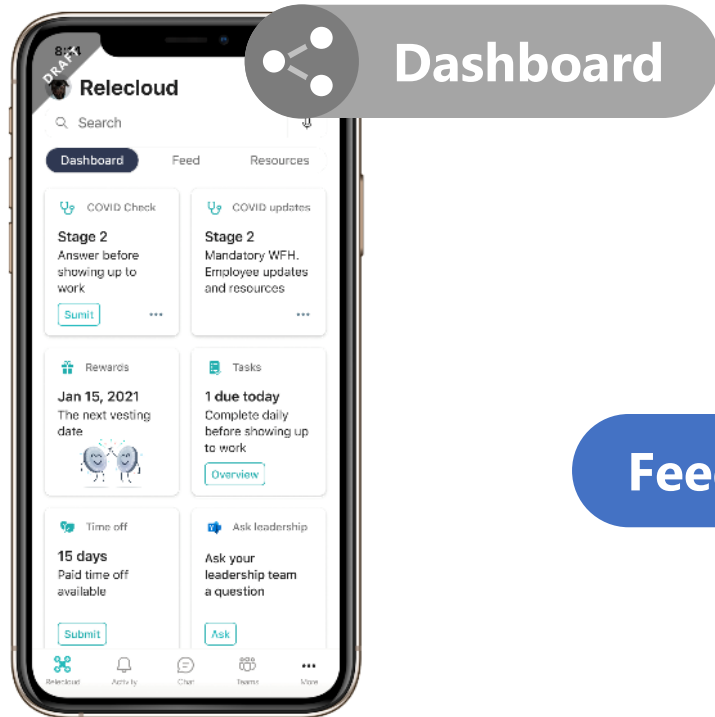
Patti Fernandez

Aug 27, 2020. 12:30pm

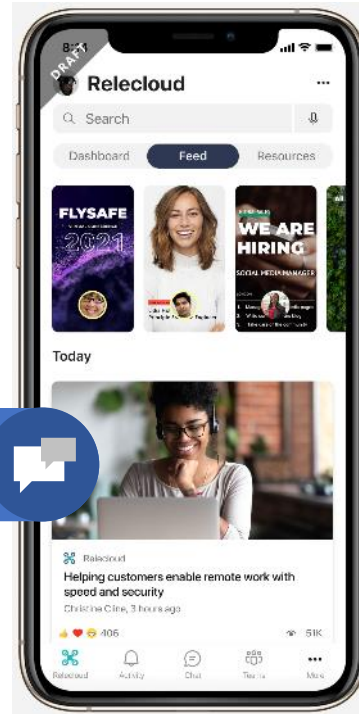
Dashboard allows you to view insights, tasks, and apps

- Provides fast and easy access to key employee data and job-related tasks
- Enables customers to easily build this experience and the cards they want for their employees – “no code” to “pro developer” range of options
- Targeted for employees across roles, markets, and job functions





Complete tasks and focus on critical information



Discover and engage with news and conversations



Curate customized employee experiences

Dashboard leverages existing investments

- Adaptive Cards in SharePoint & Teams Apps
- Configurable to company brand
- Custom Card capabilities with development
- SharePoint page experience and content management system

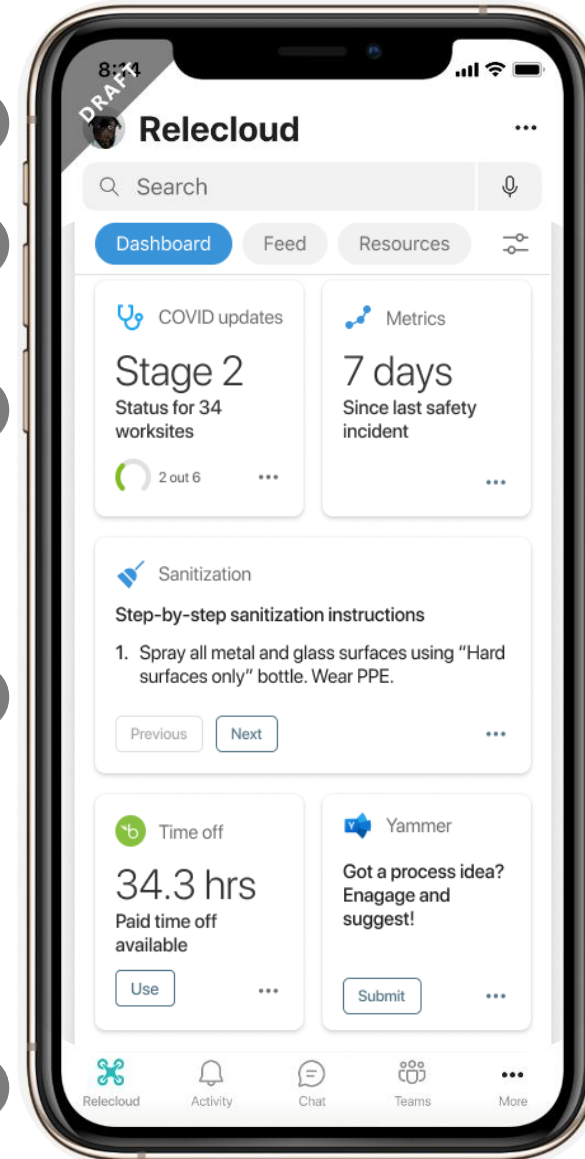
Company Name

Nav Bar

Medium Card

Large Card

Company Logo



General

Pay and benefits

- Paystub
- Vacation
- Incentive programs (stock)

IT

- Open/monitor ticket
- Help w/ expense reporting

Facilities

- COVID/Crisis response
- Food and dining menus
- Facility request

Engagement

- New employee onboarding
- Kudos
- Ask leadership
- FAQ

Frontline worker

Staying up-to-date

- Shifts & upcoming assignments/key tasks
- Tracking tasks, sales, and tickets

- Hand-off activities between shifts
- Job critical information

Job tasks

- Access to resources – handbooks, sales promos
- Access to data – customer, sales

- Know who is working, connect w/ experts
- Timesheets
- Forms

Information worker

Connect to expertise and knowledge

- Shifts & upcoming assignments/key tasks
- Tracking tasks, sales, and tickets

- Hand-off activities between shifts
- Job critical information

Stay informed and connected

- Access to resources – handbooks, sales promos
- Access to data – customer, sales

- Know who is working, connect w/ experts
- Timesheets
- Forms



Viva Insights


Productivity and Wellbeing

- Activity (2)
- Chat (10)
- Teams
- Calendar
- Calls
- Files
- FD Intranet
- Viva Insights
- Ticket Regi...
- Approvals
- Tasks by Pl...

Welcome back

Your focus time starts at 09:00.

How are you feeling?




Check-in every day to see how your feelings change over time.

Your reflections are private. ⓘ


Activities for you

Send praise to your colleagues




Show gratitude for peers who went above and beyond and keep track of your sent and received badges



[Send praise](#)



Start your day grounded and focused


Powered by  headspace


[More mindfulness exercises](#)


3 MIN

Top actions for today


 Stay connected


 **Robert Kendall**

Get reminded of tasks and unread emails

 Protect time

You have some focus time booked this week and next.

 Microsoft To Do

 You're all caught up!

Back

Send praise

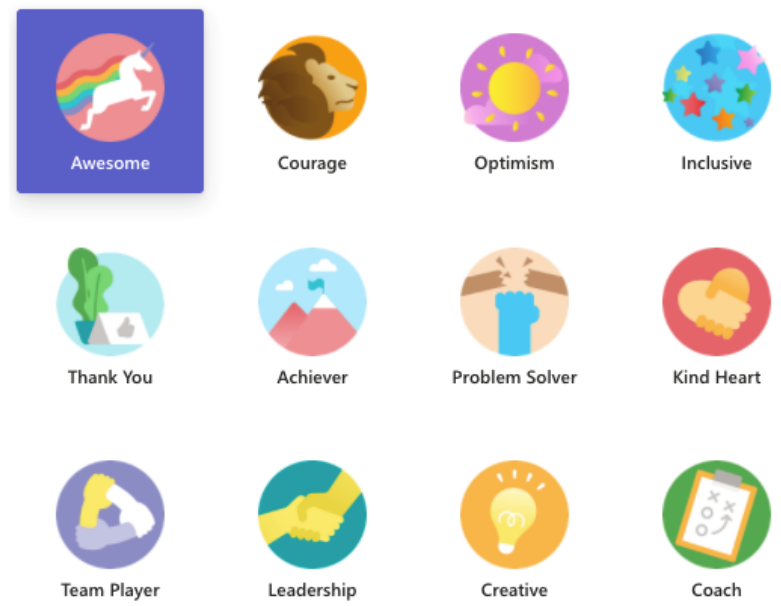
To Avashen Mari

Where
 1:1 chat Team

Note (optional) 0/500

Add a personalised note

Preview



Cancel

Send

Reminder

Build a habit of recognising your colleagues!

Set up praise reminders.

Select day(s)

Tue X Wed X Thu X
Fri X Sat X

Select time

16:00

Set Reminder

Looking back on Feb 2022 – Aug 2022

Received

Nothing to show yet.

Wellbeing (19)

View more



Burning Out? Give Yourself Permission to Dial It Back.

Kate Northrup

HBR Article

Oct 5, 2021



The Right to Disconnect From Work

Arianna Huffington

Article

Aug 18, 2021



Rediscover Joy at Work

Rebecca Newton

HBR Article

Sep 7, 2021



The Ways We Disconnect

Microsoft

Article

Aug 18, 2021

Culture (12)

View more



Beyond the Binary: Solving the



The "Great Resignation" Is a Great



How to Improve Your Leadership



5 Practices to Make Your Hybrid

← Back

Explore group insights

Feb 20, 2022 - May 14, 2022
Based on usage of Outlook and Teams

Group insights use the organization that your Viva Insights administrator provided and are based on all employees that report up to you, not just your immediate team members or direct reports. [Click here](#) to learn more.

Coaching and development ?

When employees get limited one-on-one time with their managers, they're more likely to feel disengaged from the company.

30%

of your group has less than 15 minutes of one-on-one time with managers each week

Average monthly 1:1 meeting time with managers

Your group

0.7 hrs

Groups like yours

1.4 hrs

Take action

Encourage regular check-ins with group members.

[View best practices](#)

← Back

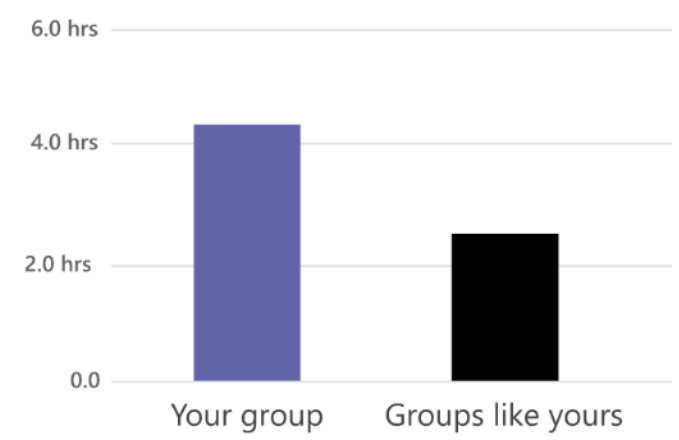
Long and large meetings [?]

When employees feel overwhelmed with email, they can become stressed, lose focus, and miss important tasks.

40%

of your group spends a majority of their meeting time in long or large meetings

Average weekly hours spent in meetings that may be unproductive



Take action

Support shortening meetings and inviting fewer people.

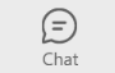
[View best practices](#)

Is this helpful? [Yes](#) [No](#)

Focus time [?]



← Back



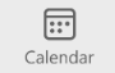
After-hours collaboration [?](#)

When employees regularly collaborate after hours, they can burn out, and employee burnout is a major cause of turnover, accounting for 20-50% of total attrition.

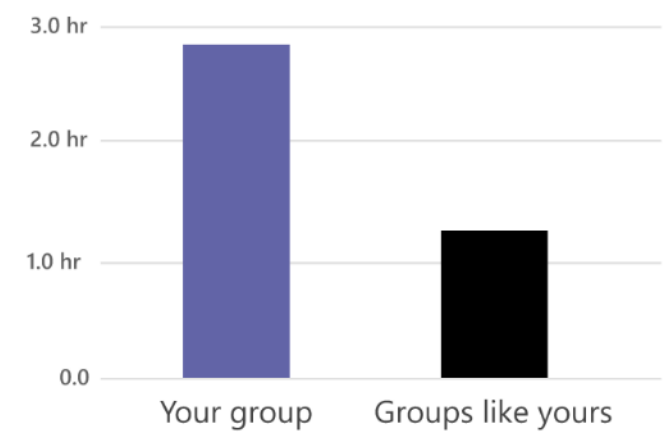


60%

of your group is working after hours for more than one hour each week



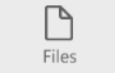
Average weekly after-hours collaboration



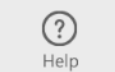
Take action

Encourage your group to mute notifications after hours.

[View best practices](#)



Is this helpful? [Yes](#) [No](#)

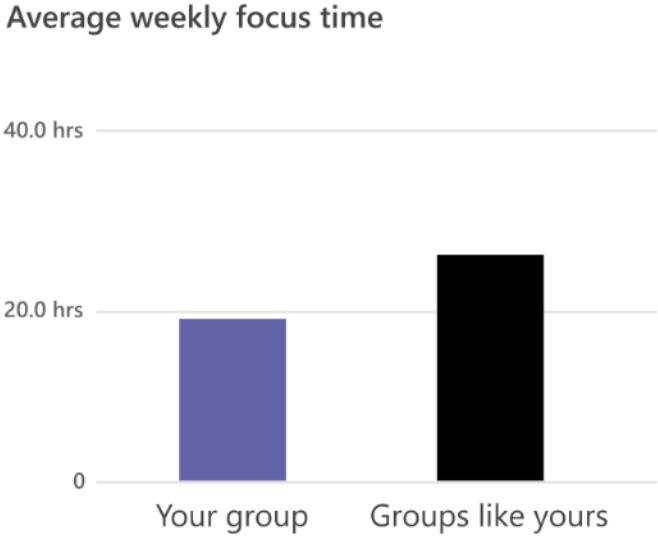


← Back

Focus time ?

Employees find it easier to finish complex tasks and produce quality work when they have uninterrupted time to focus.

10%
of your group has less than 20 hours available to focus each week



Take action

Support shortening meetings and inviting fewer people.

[View best practices](#)

Is this helpful? [Yes](#) [No](#)

Collaboration across silos ?

- Relecloud
- Activity
- Chat
- Teams
- Calendar
- Files
- Viva Insights
- Viva Learni...
- Apps



Viva Learning

Skilling and Growth

- Activity
- Chat
- Teams
- Calendar
- Calls
- Files
- Intranet H...
- Leave Req...
- UniZone ...
- Viva Lear...
- ...
- Apps

★ Featured

Organizing Your Remote Office for Maximum Productivity

Paula Rizzo

▶ Open


What do you want to learn about? 

Welcome back Chris!


Your progress

- 02** Recently viewed
Pick where you left

- 01** Bookmarked
From 10,000+ courses

-  Pin to sidebar
Easily access Viva Learning

Pick your interests



You might like

- Accessibility
- Career Development
- Collaboration
- Communication
- Creativity
- Diversity and Inclusion
- Entrepreneurship
- Leadership
- Negotiation
- [See More >](#)

[Skip for now](#) [Save](#)



★ Featured

Time Management Tips

Dave Crenshaw

▶ Open

What d

Welcome back Chris!

Your progress

02 Recently viewed
Pick where you left

01 Bookmarked
From 10,000+ courses

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Pick your interests

Search for an interest

- Algorithms
- Allyship
- Android Development
- Animation
- Artificial Intelligence
- Augmented Reality
- Big Data**
- Brand Management
- Business Analysis
- Business Strategy**
- C#
- CRM
- Career Development**
- Civil Engineering
- Cloud Application Development
- Cloud Computing**
- Collaboration
- Communication**
- Computer Skills
- Corporate Finance
- Creativity
- Cryptocurrency
- Customer Service

Cancel Save

t like

Collaboration

Communication Creativity Diversity and Inclusion

Entrepreneurship Leadership Negotiation [See More >](#)

Skip for now Save



★ 4 👁 139 [Share] [More] ★ 4 👁 303 [Share] [More] ★ 4 👁 303 [Share] [More] ★ 4 👁 392 [Share] [More]

Skillsoft

See all < >



Keeping Cross-team Communication Untangled

Graham Barnes

Course

★ 4 👁 139 [Share] [More]



New Rules of Marketing & PR

Amber Rodriguez

Video

★ 4 👁 303 [Bookmark] [Share] [More]



Marketing in the Digital World

Ana Bowman

Video

★ 4 👁 392 [Share] [More]



Digital Visionary Mindset

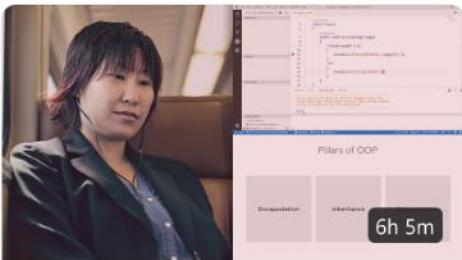
Omar Bennett

Video

★ 4 👁 303 [Share] [More]

Pluralsight

See all < >



C# Fundamentals

6h 5m



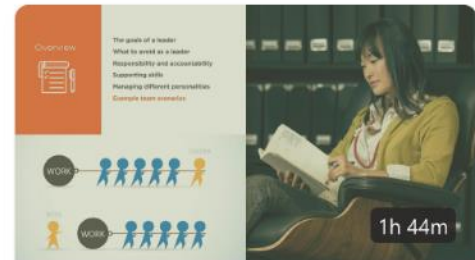
Microsoft Azure Cloud Concepts

38m



React Native: Getting Started

1h 49m



Understanding and Applying Leadership Styles

1h 44m

- See Details
- Recommend
- Add to calendar

Content Providers and Integration

Microsoft Learn

Microsoft 365 Training



coursera



INFOSEC





Viva Topics

Knowledge and Expertise

Your own corporate Wikipedia

Suggested for you

Recommended training



How to run inclusive online meetings and events

Relecloud Training
 Type: Online delivery
 Course ID: DI_16869
 Published: 2 December 2018
 Time: 120 minutes
 Status: Not started

Bookmark, Share, More options

Megan Bowen shared
 Thought you might find this interesting too. Sounds like a great resource!

Accessible by design
 Project
 Program initiative launching new product

Recommended topic
 Suggested based on your connection to Project Greentech and ClimateX

Renewables
 Project
 Project Renewables investigates how to get to carbon neutral production processes for our newest lines of consu...

1005 views 190 comments 58 following

Star, More options

News post
 Mentions Dark mode, Project Soar and Wireless Location Tracking



Updates to Washington drone laws
 Navigations

News post
 Mentions Wireless communications and Project Pharos



Helping customers enable remote work with speed and security

Relecloud Media Publishing
 1 day ago
 1028 views 18 comments 50 likes

Bookmark, Share

Recommended topic
 Suggested because you follow Wireless Location Tracking

Survey Intelligence
 Project

Amanda Brady shared
 This looks very relevant to our work on the new comms instruction set

Hypermode transmission
 Project
 Research project exploring methods to increase transmission rates within the bands available per regulation FCC930Se...

187 views 2 comments 9 following

Star, More options

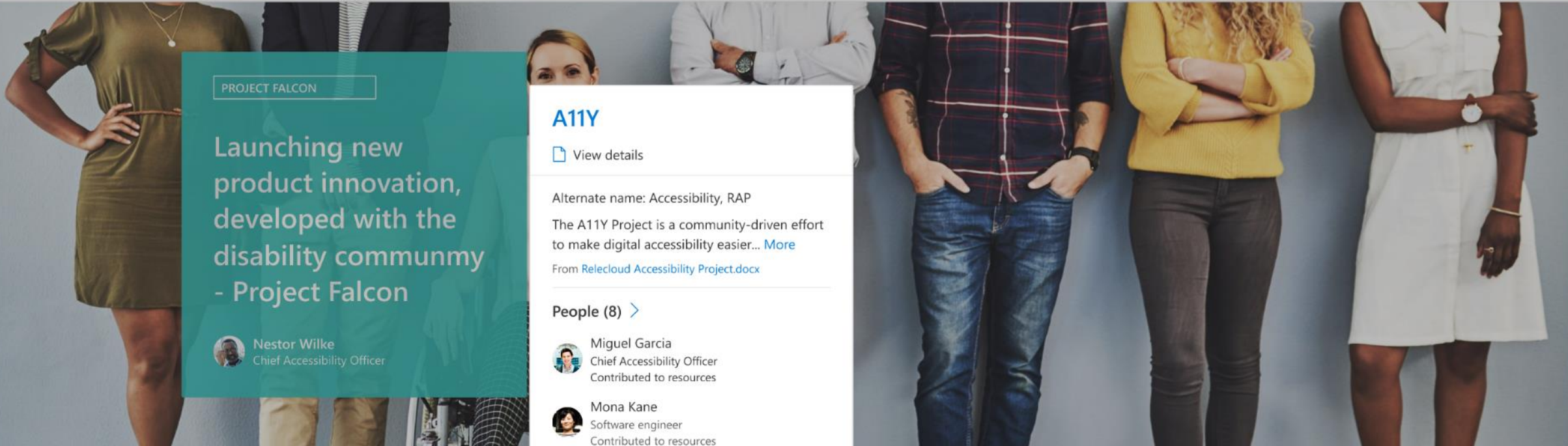
Recommended topic
 Suggested because you follow Flight path and Navigation Innovation

Dark mode
 Project
 With Dark mode we make improvements to drone navigation in environments where visibility is limited. Darker mode ta...

761 views 14 comments 23 following

Star, More options

- Relecloud
- Activity
- Chat
- Teams
- Calendar
- Files
- Viva Insights
- Viva Learn...
- Apps



PROJECT FALCON

Launching new product innovation, developed with the disability community - Project Falcon

Nestor Wilke
Chief Accessibility Officer

A11Y

[View details](#)

Alternate name: Accessibility, RAP

The A11Y Project is a community-driven effort to make digital accessibility easier... [More](#)

From [Relecloud Accessibility Project.docx](#)

People (8) >

- Miguel Garcia
Chief Accessibility Officer
Contributed to resources
- Mona Kane
Software engineer
Contributed to resources

Resources (10+) >

- Project Falcon Site
Suggested based on 6 resources
- Field Testing Guide
Mona Kane modified on Mon at 3:15pm

Launching new product innovation, in partne

After completion of the phase 3 trials, Project Falcon is r our worldwide partners. In collaboration with The **A11Y** integrate new AR and VR enhancements to our training these experiences more accessible for all users.

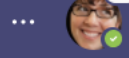
Accessibility and the a11y Project

Accessibility is incredibly important, yet often overlooked in traditional digital design and development education. Because of this, The A11Y Project strives to be a living example of how to create beautiful, accessible, and inclusive digital experiences.

a11y stands for
ACCESSIBILITY

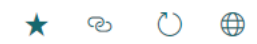
11 characters

The A11Y Project is a community-driven effort to make digital accessibility easier.



Infopedia

Home Get started Manage topics



Page details

Published 7/30/2021 [Edit](#)

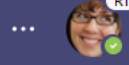
[See more](#)

Pinned files and pages

	Name	Modified	Modified by	Pinned by	View count
	M8 Digital Printer Services Bundle Overview sites > KnowledgeDocs > Shared Documents	December 9, 2020	Contoso Admin	Megan Bowen	
	Mark 8 - FAQ - Update sites > Mark8ProjectTeam > Shared Documents	24 hours ago	Megan Bowen	Megan Bowen	34 views
	Mark 8 Performance Overview sites > Mark8ProjectTeam > Shared Documents	October 16, 2019	Megan Bowen	Megan Bowen	70 views
	MARK8-ElevatorPitch sites > Mark8ProjectTeam > Shared Documents	November 20, 2020	Megan Bowen	Megan Bowen	102 views

Suggested files and pages

	Name	Modified	Modified by	Activity	View count
	MARK8-ElevatorPitch sites > Mark8ProjectTeam > Shared Documents > Design	September 12, 2019	Megan Bowen	Topic mentioned 2 times	40 views
	MARK8-ElevatorPitch-1588180527				

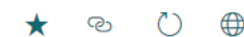


- Activity 4
- Chat
- Teams
- Calendar
- Calls
- Files
- Topics
- LANDING
- ...
- Apps
- Help



Infopedia

Home Get started Manage topics



Page details

Published 7/30/2021 [Edit](#)

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

Mark8

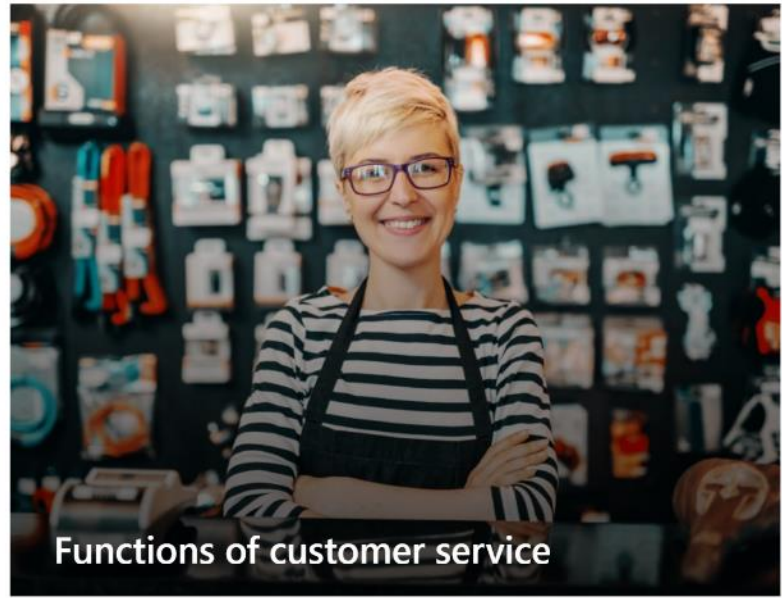
Alternate names: Mark 8, M8, Mark 8 Project, Mark VIII

From You, April 19

Latest generation of aerial vehicles with onboard sensors and flight controls optimized for commercial and professional use, released in 2021.

Updated by You, April 19





Functions of customer service



Taking flight: Student mentorship opportunities at Contoso



Store design responsibilities



Contoso Mark 8: See the world through a whole new perspective

Feed Highlights



Our new, five-year commitment to help bridge the disability divide

406 51k 16



Relecloud Learning Effectively manage your employee's concerns when returning to work

87 512 6



Wired Virtual relaty: the industry advantage

232 1k 32



All company Meet the team behind the partnerships build inclusiv

98

Local weather

Contoso HQ us 67°F Cloudy 77°/59° 06/23/2021 MSN Weather

Dashboard

Announcements

Miriam Graham will be discussing our new, five-year commitment to help bridge the disability divide at the employee all-hands.

Previous Next

1 of 5

Health check

Complete before entering facilities



Holidays

May 31 Memorial day is the next company holiday

See all

Dining

Cafe 40: menu, specials, & hours



Kudos

Provide feedback to a teammate

Insights

on the go—everyone has a seamless video experience across web and mobile apps.

Townhall updates

Customer Showcase: Amanda Brady, Connecticut wilderness

Mentorship training



Sales Best Practices Coming Together in Times of Need Megan Bowen November 19, 2020



Sales Best Practices Billie Jean King Cup by BNP Paribas | Microsoft In Culture Megan Bowen September 21, 2020



Sales Best Practices Store Opening Guidance The health and safety of our retail team members and... Patti Fernandez August 26, 2020



Sales Best Practices Selling to people, not businesses If B2B sales actually involved selling to a business, as the... Alex Wilber (He/Him) October 25, 2019



MEET THE TEAM BEHIND THE DESIGN

How partnerships build inclusive ideas and innovation at Contoso

Meet the team pushing collaborative technologies beyond the status quo while tailoring complex experiences for every user level.

Continue reading ->

10 days Paid time off available Submit time off

Connect with leadership

LinkedIn Learning Leading remote projects and virtual teams



Required training Provide feedback to a teammate

Expenses \$167.52 Unsubmitted expense balance due by the 25th

Stock \$412.59 Relecloud stock value, 10:30am, NASDAQ

Perks \$171.36 Available for reimbursement

Shuttle Fixed route and on demand shuttle service available



- Activity
- Chat
- Teams
- Calendar
- Calls
- Files
- LANDING
- Viva Learni...
- Communiti...
- ...
- Apps
- Help

Send to Promote Page details Immersive Reader Analytics

ANNOUNCEMENT

Store Opening Guidance

 **Patti Fernandez**
President



ANNOUNCEMENT


Retail store

The health and safety of our retail team members and customers is our top priority. As we evaluate the process for the reopening of our retail stores around the world. Check out [Rainier Project](#) for more background.

WORLD WIDE GUIDANCE

Evaluating store open schedules



Rainier Project

 View details



Alternate name: Rainier Project

The Rainier Project is a sales initiative by internal operational staff to create workplace safety guidelines.

People (2)

-  **Megan Bowen**
Contributed to resources
-  **Alex Wilber (He/Him)**
Contributed to resources

Resources (10+)

-  **Knowledge Docs**
Site
-  **Rainier Overview**
Megan Bowen modified December 26, 2020
Topic mentioned 4 times

Chat

Johanna Lorenz Chat Files +



Pinned

- Ray Tanaka** 1:40 PM
Louisa will send the initial list of atte...
- Beth Davis** 1:43 PM
Thanks, that would be nice.
- Kayo Miwa** 4/17
I reviewed with the client on Tuesda...
- Amanda, Elvia, Allan, +2** 12:00 PM
Kayo: It would be great to sync with...
- Johanna Lorenz** 1:20 PM
I haven't checked available times yet

Recent

- Charlotte and Babak** 1:58 PM
Babak: I asked the client to send her feed...
- EC Emiliano Ceballos** 1:55 PM
🤔🤔
- MB Marie Beaudouin** 1:00 PM
Sounds good?
- OK Oscar Krogh** 6/23
You: Thanks! Have a nice weekend
- DF Daichi Fukuda** 5/4
No, I think there are other alternatives we c...
- Kian Lambert** 5/3
Have you ran this by Beth? Make sure she is...
- Team Design Template** 5/2
Reta: Let's set up a brainstorm session for...
- Reviewers** 5/2
Darren: Thats fine with me

That's great. I will collate all the materials from the media agency for buying locations, footfall verses media costs. I presume the plan is still to look for live locations to bring the campaign to life?

The goal is still for each local marketing team to be able to target audience segments.

Johanna Lorenz 3/2 3:12 PM
This is great progress, if you both can set something up with me to review when you feel you are in a good place for feedback. I have a free slot tomorrow morning.

4:58 PM
Great! I will send an invite for 9:00

Johanna Lorenz 4/7 7:43 AM
It would be great to sync with you EOD to have a quick run through our presentation on [#Mark 8](#) before tomorrow.

4/7 8:43 AM
Yes, good idea. I'll get something on the calendar for all of us. There's a lot of new material we haven't shown before so let's try to agree on what we include. Would you like me to include Ted and Kian as well?

4:58 PM
Hi **Johanna**, it's been a while since we caught up since our last project, can we do a 1:1 to discuss the supply chain challenges?

Type a new message



Chat

- Pinned**
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Johanna Lorenz Chat Files +



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Johanna Lorenz 4/7 7:43 AM
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Mark 8
View details

Alternate name: Project Falcon

The latest technologies will trickle down from our commercial series to our top consumer drone, the Mark 8. This UAV targets content creators looking for the very best in nav... [More](#)

People (8)

- Johanna Lorenz
Current project lead and field test coordinator for accessibility integration
- Emily Braun
UX Designer
Contributed to 9 resources

Resources (7)

- Project Falcon A11y integration
Emily Braun modified on Mon at 3:15pm
- Mark 8 Q4 Field Testing Results
Henrietta Mueller modified on Tues at 2:17pm

4:58 PM
Great! I will send an invite for 9:00

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4:58 PM
Hi Johanna, it's been a while since we caught up since our last project, can we do a 1:1 to discuss the supply chain challenges?









Type a new message



Page details






288 Topic views [User Avatars] Published 5/20/2022

Suggested people

-  **Wanda Howard**
Analyst
Contributed to many resources
-  **Charlotte Waltson**
Researcher
Contributed to many resources
-  **Isaac Fielder**
Tester
Contributed to many resources
-  **Kayo Miwa**
Designer
Contributed to many resources
-  **Cameron Evans**
Software Engineer
Contributed to 10 resources
-  **Amanda Brady**
Program Manager
Contributed to Mark 8 Goals and O...
-  **Carlos Slattery**
Designer
Contributed to 3 resources
-  **Cecil Folk**
Program Manager
Contributed to 3 resources

[See more](#)

Suggested files and pages

 Name	Modified	Modified by	Activity	View count
 Project Falcon Customer Presentation SharePoint > Mark 8	Fri at 2:36pm	Grady Archie	Topic mentioned once in this file	85 views
 Automation in Agricultural Services SharePoint > Mark 8	Fri at 8:30am	Irwin Sayers	Topic mentioned 9 times	115 views
 Introduction to Site Survey technology SharePoint > Mark 8	Thurs at 1:34pm	Emily Braun	Topic mentioned 7 times	73 views
 Heatmap reporting from survey mapping SharePoint > Mark 8	Wed at 11:34am	Henrietta Mueller	Topic mentioned once in this file	65 views



Viva Goals

Purpose and alignment

Viva Goals is a goal-setting solution that aligns teams to your organization's strategic priorities to drive results and create a culture of engaged employees focused on achieving common goals

Business Challenges

- Goals are often defined in the boardroom
- Not always clearly communicated to managers and workers
- Workers are generally unaware of how their daily activities contribute or impact the broader corporate strategies

- OKRs, or “objectives and key results,” are a goal setting methodology that can help teams set measurable goals. While most companies set goals, only 16% of knowledge workers say their company is effective at setting and communicating company goals
- Viva Goals is geared for implementing OKR's and communicating them down the chain from board, to managers and their teams all within the Teams familiar experience
- This allows managers and team member to understand the corporate mission and their role in achieving those goals. This creates a feeling of inclusion and fosters pride in their work

Annual Objective: Elevate our brand presence in order to attract new prospects and create a fiercely loyal customer following

Annual Key Result: Achieve 5000 positive online reviews

Quarterly Objective: Increase brand presence among major channels in order to attract new prospects

Quarterly Key Result: Get 60K signups by launching new features

Initiative: Develop new social media campaign



Search



- Activity
- Chat
- Teams
- Calendar
- Calls
- Viva App...

Customer Experience



OKRs Projects Dashboards

Period: Q2 2022 Belongs to: This Team +

Layout: Basic New

OKR Title	Status and progress	Owner	Due date
Deliver the best customer experience in our industry	<div style="display: inline-block; width: 100px; height: 10px; background: linear-gradient(to right, #ffc107, #6c757d);"></div> 50%		Jun 30
Share critical insights with our product and service delivery teams to keep our offers best in class	<div style="display: inline-block; width: 100px; height: 10px; background: linear-gradient(to right, #dc3545, #6c757d);"></div> 34%	ET	Jun 30
Recruit and develop the best customer experience talent so we can better support our customers!	<div style="display: inline-block; width: 100px; height: 10px; background: linear-gradient(to right, #28a745, #6c757d);"></div> 60%		Jun 30

+ Add an item



Search



Viva Goals

My OKRs

My team OKRs

Organization OKRs

Chat

About



Customer Experience

OKRs Projects Dashboards

Period: Q2 2022

Belongs to: This Team



OKR Title

- ▼ Deliver the best customer experience in our industry
 - ▼ Provide delightful customer support
 - > Decrease support ticket resolution time to 43hrs (from 55hrs)
 - Decrease response time to 5hrs (from 6hrs)
 - Increase 'positive experience' survey score to 95 (from 90)
 - > Every customer quickly and easily sees ROI from using our products and services
 - > Our customer success teams are empowered with best-in-class tools to ensure customers are successful
 - > Share critical insights with our product and service delivery teams to keep our offers best in class
 - > Recruit and develop the best customer experience talent so we can better support our customers!



New Key Result



Metric name

Target

Usage of Enterprise support channel

Increase to

45

Starting from: 0 [Edit](#)

Key result title

[Edit](#)

Increase usage of Enterprise support channel from 0 to 45 accounts

Progress

- Update manually
- Update automatically via rollup from key results
- Update automatically via Excel

Details

Updated manually

- Type: Team
- 2 Teams: Success Programs an...
- Owner: Aadi Kapoor
- When: Q2 2022

- P PDE +
- 📊 Overview
- 📋 Boards
- 🔗 Repos
- 🔧 Pipelines
- 🧪 Test Plans
- 📦 Artifacts
- 🔍 Portfolio++
- 🎯 Viva Goals
- ⌚ 7pace Timetracker

Viva Goals My OKRs My team OKRs Company OKRs

Engineering New ▼

Period: Q2 2022 +

OKR Title	Owner	Status ad progress	Time period	Last updated
▼ 🎯 Improve data security and prevent breakdown incidents		At risk <div style="width: 30%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 30%	Q1 2022	1d
> 🕒 Decrease the average downtime per quarter due to security incidents from 15 mins to 5 min		Behind <div style="width: 100%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 10min /15min	Q1 2022	1d
> 🕒 Decrease the number of recurring incidents per month from 8 to 3		At risk <div style="width: 66.6%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 6/3	Q1 2022	1d
> 📅 Complete penetration testing for web and mobile		Behind <div style="width: 40%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 40%	Q1 2022	1w
> 📅 Achieve SOC 2 Compliance		At risk <div style="width: 15%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 15%	Q1 2022	3h
> 🎯 Implement Agile project management across the engineering organization		At risk <div style="width: 13%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 13%	Q1 2022	3d
> 🎯 Release great software		On track <div style="width: 85%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 85%	Q1 2022	2w
> 🎯 Continuously improve and grow as a team		Behind <div style="width: 33%; background-color: #ccc; height: 10px; margin-left: 5px;"></div> 33%	Q1 2022	5d



Viva Engage

Communities and Communications



Announcements

Keep everyone informed and engaged wherever they are with announcements and notifications across web and mobile apps.



Storylines

Create, upload, and share stories. Follow stories from leaders and coworkers using familiar social tools.



Questions and answers

Help employees learn by posting and pinning questions, upvoting replies, and marking the best answers to crowdsource solutions.



Analytics

Get detailed insights into every community, event, and conversation to measure activity and engagement and take action.



Conversations

Join the discussion, @mention coworkers, pin conversations, and build dialogue across teams and departments.



Virtual events

Bring leaders and employees together for townhalls and virtual events that include video, Q&A sessions, and meaningful conversations.



Topics

Create and follow topic hashtags or connect with experts using @mentions. Help employees to find relevant content from learning providers and company resources.

✓ Partially included
✓ Included
+ Expand all

The features with checkmarks in this column are included in Microsoft 365 and Office 365 plans for enterprise.

[See Microsoft 365 plans >](#)

R160,00 user/month

Price does not include VAT.
(Annual subscription—auto renews)¹

Empower people and teams to be their best from anywhere with the full employee experience suite.

[Buy now](#)

+ **Microsoft Viva Connections**



+ **Microsoft Viva Engage**



+ **Microsoft Viva Learning**



+ **Microsoft Viva Insights**



+ **Microsoft Viva Topics**

Available as an [add-on](#)



+ **Microsoft Viva Goals**

Available as an [add-on](#)



+ **Microsoft Viva Sales**

Available as an [add-on](#)

Available as an [add-on](#)

Feature Comparison



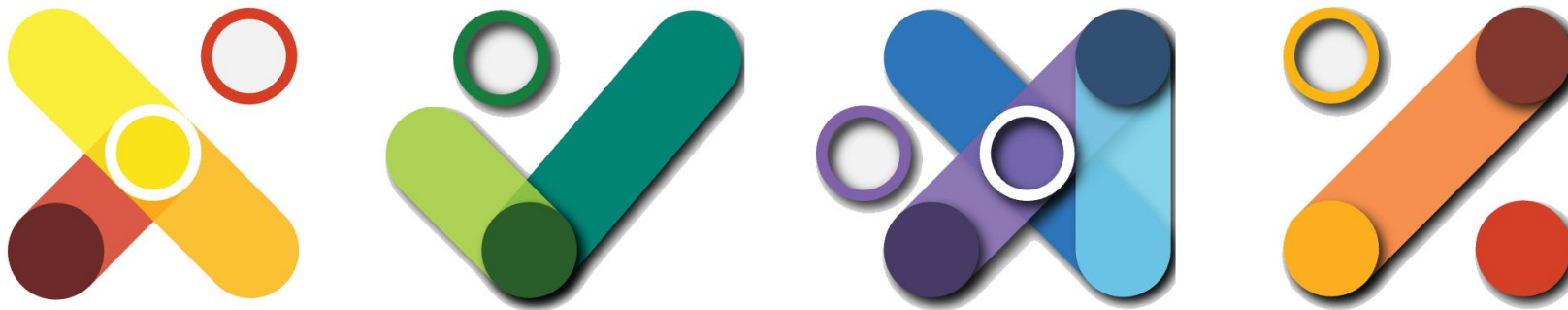
Experience Areas	Viva Apps	Features	Base license			Add-on license							
			Microsoft 365 / Office 365 Plan			Viva Suite \$9/user/month ²	Viva Suite w/ Glint ⁵ \$12/user/month ²	Viva Learning \$4/user/month	Viva Topics \$4/user/month	Viva Insights \$4/user/month	Viva Goals \$6/user/month	Glint ⁵ \$4/user/month Sold via LinkedIn	Viva Sales \$40/user/month
			F1/F3	E1/E3/ Business ¹	E5								
Connection: Employee communications and communities	Viva Connections	Viva Connections Dashboard, Feed, Resources, and Teams app	•	•	•								
	Viva Engage	Communities, Conversations, Storyline Advanced Security, Crisis Communications Leadership Corner, AMAs, Storyline Delegate posting, Advanced Analytics	•	•	•								
Growth: Learning and knowledge management	Viva Learning	Viva Learning app in Teams	•	•	•								
		Create learning tabs in Teams channels	•	•	•								
		Search, share, and chat about learning content	•	•	•								
		Microsoft Learn and M365 Training libraries + 125 top LinkedIn Learning courses	•	•	•								
		Organization-generated content with SharePoint and Viva Learning	•	•	•								
	Course recommendations and progress tracking, Surface learning content across the Microsoft 365 suite					•	•	•					
	Integration with partner content providers and learning management systems					•	•	•					
Viva Topics	Expertise Identification					•	•		•				
	Topic cards and pages					•	•		•				
	Answers in Viva					•	•		•				
	Semantic search					•	•		•				
Insight: Workplace analytics and employee feedback	Viva Insights	Viva Insights app in Teams	• ³	•	•								
		Personal insights and experiences		•	•								
		Premium personal insights and experiences			• ⁴		•	•		•			
		Manager and leader insights and experiences					•	•		•			
		Analyst workbench tools and accelerators					•	•		•			
Purpose: Goal setting and OKR management	Viva Goals	Viva Goals app in Teams					•	•			•		
		Creation and management of Objectives and Key Results (OKRs)					•	•			•		
		OKR workflows and customizable OKR dashboards					•	•			•		
		Project and task integration, data integrations (e.g., Tableau, Jira, Zendesk, full list here)					•	•			•		
	Glint ⁵	Employee engagement surveys, 360 feedback, employee lifecycle									•		
Role-based experiences	Viva Sales	CRM Connectivity (Dynamics and Salesforce)											•
		Conversation Intelligence											•

- The modules discussed in the presentation are all freely available with your E1 or E3 licenses
- You might also qualify for MS Funded VIVA and FLW “deep dive” workshops - Please contact us to see if you qualify
- Reach out to us for implementation timeframes



- Microsoft Viva: <https://www.microsoft.com/en-za/microsoft-viva>
- Microsoft Viva Plans and Pricing: <https://www.microsoft.com/en-za/microsoft-viva/pricing>

YouTube (for this recording): <https://www.youtube.com/@firsttechnologydigital6229>



Would you like a free hands-on workshop with our team?

Call +27 10 501 0800 or reach us at info@firsttech.digital to get started!