Microsoft

Knowledge & Learning Solutions

in Microsoft 365

February 2024

Playbook Overview

Purpose of this document

Knowledge Management (KM) is the process of identifying, collecting, storing, organizing, and sharing information & learning within an organization. Ensuring that relevant knowledge is easily attainable can be incredibly valuable for an organization, as costly time is saved for outcome-focused tasks, rather than struggling to find needed information.

This document will outline some apps & features available to your organization that are already included in Microsoft 365 through SharePoint, as well as premium apps designed with the *employee experience* in mind, such as Answers in Viva Engage, Viva Learning, and a partnership with Artificial Intelligence through M365 Copilot.

Audience

- Knowledge Managers
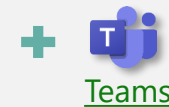- Information Workers
- Administrators

Apps & Tools

Viva Engage   Copilot   + Teams   *and*

Viva Learning   SharePoint

Microsoft 365 Chat

Microsoft Loop

Answers in Viva

Skills in Viva
(releasing in 2024)

Challenges for Knowledge Management

Deficient Knowledge Socialization

➤ Employee tacit knowledge is lost, disorganized, or discouraged.

➤ Socialization of Knowledge Management strategy is missing or lacking.

➤ Employee collaboration & crowdsourcing is difficult, blocked, or discouraged.

Lost & Concealed Knowledge

➤ Unclassified information is lost, or lacks required security and compliance.

➤ Knowledge is kept within silos or permission governance is blocking employee access

➤ Awareness of knowledge is concealed within disorganized data repositories.

Complex Knowledge Discovery

➤ Knowing where & what to search for is challenging, results may be hard to trust.

➤ Using multiple tools drives context switching, creating frustration that drains productivity.

➤ Reading & classifying large sets of documents causes information overload and is low value use of employee time.

Lack of Employee motivation & time

➤ Low or no incentive to help others with time & expertise

➤ Convoluted processes, bottlenecks, & poorly functioning tools cause motivation loss.

Solutions for Knowledge Management

Deficient Knowledge Socialization	Lost & Concealed Knowledge	Complex Knowledge Discovery	Lack of Employee motivation & time
➤ Create employee connections, streamline collaboration, crowdsource knowledge & feedback.	➤ Use analytics to organize & optimize data storage, permissions, and classification.	➤ Streamline knowledge seeking journey with AI	➤ Motivate & reward contributions to knowledge
➤ Motivate & reward employees to help others by sharing knowledge.	➤ Optimize knowledge discovery with AI indexing	➤ Organize & optimize data for ideal Searchability	➤ Optimize intranet to reduce bottlenecks and barriers
➤ Optimize knowledge sharing with AI, integrate socialization & knowledge platforms & tools.	➤ Create curated knowledge & learning repositories and platforms	➤ Streamline sharing, collaboration, and crowdsourcing	➤ Streamline knowledge discovery with AI
	➤ Empower SMEs to share & curate expertise		➤ Introduce knowledge into the flow-of-work

Microsoft

Knowledge Management with

Copilot & M365 Chat

Helpful Documentation
Sales & Pricing

Copilot and Microsoft 365 Chat

for AI *Connected* Knowledge Management

Microsoft Copilot for Microsoft 365 enables the people in your organization to discover and learn more about topics, projects, and concepts in a more natural and automatic way, while remaining integrated across the Microsoft 365 suite.

By creating a partnership with Artificial Intelligence & using Microsoft 365 Chat, Copilot can be used as a personal knowledge assistant; by streamlining the discovery of clarity & context, answering questions, & delivering conversational knowledge that is already integrated across the Microsoft 365 suite.
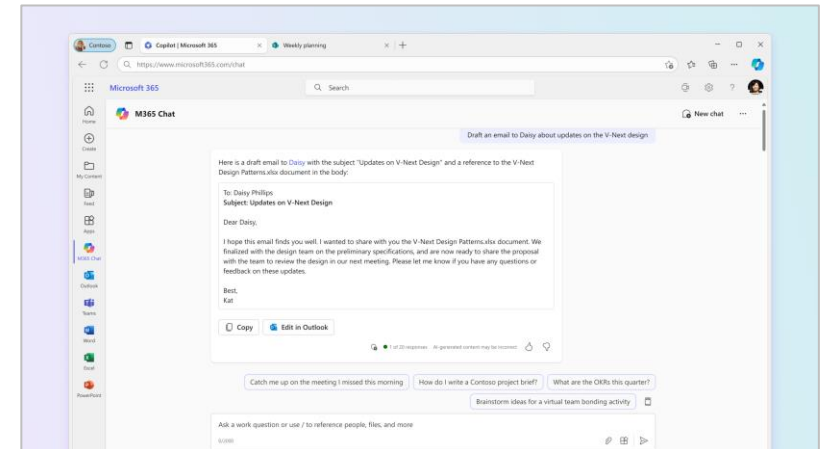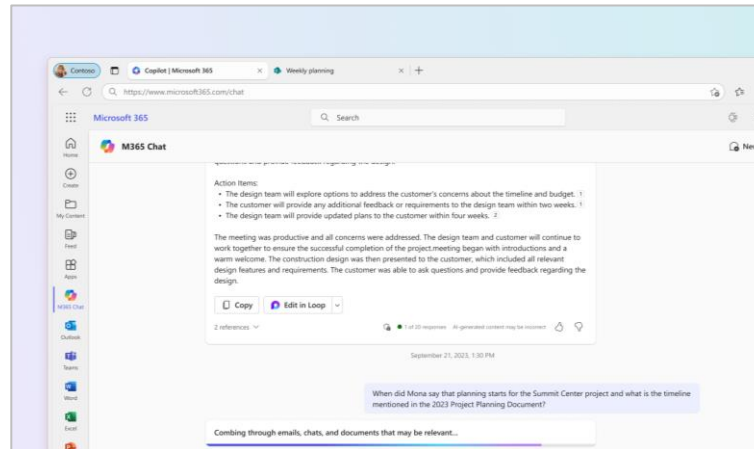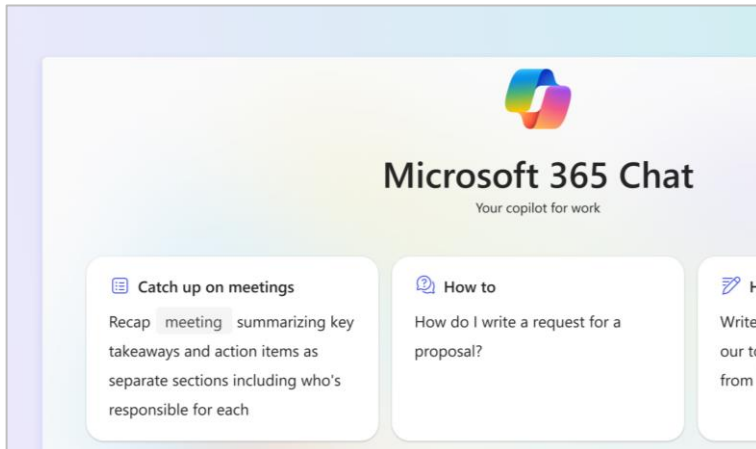
Using Copilot and Microsoft 365 Chat

Copilot with Microsoft 365 Chat provides you with a digital assistant that can be used to <u>unleash productivity</u> by making the search for answers, information, and resources incredibly quick and easy.

Some of the advantages of using Copilot & Microsoft 365 Chat to find & expand on knowledge are:

Stay in one place to learn about concepts "just-in-time" & within the flow of work, without searching for another destination.

Save time by asking Copilot to explain acronyms, project names, platforms, and Organizational concepts you don't *yet* understand.

Break down knowledge silos by allowing AI to reason over content spread *throughout* the Microsoft 365 suite.
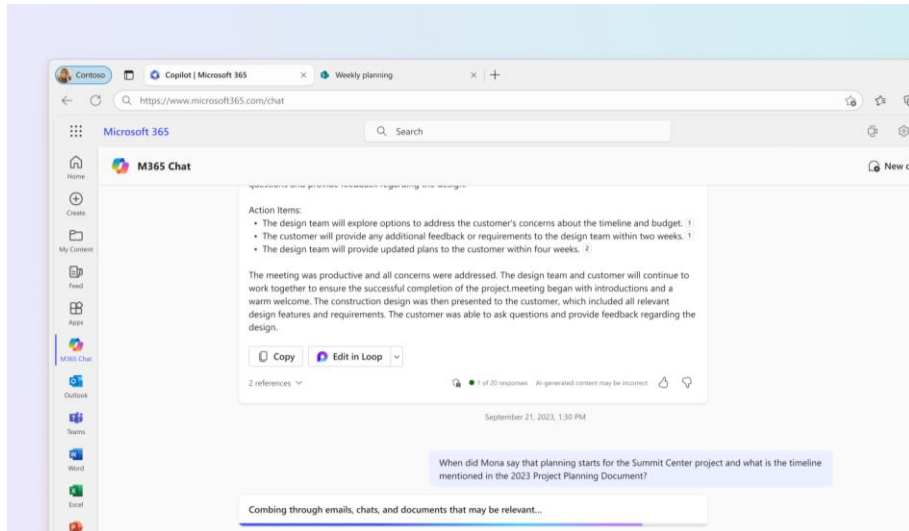
Find experts & resources by asking Copilot about specific projects, and who is working on them.
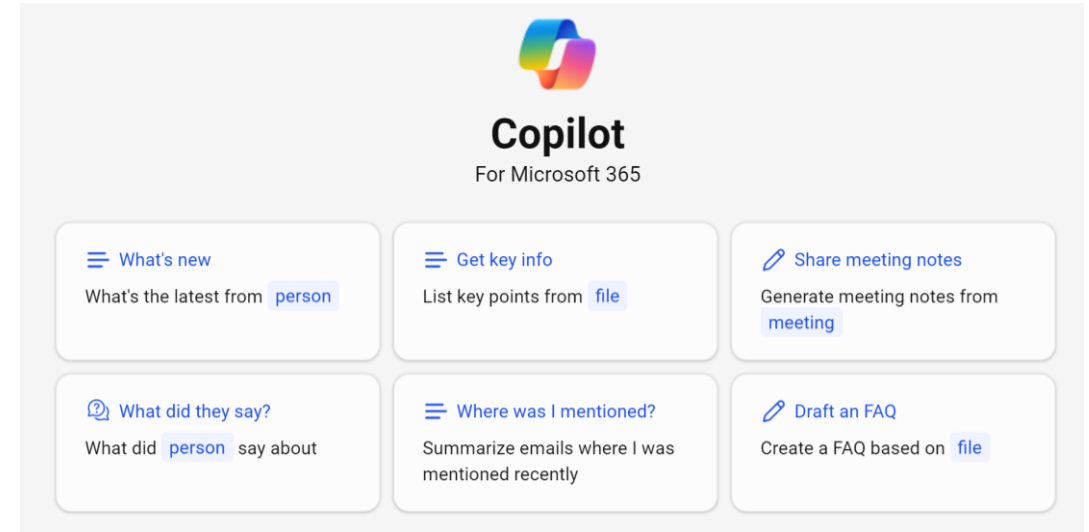
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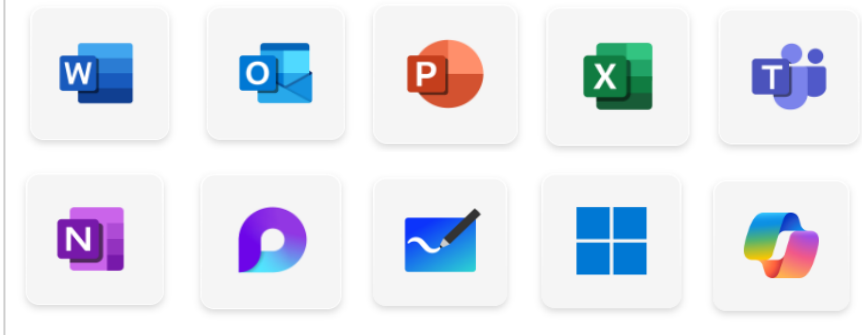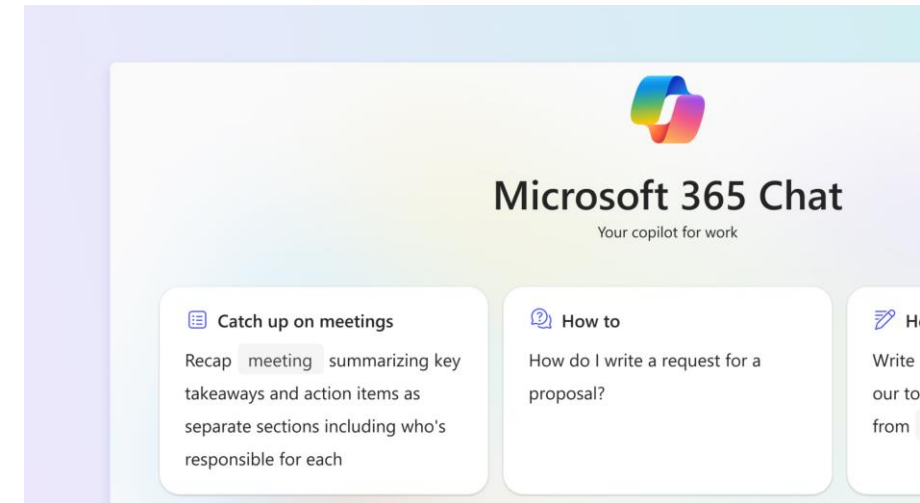
Using Copilot and Microsoft 365 Chat

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Ask

"Who is working on this project?"

Microsoft 365 Chat
Your copilot for work

Catch up on meetings
Recap meeting summarizing key takeaways and action items as separate sections including who's responsible for each

How to
How do I write a request for a proposal?

H...
Write our to from

Ask Copilot for more information about a project or find experts by asking who is working on that project & product

Better Together

Copilot &
Microsoft 365 Chat

+

ⓘ *Consider the following apps, add-ons, and integrations to **enhance** your experience*

→ [Add the Microsoft 365 Chat App to Teams](#)
And ask Copilot for help

→ Ask Copilot for answers and find resources with Microsoft 365 Chat in Bing

→ Ask Copilot to help find additional details to enhance and support your documents in Word, PowerPoint, & Excel

→ Plan, brainstorm, and collaborate easier with Copilot in Loop.

→ Use Copilot to transform long emails into short summaries in Outlook

→ Openly chat with Copilot to get responses to your unique prompts and notes in OneNote

→ Get formula column suggestions for complex calculations with Copilot in Excel

→ Kickstart & accelerate your ideation process by generating, categorizing, and summarizing your ideas with Copilot in Whiteboard

Helpful Resources

[Learning Path MS-012: Prepare your organization for Copilot for Microsoft 365](#)

[Cloud Skills 30-Day Challenge: Get AI-Ready with Microsoft 365 Admin](#)

[Microsoft Learn: Microsoft Copilot for Microsoft 365 overview](#)

Customer Story

Financial services leader Hargreaves Lansdown adopts Microsoft Copilot for Microsoft 365 and Microsoft Teams Premium to drive productivity and improve customer experiences

...Rob Compton, Unix Infrastructure Manager at Hargreaves Lansdown, describes his role as one that requires constantly staying up to date on lengthy documentation, sending and reading a large volume of emails, and attending countless meetings, "some of which overlap," he says. In short, his role is well-placed to benefit from the time-saving potential of AI. Working in combination, Teams Premium and Copilot empower employees like Compton with unique AI capabilities distinct to each experience. [Read More Here...](#)

"These tools are helping us make it more enjoyable to be at work. Employees are no longer struggling to complete tasks or *find the information they need*."

- Vicki Holman; Collaboration Platform Owner

Hargreaves Lansdown

Microsoft

Knowledge Management with

Viva Engage & Answers

Helpful Documentation
Sales & Pricing

Using Viva Engage and Answers
for Socialized & Crowdsourced Knowledge Management

What is Viva Engage and Answers?

Viva Engage provides your company with a powerful tool that your employees can use to connect with leaders, colleagues and communities.

Answers in Viva, part of the Viva Engage experience within the Viva Suite or Employee Communications & Communities bundle, enables users to ask questions across Viva Engage – in the Answers tab and Viva Engage communities – and encourages subject matter experts to provide answers. With capabilities such as AI-driven related questions and a *personalized* feed of questions for each user; Answers in Viva helps save time and retain focus, while connecting employees to people across your Viva Engage network.
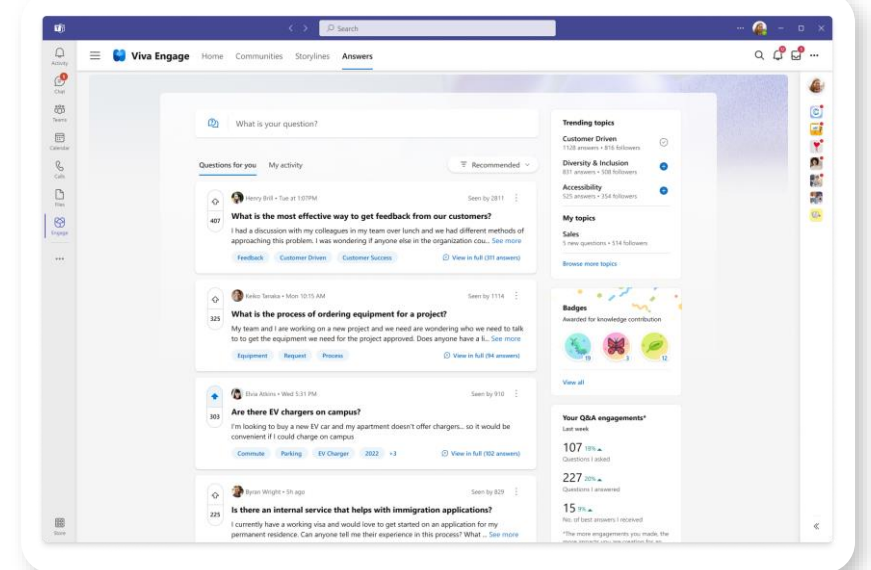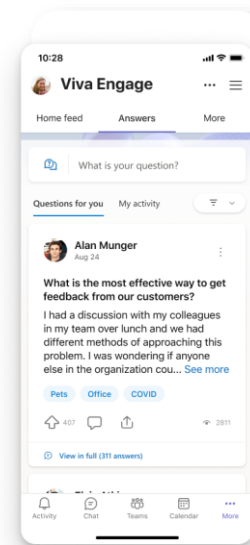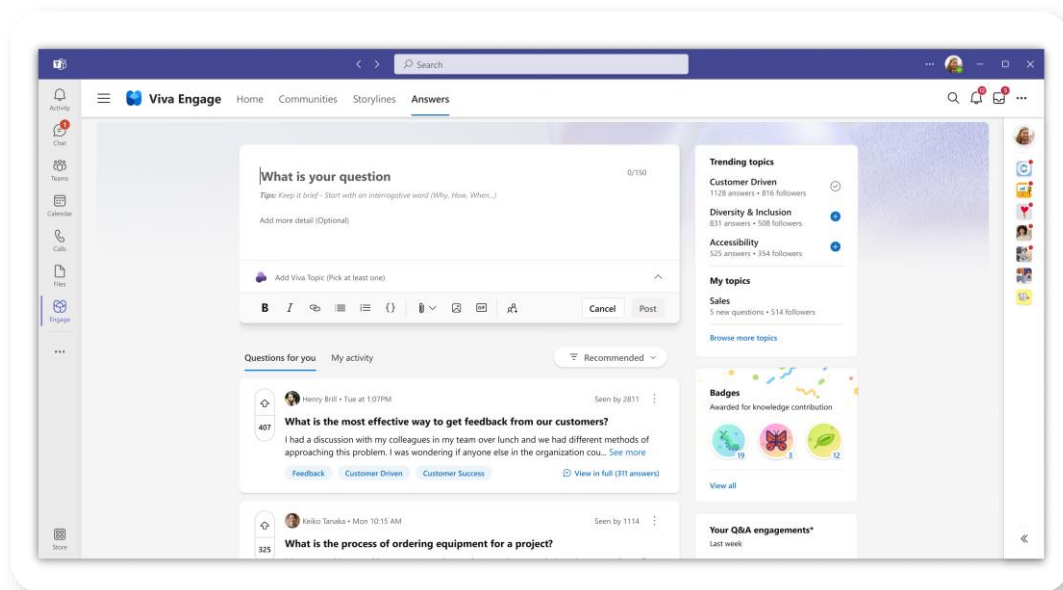
Using Viva Engage and Answers

Some of the advantages of using Answers in Viva to gather knowledge from your employees and experts include:

Stay within the flow of work by using Viva Engage , Workplace Search, and soon Copilot, to access the valuable source of knowledge that your Answers in Viva questions, answers, and conversations provide.

Answers in Viva can supercharge existing Viva Engage communities and create quick wins for new communities; by providing *trusted* answers & curated content all while building connection & collaboration between colleagues.

Subject matter experts save time by not answering the same question multiple times, while keeping an eye on personalized feeds of questions relevant to their expertise that help them support those needing *their* help.

Helping others by contributing to Answers in Viva, provides collectable rewards and recognition. Access personal analytics to see how you are helping others and your organization.

Admins can see analytics on time saved, top questions being asked, and frequency of answers. Combine with other Viva Engage analytics to breakdown themes that can inform your knowledge and socialization content.

The Intelligent Importer can scan & ingest Q&A pairs from documents and use the Answers API in MS Graph to ingest knowledge from across other systems, removing additional knowledge barriers without requiring employees to switch tools.

Using Viva Engage and Answers

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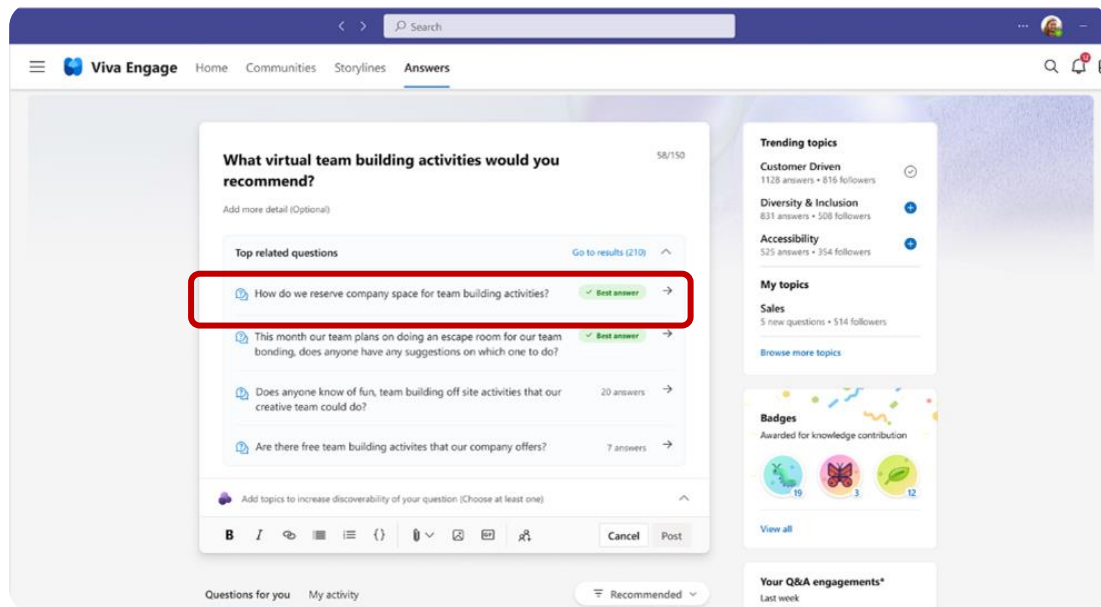
QUESTION — Find questions that you share or can provide an answer to.

new — Surface the *newest* questions that require an answer you may already have on you.

**✓ Best answer** — User votes indicate which answers are *the best*.

Viva Engage — Tagging helps categorize posts by *topic*, helping with context setting & discoverability.

Using Viva Engage and Answers

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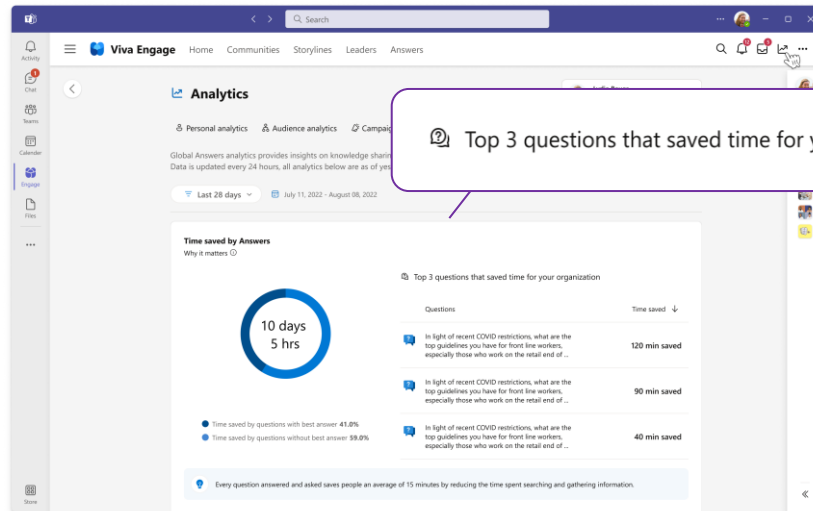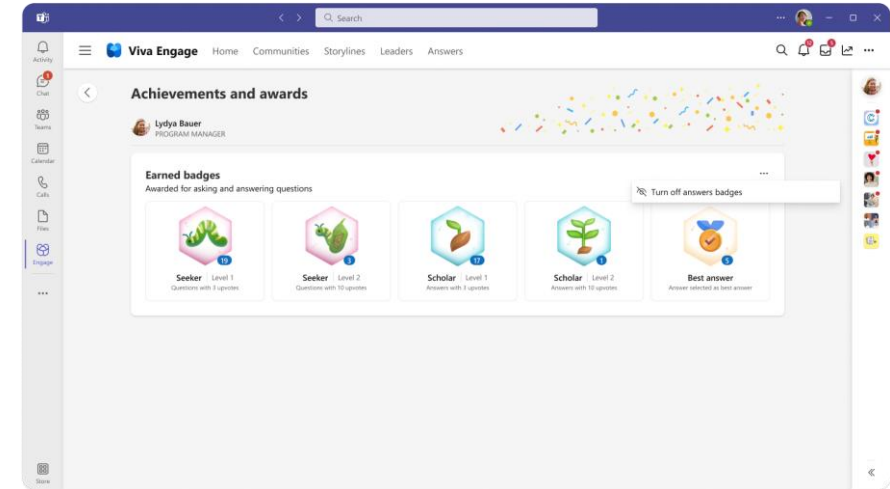
Admins can see analytics on time saved, top questions being asked, and frequency of answers. Combine with other Viva Engage analytics to breakdown themes that can inform knowledge and learning content.

Better Together

ⓘ *Consider the following apps, add-ons, and integrations to **enhance** your experience*

Surface Viva Engage conversations on your Viva Connections feed

Embed Engage feeds within your existing content management system or Intranet

Add a Viva Engage tab to a Teams channel

Use Power Automate to send RSS news to an Engage group, post tweets matching hashtags, or post from Facebook or X (Twitter)

Add a Viva Engage web-part and/or feed to your SharePoint pages.

Integrate Engage with Salesforce to deliver Salesforce CRM activity to Engage in real-time.

Add a social layer to your CRM by integrating Engage with Dynamics CRM

Create your own apps with the Yammer APIs to export & use data from Viva Engage & provide an HTTP interface for Engage Web features.

Helpful Resources

Microsoft Viva Engage
Adoption Guide (PDF)

Microsoft Viva Engage
Advance Deployment Guide

Microsoft Viva Engage
Microsoft Learn Documentation

Answers in Viva
Adoption Guide (pptx)

Microsoft Viva Engage
More Adoption Resources

Customer Story

Domino's

Microsoft

The Domino's Difference:
Uniting more than 100,000 frontline workers with Microsoft Teams and Viva Engage

...Using Viva Engage, frontline workers in every market can connect with each other and the support offices, which in turn can reach every individual—to share information and updates, facilitate connections, and offer a platform to find a community—in their own language.

"Previously, all the markets were segmented, but now for the very first time, we're opening that door, with Viva Engage" explains Amanda Mains, Corporate Communications Manager at Domino's. Continue Reading...

"While we operate in different time zones with different languages in different countries, we are all united under the same purpose, and *Viva Engage provides untapped potential for information sharing, knowledge, and inspiration*."

- Amanda Mains; Corporate Communications Manager

Domino's

Microsoft

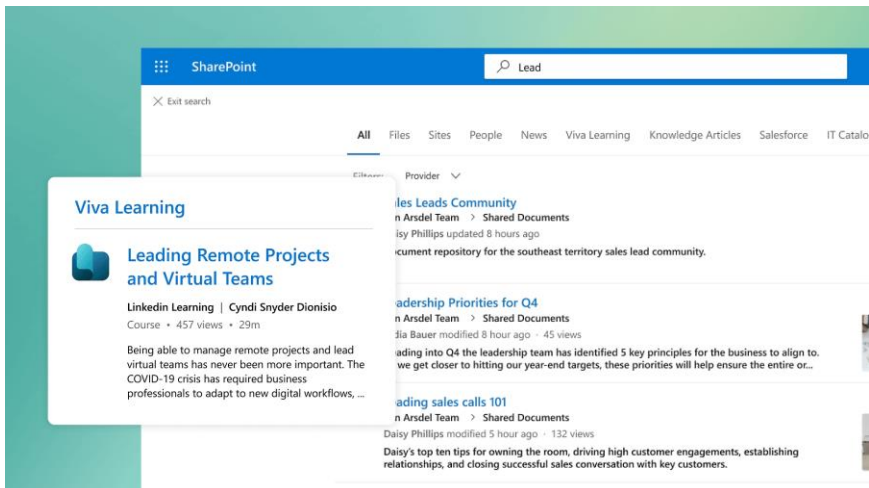Knowledge Management with

Viva Learning

Viva Learning
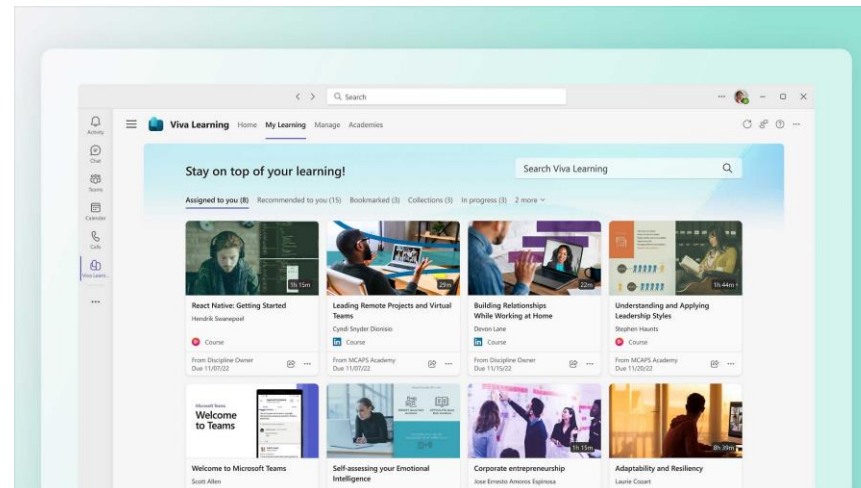## for *Curated* & *Customized* Knowledge Management

What is Viva Learning?

Built for Microsoft 365, and available through Microsoft Teams or on the Web, Viva Learning connects employees to required training & skilling content within the flow of work.
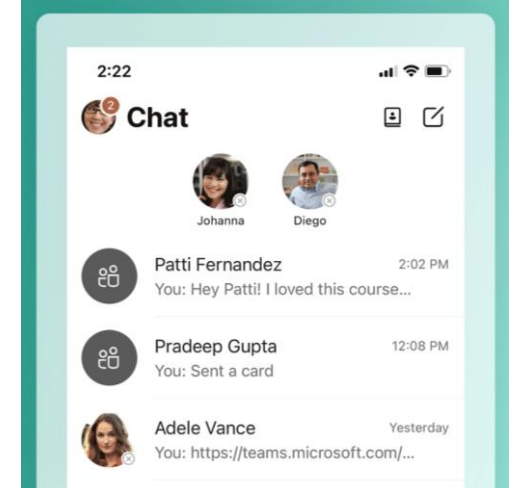
With Viva Learning; your teams can discover, share, recommend, and explore content across sources; including your LMS, LinkedIn, and many other sources, to create a learning culture at both the team and organizational levels. Viva Learning can be purchased separately or is included with the full Viva Suite.

Using Viva Learning

Some of the advantages of using Viva Learning to organize and share knowledge to your employees are:

Learn how to optimize productivity using Artificial Intelligence by beginning your AI training using Viva Learning.

Curate organized learning paths & collections for employees to discover, consume, and share in Viva Learning.

Enable employees to easily track learning assignments, learning collections, recently viewed & completed courses (and more) in the My Learning view.

Enable social learning using collaboration capabilities in Teams.

Serve relevant learning content to employees with system-generated suggestions based on their personal interests and trending content.

Using Viva Learning

Curate learning paths for employees to discover, consume, and share in Viva Learning. Employees can create learning collections for themselves or to share.
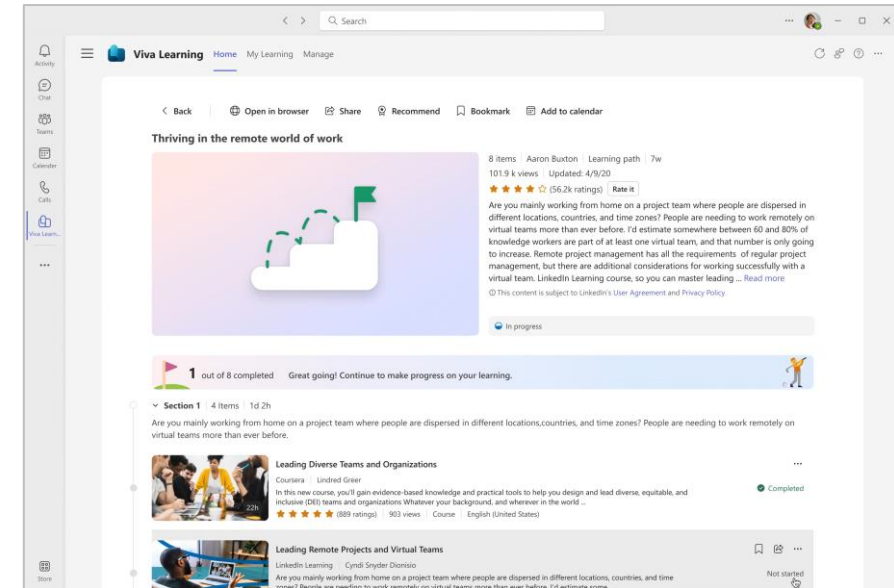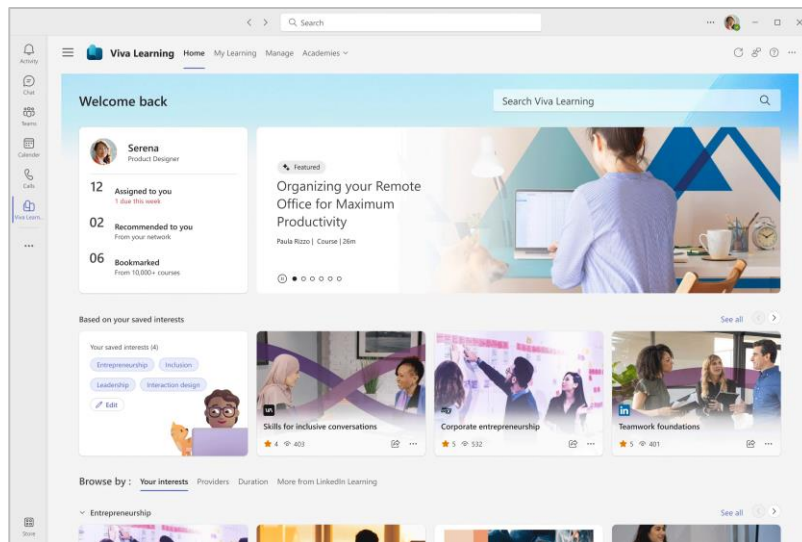
Use the My Learning view to Enable employees to easily track learning assignments and recommendations, bookmarked content, learning collections, and recently viewed and completed.

Using Viva Learning

⚡ [Enhance social learning & empower collaboration](#) by enabling the Viva Learning app in Microsoft Teams
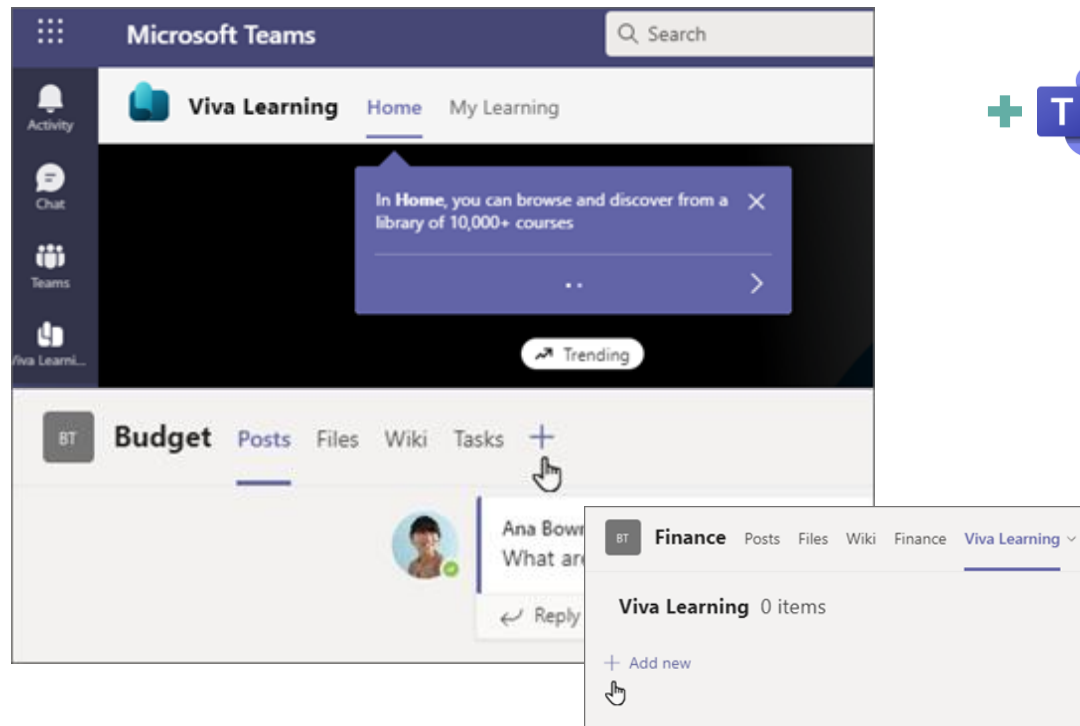
➕ Enable the Viva Learning app to Microsoft Teams for quick access & seamless learning.

- o Add a Learning tab to your Teams channels for collaboration with members.

- o Curate & pin Learning content in Learning tab on Teams channels.

- o Share Viva Learning content in Teams messages or channels.

Using Viva Learning

Save employees time & energy by [serving relevant learning content to employees](#) with system-generated suggestions based on their personal interests and trending content.

Browse Courses

Your interests Providers Duration

∨ **.NET**

Create microservices with .NET and ASP.NET Core

▪▪ Learning

👁 0

power platform

< Back   Your interests ✕   Providers ∨   Duration ∨

Your interests   Clear

159 results f

.NET   ☐
Business Analysis   ☐   Platform Foundations
Civil Engineering   ☐   ni von Courter
Collaboration   ☐   d several business end-user prod
Communication   ☐   usiness workflows, create mobil
Creativity   ☐
Cryptocurrency   ☐   Platform Administration F
                            ele
                            A low-code, high productivity tool like the Power Platf
                            of the Power Platform basics for setting up effective a
                       2h 7m Video

○ **Discover engaging learning opportunities** by picking and saving your interests.

○ **Surface learning content** in your Learning Home that are *based on your interests*.

○ **Filter by your interests on Search** results to easily show available & related Learning content.

Better Together

Viva Learning **+**

→ Add the Viva Learning app tab to Teams	SAP → Integrate with SAP SuccessFactors as a content source for Viva Learning
→ Enable the Learning tab for M365 Search to provide learning results from Office, SharePoint, and Bing Search	workday → Integrate with Workday as a content source for Viva Learning
→ Connect to your existing Learning Management Systems	cornerstone → Integrate with Cornerstone on Demand as a content source for Viva Learning
→ Add SharePoint as a content source for Viva Learning	in → Access free Global Skilling courses from LinkedIn Learning

Helpful Resources

Microsoft Viva Learning
Adoption Guide (PDF)

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More Adoption Resources

Microsoft Viva Learning
Microsoft Learn Documentation

Customer Story

musictribe
We Empower. You Create.

Microsoft

Music Tribe *tunes* in to a culture of learning with Microsoft Viva Learning

…One of the most popular requests among Music Tribe employees was the ability to curate their own learning paths. "People don't want to be told what they need to learn," says Stubbs. "They want to create their own learning journeys, and Viva and Go1 have created an amazing platform for them to be able to do that."

The anytime, anywhere access that Teams provides has been another popular feature, even encouraging the company's employees to share courses with family members. "It's been really satisfying to get feedback from people who use the Viva platform to learn when it suits them, or even to help their high school or university-aged children learn new skills," observes Stubbs. Continue Reading…

"Changing organizational culture is more than hanging posters on a wall, it's about listening, engaging, and taking action."

- Amanda Mains; Corporate Communications Manager

Music Tribe

Microsoft

Knowledge Management with

SharePoint

Helpful Documentation
Sales & Pricing

SharePoint
for Organized & Customizable Knowledge Management

What are the advantages of SharePoint?

SharePoint has long served as secure place to store, organize, share, and access information.
Here are some of the tools & advantages of using SharePoint Online for an all-up Knowledge Management strategy:

Wiki templates enable you to curate organized knowledge destinations and permission-trimming ensures that the most sensitive information is securely shared with the right people

Collaboration tools help to create a robust communication & feedback loop that captures employee tacit knowledge

Managed metadata and/or Microsoft Syntex can help further optimize organization & enhance searchability.

Automated workflows help provide useful knowledge base support tools & optimization processes

Using SharePoint

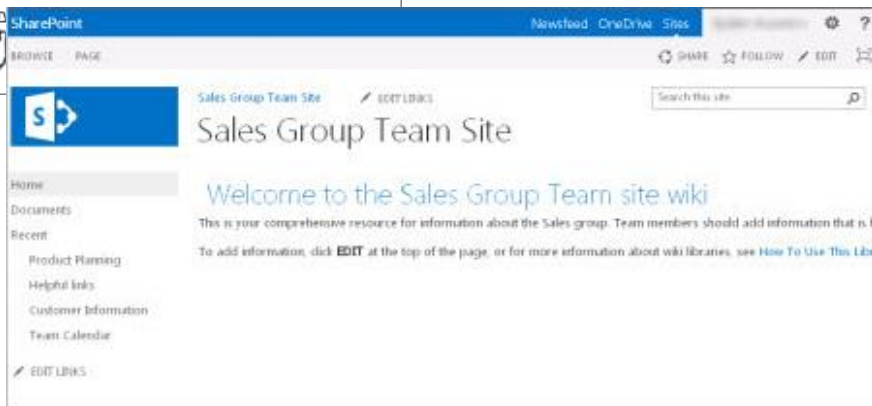Wiki templates enable you to curate organized Knowledge Bases in SPO Sites & Pages

permission-trimming ensures that the most sensitive information is securely shared with the right people

On a large scale, you can share large volumes of information in an Enterprise wiki. On a smaller scale, you can use a team site as a wiki to gather and share ideas quickly about a project.

Site Contents › Your Apps

wiki ✕

1 app matches your search   Newest   Name

Wiki Page Library
App Details

SharePoint   Newsfeed OneDrive Sites   ⚙ ?

BROWSE   PAGE   SHARE ☆ FOLLOW ✏ EDIT

Sales Group Team Site   ✏ EDIT LINKS   Search this site   🔍

Sales Group Team Site

Welcome to the Sales Group Team site wiki

This is your comprehensive resource for information about the Sales group. Team members should add information that is h
To add information, click **EDIT** at the top of the page, or for more information about wiki libraries, see How To Use This Libr

Home
Documents
Recent
  Product Planning
  Helpful links
  Customer Information
  Team Calendar

✏ EDIT LINKS

Permissions   ✕

Manage site permissions or invite others to collaborate

Share site

⌄ Site owners

⌄ Site members

⌄ Site visitors

Site Sharing

Change how members can share

There are additional groups or people with permissions on this site. To see them, please visit Advanced permissions settings.

Invite people

Add Members to your Group

Share Site Only

Full Control

Using SharePoint

Taxonomy & adding additional custom columns to the Site Pages Library will improve Searchability of knowledge

Collaboration tools help to create a robust communication & feedback loop that captures employee tacit knowledge

Using SharePoint

Use SharePoint with Power Automate to [build knowledge base supporting workflows](#)

Admins can [automate SharePoint page approvals with PowerApps](#), to create an authoritative process.

Using SharePoint Premium

Experts can curate repositories for a specific use, and use the many tools in SharePoint Premium, to optimize organization & searchability, while increasing employees trust that the information is authoritative. Read more about the evolution of Microsoft Syntex to Microsoft SharePoint Premium here in this blog post.

Use unstructured document processing to automatically classify documents and extract information from them. It works best for documents that vary in composition, such as letters or contracts. This model type supports the widest range of file types.

Use a prebuilt model to save time processing and extracting information from contracts, invoices, or receipts. Prebuilt models are pretrained to recognize common business documents and the structured information in the documents.

Microsoft 365 Archive (Preview) is a cost-effective, long-term storage solution for inactive or historical data in SharePoint. Because the data is archived in place, the content retains Microsoft 365 security, compliance, search, and rich metadata.

Use taxonomy tagging to find and manage terms in SharePoint document libraries. Automatically tags documents with terms or terms sets configured in your taxonomy store using AI. These terms are stored in a managed metadata column, making the documents easier to search, sort, filter, and manage.

Helpful Resources

Overview of
SharePoint Premium

SharePoint Premium
More Adoption Resources

SharePoint Premium
Adoption Guidance

Microsoft SharePoint
Microsoft Learn Documentation

Customer Story

TOYOTA

Microsoft

Toyota Motor Europe: Building a happier workplace by putting people first

…To do this, they used Microsoft SharePoint to establish a broader community. "We established the Know It community, a portal on Teams and SharePoint where people can find key information about the Microsoft 365 tools with FAQ's and videos," says Slabbinck. "It's a space for employees to ask questions and for our digital influencers to contribute and guide people." "

We used Microsoft reporting tools to look at data from users and the influencers, to think of ways to enhance engagement," says Dröge. Continue Reading…

"This has brought our IT&D, HR and Administrative functions closer to focus on collaboration, open sharing and innovation."

- Kylie Jimenez;
Sr. Vice President of People, Technology and Corporate Affairs
Toyota Motor Europe

Microsoft

Enhance Knowledge Management with

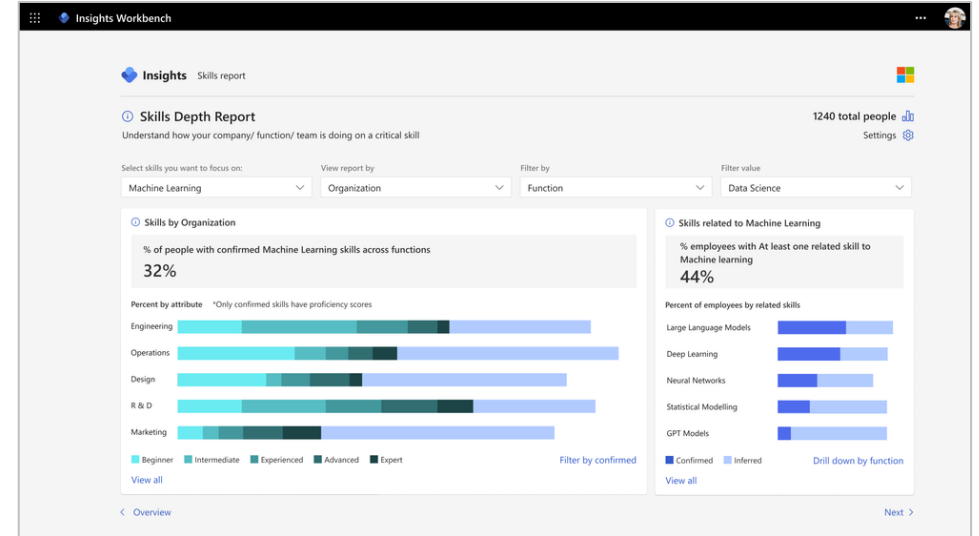# Skills in Viva, People in Viva, LPC Profile Cards, & Loop

Skills in Viva

Skills in Viva is an AI-powered service that delivers personalized skills-based experiences throughout supported Microsoft 365 and Viva applications for employees, business leaders, and HR.

Skills in Viva generates skill inferences from various sources, such as emails, documents, meetings, chats, top contacts, LinkedIn & more

Microsoft Loop

Enable a common view of knowledge between team members with different components that sync across their Microsoft 365 apps in real-time.
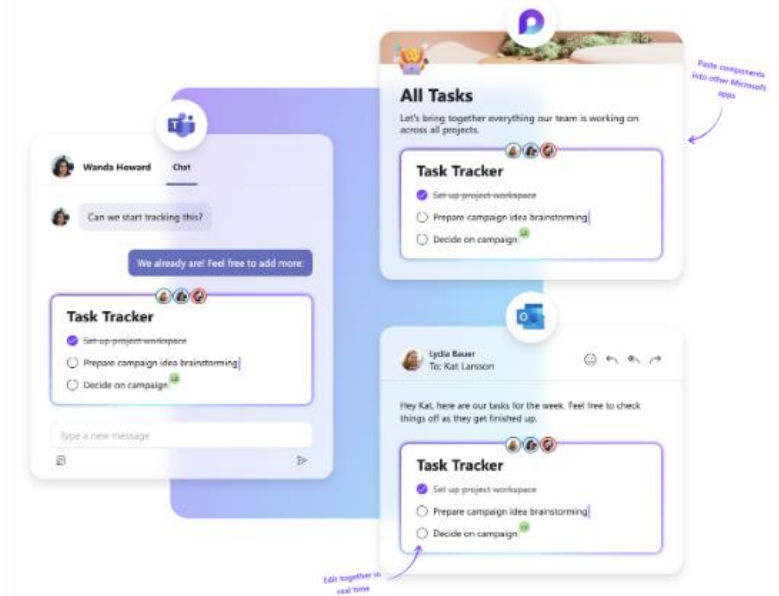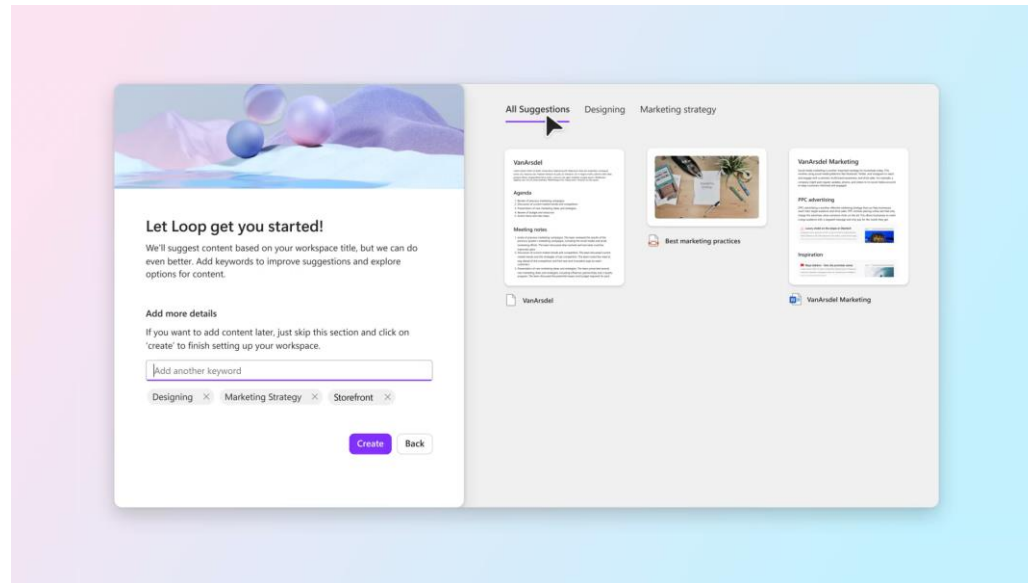
Save time by starting off right. Loop can find the most relevant files and documents for your new workspace, or use templates to enable users to co-create and organize knowledge,

People in Viva & Profile Cards (LPC)

People in Viva, with Org Explorer, helps you visualize and explore your company's internal structure, its teams, and people and is available to enterprise users with a Microsoft Viva license.

Selecting someone's name or picture in Teams, Outlook, or other Office apps and services, will help you find information related to them on their profile card.

#	Element	Function
1	Search	Type a person's name or alias and select from the suggestions that appear.
2	Manager chain	The manager chain shows all the managers above the person in focus. The number of reports will show to the right of the person. You can hover over the number to view both direct and indirect reports.
3	Peers	Peers are people who report to the same manager as the person in focus. If the peer has people reporting to them, the number of reports will show. You can hover over the number to view both direct and indirect reports.
4	Person in focus	When you select a person in Org Explorer, the page displays org information about them. For example, contact information, who their manager is, people reporting to them, and who they collaborate with. You can also select **View profile** to view their profile card ↗.
5	People reporting to	People reporting to the person in focus are listed in the section below the person.
6	Expand team	Use the toggle to show/hide next-level reports and expand teams.
7	Works with	The people in the Works with section represent people who are relevant to or working with the person in focus. The relevancy is based activities like in-common meetings, emails, and other collaboration patterns.

Designing Your Strategy

More info & thought exercises

Adoption Planning

Assess:	Plan:	Deploy:	Train & Adopt:	Drive Value:
Understand gaps in your current ecosystem and what successes you are trying to enable.	Develop a strategy with your solutions and align to stakeholders	Setup and configure your apps & needed features, practice with a pilot group.	Roll out your solutions to the rest of your org and train all users.	Monitor success of adoption and reinforce value.

Weeks 1-2
Define pilot goals & scenarios

Pre-work

Week 6
Trial Licenses/Roles assigned

Pilot Communications

Week 16
Pilot Ends

Week 17
Company rollout begins

Weeks 3-4
Plan Pilot

Weeks 4-5
Configure Apps & features

Pre-work

Week 7
Pilot Begins

Week 15
Feedback/ Readouts

Pre-work: 6 weeks

Pilot: 10 weeks

Sample Timeline
Download the adoption guides for your chosen products to see additional product specific information, guidance, & considerations.

Define Success Criteria

Define goals
- What are you trying to accomplish?
- What does success look like?
- i.e., increase engagement with learning, accelerate onboarding, train sales and service teams, enable upskilling across roles

Identify key performance indicator (OKRs)

These should improve based on adoption and will show leadership the impact of your solutions

Establish OKR benchmarks

Determine ways to gather and measure user satisfaction and progress against benchmarks

Download the adoption guides for your chosen products to see additional product specific tips, guidance, & nuances

Scenario Worksheet

Poor knowledge socialization
- Low Sharing
- Low Collaboration

Poor knowledge organization
- Knowledge loss
- Knowledge silos

Difficult Knowledge Discovery
- Convoluted process
- Too many/lack of knowledge destinations

Low employee time/motivation
- Poor incentives to adopt
- Time-consuming/disruptive process

Microsoft 365 Copilot
- AI powered assistant
- Microsoft 365 Chat
- Integrated across M365 apps
- Integrated across Viva Suite

SharePoint
- Microsoft Syntex add-ons
- Customizable wiki's
- Rules & PowerApps workflows
- Viva web-parts
- Copilot integration

Microsoft Viva Suite
+ Skills in Viva
+ People in Viva

Viva Engage
- Knowledge Socialization platform
- Answers in Viva
- Teams integration
- SharePoint web-parts

Viva Learning
- Learning curation & collection platform
- Access external sources
- Teams integration
- SharePoint web-parts

Tip: Teams integrates with each of the apps in this guide. Try to use Teams in all of your scenarios.

As someone in...
[department/team]

I would like to solve...
[KM challenge]

Using this feature...
[feature name]

Within this product...
[product name]

Integrated with...
[product/feature name]

I know I'm successful when...
[solution success measure]

Stakeholder R&Rs

Sample roles and responsibilities for running a successful Knowledge Management pilot. Business units, HR and IT departments should work in tandem to evaluate both technical capabilities as well as company fit and understand the employee experience through using Viva Topics.

Role	Responsibilities
Knowledge Program owner	Lead development of organization's knowledge strategy, deliver on objectives and champion knowledge discovery across organization. Responsible for planning pilot and determining what feedback/metrics to collect, identifying pilot participants and where to test. Must be familiar with products, internal learning, and company structure to inform rollout plan.
Knowledge managers and champions	Responsible for managing knowledge, encouraging knowledge contribution, monitoring creation of new knowledge. Identify top organization knowledge that requires more governance and assist IT Admin to identify sensitive sites, information, & users to exclude from project.
Project manager: communications	Responsible for writing communications/emails, creating and sending communication assets.
Project manager: feedback	Responsible for running discussion groups and surveys, gathering feedback
IT Lead	Responsible for purchase decision for new technology
IT administrator	Responsible for configuring apps for pilot group

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Training Strategy

Focus on the why

Make sure employees know why the change is happening, what's in it for them, and why they're being asked to change.

Use real work scenarios

Use tasks or processes familiar to your audience to draw them into learning how to use the technology.

Use multiple formats

Training end users should take on multiple forms to accommodate different learning styles, geographical barriers, and resource constraints.

Reinforce

Make the training stick with reinforcement options like on-demand training, lunch and learn sessions, and new employee training options.

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Adoption Resources

	Microsoft 365 **Copilot**	Microsoft Viva **Engage**	Microsoft Viva **Learning**	Microsoft **SharePoint**
Start Here	Microsoft Adoption hub	Microsoft Adoption hub	Microsoft Adoption hub	Microsoft Adoption hub
	Microsoft Copilot Adoption Kit (download)	Viva Engage Adoption Guide	Viva Learning Adoption Guide	SharePoint Training for IT Pros
	Microsoft Copilot Adoption Workbook	Answers in Viva Adoption Guide	Viva Learning Pilot Guide	SharePoint Training for End-Users
	Microsoft Copilot Rapid Adoption Guide	Viva Adoption Project Template	Viva Adoption Project Template	SharePoint Look-Book
	Microsoft Copilot Productivity Gains	Viva Engage Analytics	Viva Learning Analytics	SharePoint Envisioning & Value Realization
	Microsoft Copilot User Help & Learning	FastTrack Self-Service Deployment Guide	FastTrack Self-Service Deployment Guide	SharePoint Live & On-demand Training