



Microsoft 365
COMMUNITY CONFERENCE

AI-Powered Collaboration Unlocking Your Employee Knowledge Base in Engage

Whoa



The official event app for the
Microsoft 365 Community Conference

Event invitation code: Orlando2026

Join the event app to access:

- ➔ Event announcements
- ➔ Personalized agenda, session details
- ➔ Speaker & attendee profiles
- ➔ Networking, meet-ups, messages
- ➔ Event documents



Ramya Rajasekhar

Product Manager

Viva Engage



Allison Michels

Customer Experience

Viva Engage

Every company is on a journey to become a Frontier Firm

Phase 1

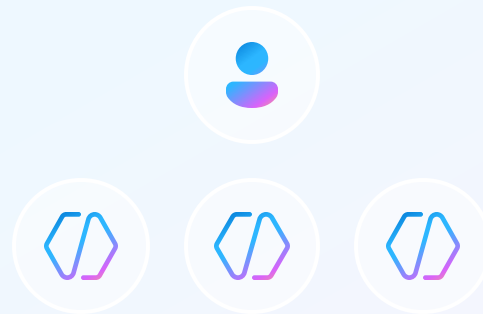
Human with assistant



Drive AI skills in your organization with **Copilot Adoption Community**

Phase 2

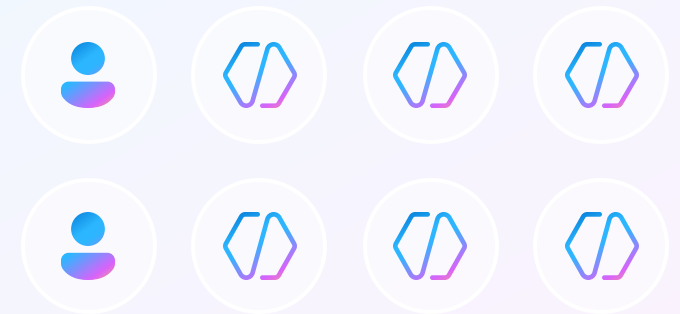
Human-led agents



Work alongside the **community agent** in Engage to support communities proactively

Phase 3

Human-led, agent-operated



Set direction for the **community agent to auto-post responses**, checking in as needed

Communities are a critical enabler for aspiring frontier firms



Peer-to-Peer learning

The most valuable information in a workplace is often unwritten or hard to capture. Active communities connect employees across roles, departments, and geographies—enabling all employees to easily share knowledge.

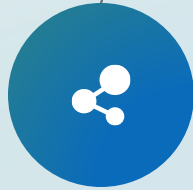


Connecting with experts

Communities capture and share expert insights, making knowledge accessible and actionable for everyone. AI then uses this collective expertise to deliver answers at scale and amplify impact across the organization.



Conversations



Communities



**Leadership
dialogue**



Events



Storyline

The community toolkit for frontier firms

Copilot Adoption Community

Kickstart Copilot adoption with ready-to-use communities

Agents in Communities

Scale expertise and save time with AI-powered answers



Available with Microsoft Copilot license

Microsoft 365 Copilot in Engage

Boost productivity and engagement with AI assistance



Available with Microsoft Copilot license

Engage content in Copilot chat responses

Unlock organizational knowledge for everyone



Available with Microsoft Copilot license

Microsoft 365 Copilot in Engage

Boost productivity and engagement with AI assistance



Smart Catch-Up

Summarizes recent activity within your communities and across your network so you're always up to speed



Writing Assistance

Helps you draft posts and replies using context from across Engage, refine tone, and overcome writer's block



Scoped Search

Lets you search locally or across your network to find the right information fast

Requires Microsoft 365 Copilot license



DAY IN THE LIFE (1/2) – Using Copilot in Viva Engage

David, Employee

Goals

Stay informed, communicate effectively, monitor engagement and join communities.

Morning

- **Catches up on updates:** Uses Copilot to summarize overnight activity, highlighting new posts, trending topics, and urgent issues across all communities. Stays informed and ready to engage.
- **Summarizes long threads:** Asks Copilot to condense lengthy conversations into key points, making it easy to understand main outcomes and next steps without reading every message.

Benefits

- Saves time catching up and staying informed.
- Makes it easier to participate in conversations and share ideas.
- Surfaces relevant information and feedback for continuous improvement.
- Supports proactive engagement and collaboration across the organization.

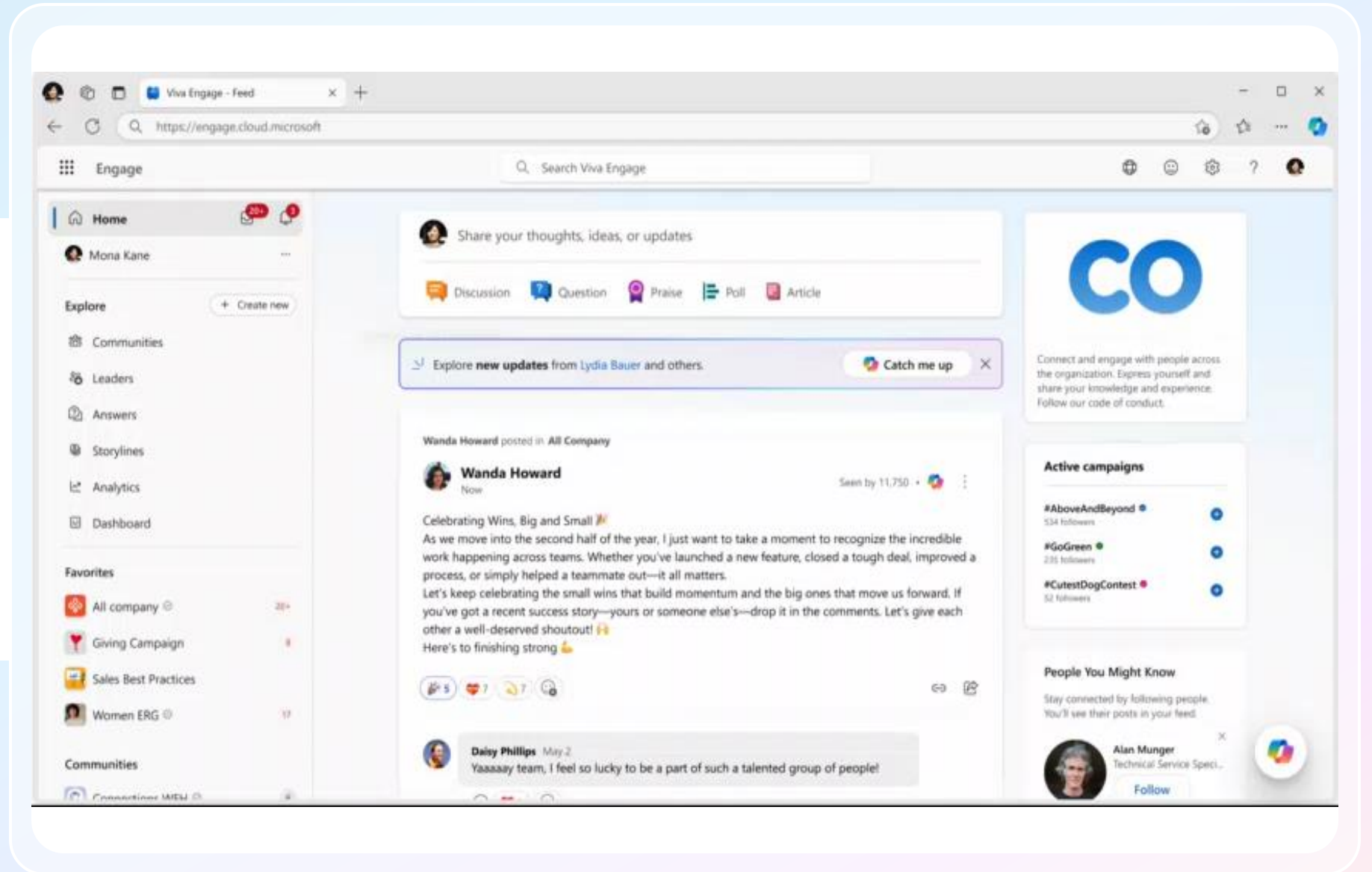
Prompt Examples

Summarize new posts and conversations from all my communities since yesterday. Highlight any trending topics or urgent issues I should know about.

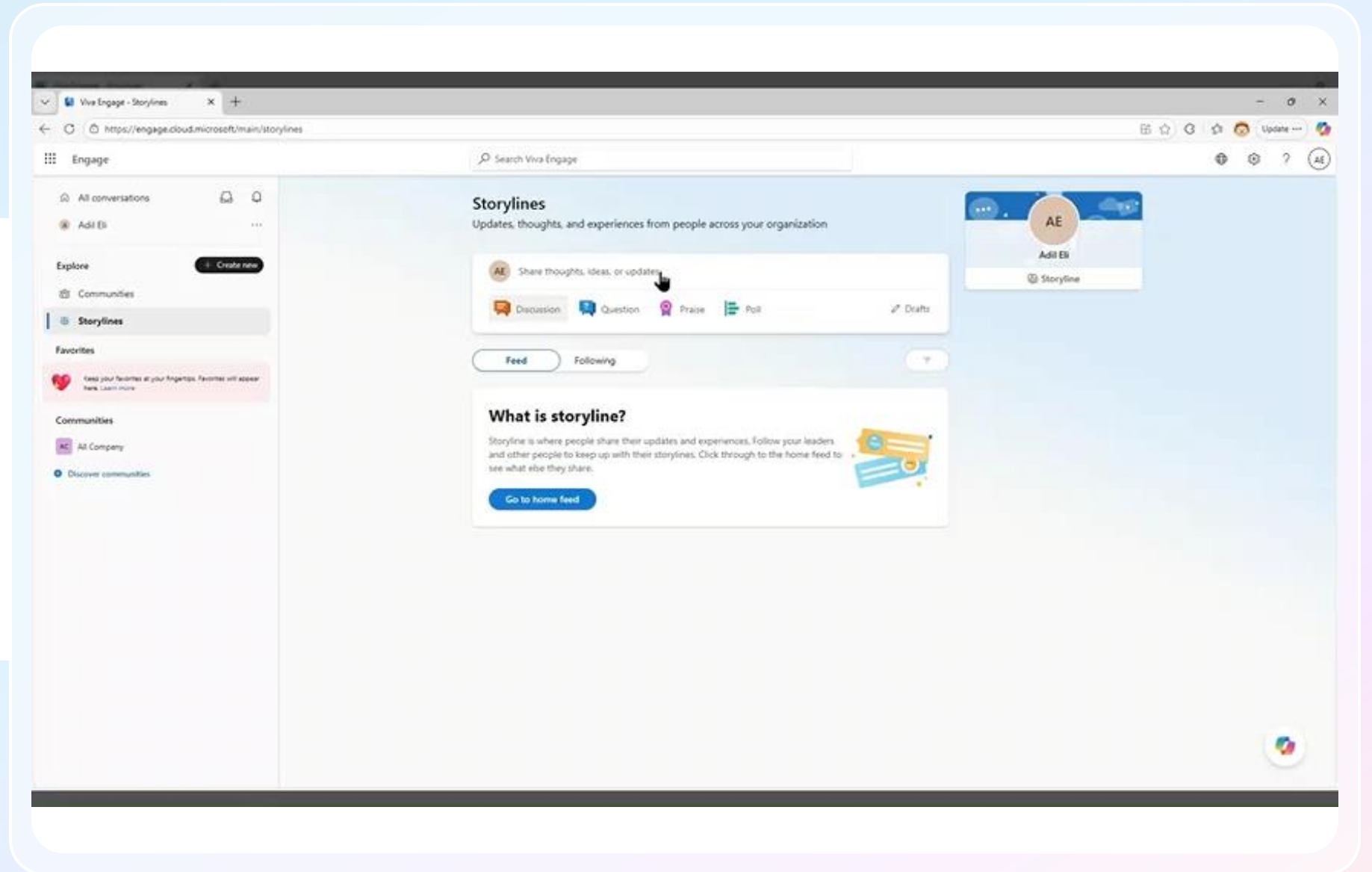
Show me engagement metrics for my recent posts. Which messages or threads need my follow-up today?"

Draft an end of day announcement for my team that matches our company's tone.

Catch up



Writing Assistant





DAY IN THE LIFE (2/2) – Using Copilot in Viva Engage

David, Viva Engage user

Midday

- **Searches for posts by leaders and peers:** Uses Copilot to surface recent communications from leadership and colleagues, ensuring alignment with company priorities and participating in relevant discussions.
- **Drafts posts with writing assistance:** Crafts clear, engaging posts about their experience or feedback, leveraging Copilot's contextual writing support.

Afternoon

- **Discovers trending themes:** Identifies popular topics and joins discussions, contributing ideas and learning from others.
- **Reviews feedback and engagement:** Uses Copilot to summarize comments and reactions on recent posts, understanding sentiment and responding thoughtfully.

Benefits

- Saves time catching up and staying informed.
- Makes it easier to participate in conversations and share ideas.
- Surfaces relevant information and feedback for continuous improvement.
- Supports proactive engagement and collaboration across the organization.

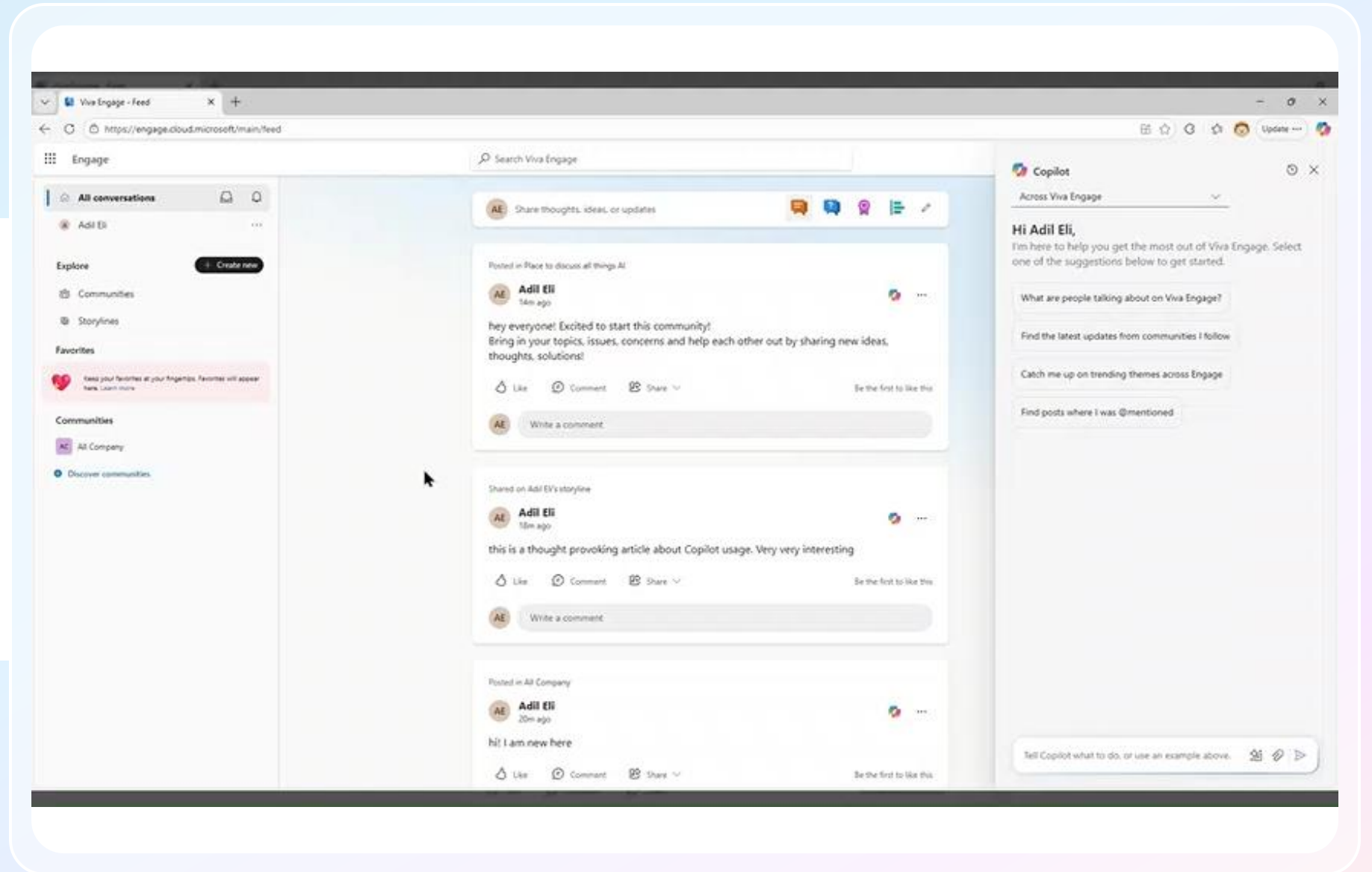
Prompt Examples

Summarize new posts and conversations from all my communities since yesterday. Highlight any trending topics or urgent issues I should know about.

Show me engagement metrics for my recent posts. Which messages or threads need my follow-up today?"

Draft an end of day announcement for my team that matches our company's tone.

Search for content



Make engaging posts

The screenshot displays the Viva Engage Copilot Community interface. The browser address bar shows the URL: <https://engage.cloud.microsoft/main/groups/eyJfdHlwZSI6Ikdyb3VwliwiaWQiOiIyNDA1Njk0OTk2NDg1Q/ali>. The Engage logo and a search bar are visible at the top.

Left Navigation Panel:

- Home
- Sarah Perez
- Explore [+ Create new](#)
- Communities
- Answers
- Storylines
- Analytics
- Favorites
 - Product Sales Support
 - Copilot Community**
- Communities
 - AC All Company
- [Discover communities](#)

Main Content Area:

Copilot Community
A community for folks who are passionate about Copilot adoption and helping each other get the most out of Microsoft's AI tools.

Welcome to your new community

Pin resources	Completed	Add members	Completed
Review suggested content	Completed	Write a post	Completed
Add a community expert	Completed		

Share thoughts, ideas, or updates

Discussion Question Praise Poll Article Drafts

Right Panel:

- Members • 11
- Community experts • 6
- Members who offer specialized knowledge in this community.
- Agent
 - Add a community agent to help answer questions and engage members using resources important to your community.
 - [Add agent](#)
- Expand your Copilot community
 - Add other users with Copilot licenses to this community.
 - [View all \(28\)](#)
- Community summary
 - Oct 24, 2025 - Nov 20, 2025
 - 2 People reached
 - 1 People engaged
 - 2

Engage content in M365 Copilot chat responses

Unlock organizational knowledge for everyone



Copilot integration

All public Engage content is available for Copilot responses, making knowledge easy to access in chat

Improved discoverability

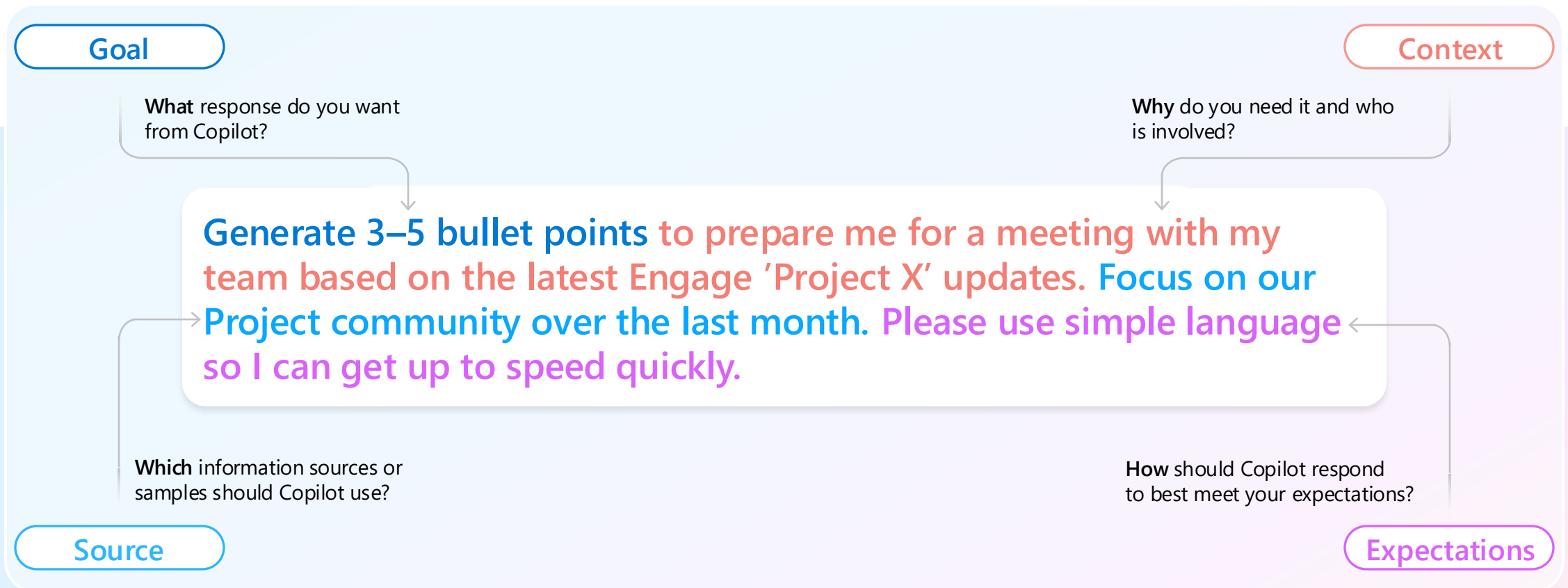
Copilot surfaces relevant conversations from Engage (including answers, leadership posts and discussions within events) so key information is found when you need it

Requires Microsoft 365 Copilot license

A screenshot of the Microsoft Copilot chat interface. At the top, a user asks: "What is some good guidance for customers putting GenAI into fully automated process without human in the loop?". Below the question, the Copilot response is displayed. It starts with "You asked for guidance for customers putting GenAI into a fully automated process without human in the loop. Based on enterprise resources and best practices, here are the key insights:". The response is structured into sections: "Why 'No Human in the Loop' Is Risky" and "Recommended Risk Mitigation Strategies". The "Why 'No Human in the Loop' Is Risky" section contains three bullet points: "Hallucinations & Accuracy Issues", "Compliance & Safety Risks", and "Workflow Drift & Vulnerabilities". The "Recommended Risk Mitigation Strategies" section contains one numbered item: "1. Automated Guardrails", which includes three sub-bullets: "Prompt Shields", "Groundedness Detection", and "Safety Monitoring". At the bottom of the chat window, there is a text input field with the placeholder "Message Copilot", and icons for "Tools" and "Sources". A small tooltip is visible over one of the bullet points in the "Why 'No Human in the Loop' Is Risky" section, showing a preview of the content: "What is some good guidance for customers putting GenAI into fully...".

Prompt Ingredients

To get the best response, it's important to focus on some of the key elements below when phrasing your Copilot prompts.



The Daily Prompt – New (1/2)



1

Morning Catch Up

For your first magic trick, quickly digest community content without manual scrolling.

Prompt: Summarize the most important updates from the communities I follow that I missed while I was away yesterday



2

Intent to Impact leviosa

Next, break the writer's block with this prompt.

Prompt: I want to post an update about our team's recent milestone using my rough notes [doc]. Make it engaging and concise, encouraging others to share feedback.



3

Mid-Day Pulse Check

Let Copilot help you listen at scale

Prompt: On the recent company-wide announcement, summarize the main themes of the comments and tell me what the most common question or concern is.



4

Crowdsource Knowledge

Let Copilot help you find answers and experts

Prompt: I need to find someone who has experience with [topic]. Search through recent Viva Engage discussions and suggest three colleagues who seem to be subject matter experts on this.

The Daily Prompt – New (2/2)



5

End of Day Reflection

Use Copilot to capture personal impact.

Prompt: Review my activity on Viva Engage from this week. Draft a short summary of my contributions.



6

Leadership Liaison

Let Copilot help you overcome seniority anxiety and engage with top-level leaders

Prompt: Analyze the CEO's post and suggest 3 thoughtful questions that show I've understood the vision, curious and enthusiastic



7

Culture champion

Have Copilot help you be an onboarding buddy.

Prompt: I see a lot of new members joined the community this week. Draft a 'Welcome' post that shares 3 'Pro-tips' to navigate the office culture



8

Gratitude Loop

Ask Copilot to help you celebrate peer success.

Prompt: I want to 'Praise' [Colleague] for their help on the recent presentation. Based on [notes]draft a meaningful recognition post that highlights how they made a difference

3 Copilot Agents for Community Admins

SharePoint docs as the knowledge source • ~15 min each • No code

Community Welcomer

Draft member welcome posts

Sources: Guidelines, FAQ, Onboarding docs

Sample Prompts:

"Draft a welcome post for 5 new members"

"Write a personalized welcome for a new VP"

"What should new members know about us?"

Content Creator

Turn docs into engaging posts

Sources: Meeting notes, decks, project updates

Sample Prompts:

"Turn meeting notes into a community update"

"Draft an announcement about our launch"

"Create a poll about Q2 priorities"

Engagement Coach

Boost community engagement

Sources: Best practices, strategy, metrics

Sample Prompts:

"Give me 5 post ideas for this week"

"Create a 4-week content calendar"

"Plan an AMA for our community"

Demo – Community Engagement Coach Agent

The screenshot displays the Microsoft Copilot Agent Builder interface in a web browser. The browser tabs include 'Viva Engage - All Company', 'M365 Copilot', and 'Communication site - Documents'. The URL is <https://m365.cloud.microsoft/chat/agent/new?fromCode=cmcv2&redirectId=405AFE3F45034C86BB29578641B55F85&internalRedirect=CCM&client-request-id=c4e39d48-8dd5-497f-999f-ae9aeb...>

The interface is titled 'Agent Builder > New Agent' and features a 'Create' button in the top right corner. Below the title are 'Describe' and 'Configure' tabs, with 'Configure' being the active tab. A 'Template' dropdown menu is set to 'None'.

The main configuration area is divided into three sections:

- Details:** Includes a profile icon (a blue hexagon with a white 'C'), a 'Name' field containing 'New Agent', and a 'Description' field containing 'Describe your agent'.
- Instructions:** A text area with the prompt: 'Describe what this agent should do, define its tone, and outline any rules or guidelines it must follow'.
- Knowledge:** A section with a refresh icon and a note: 'Choose the sources your agent will use to generate responses'.

On the right side of the interface, there is a large preview area showing a placeholder for the agent's profile with the text 'New Agent' and 'Description' below it.

A sidebar on the left contains navigation options: 'New chat', 'Search', 'Library', 'Create', 'Agents' (with sub-items: 'Researcher', 'Analyst', 'Welcome members to Co...', 'Community Content Creat...', 'Excel', 'Word', 'New agent'), 'All agents', 'Notebooks' (with 'All notebooks'), 'Chats' (with a search icon and several draft titles), and 'Apps' (with 'Adii Eli').

At the bottom of the page, a small disclaimer reads: 'AI-generated content may be incorrect | Copilot Studio capabilities in M365 are processed by the Copilot Studio service. By using this experience, you agree to these Terms | Privacy and cookies'.

Copilot in Engage Resources

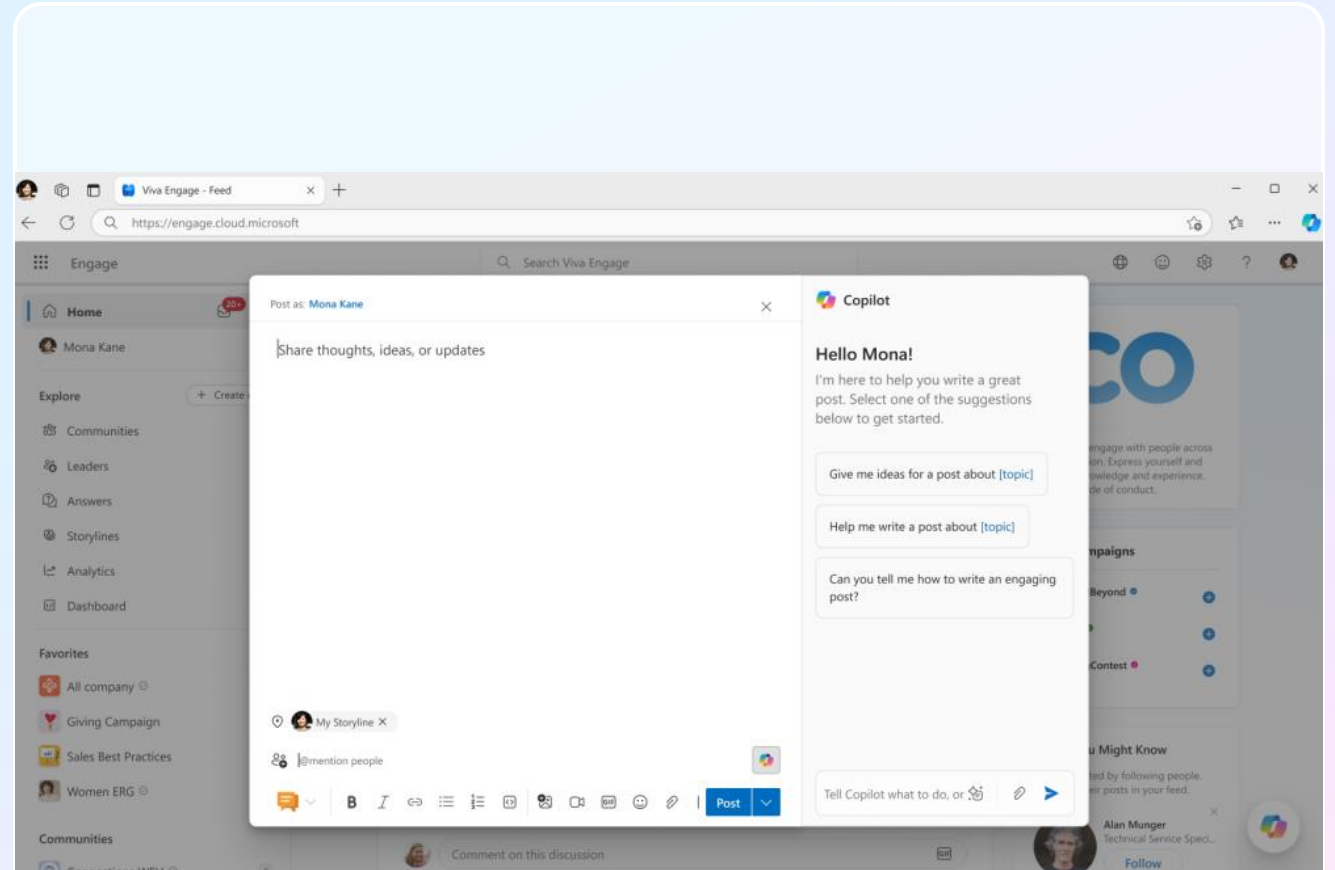


Get started with Microsoft 365 Copilot in Viva Engage

- [Support documentation](#)
- [Learn documentation\(for IT\)](#)



Learn more about [AI Summarization](#)



Peer-to-peer Learning: Why this matters

Community makes Copilot real



Social proof converts intent into behavior

In AI adoption contexts, social and experiential learning – particularly through peer-to-peer exchanges, discussions with colleagues, and shared problem solving have been observed as integral parts of informal learning in professional contexts.*



Modern approach to adoption

Shift from training to enabling:
Move away from traditional instructor-led training toward open forums, peer discussions, and self-guided exploration**

Community infrastructure:
Provide purpose-built platforms that facilitate peer learning



Power users drive secure adoption

Power users showed higher engagement with organizational AI tools

Noticeably lower use of unsanctioned AI (66% vs. 83% for non-power users)***

*[Beyond AI Training: How Social and Experiential Learning Shape AI Adoption in the Workplace](#), by Riya Sahni and Lydia B. Chilton (Columbia University, 2025)

**[2024 Work Trend Index Survey](#)

***[Generative-AI-in-Real-World-Workplaces.pdf](#), The Second Microsoft Report on AI and Productivity Research

Introducing the Copilot Adoption Community

Connect | Collaborate | Realize value

The Copilot Adoption Community is an out-of-the-box community on Engage, activated with one-click, **available to all tenants** that have Engage enabled.

The screenshot displays the Viva Engage web interface. The browser address bar shows 'https://engage.cloud.microsoft'. The left sidebar contains navigation options: Home (with 20+ notifications), Mona Kane, Explore (with a 'Create new' button), Communities, Leaders, Answers, Storylines, Analytics, and Dashboard. Under Favorites, 'Copilot Community' is highlighted with 8 members. Other favorites include 'All company' (20+), 'Sales Best Practices', and 'Women ERG' (17). The main content area features the 'Copilot Adoption Community' header with a banner image and a description: 'This is a space for everyone to learn from one another and gather tips and tricks on how to improve Copilot adoption in your organization.' Below the header is a 'Welcome to your new community' panel with several 'Not started' buttons: Pin resources, Add members, Review suggested content, Write a post, Add a community expert, and Setup a community agent. A post creation box is visible with the prompt 'Share thoughts, ideas or updates' and options for Discussion, Question, Praise, and Poll. The right sidebar shows 'Members' (26,391), 'Community experts' (7), 'Agent' (with an 'Add agent' link), 'Info', 'Pinned', and 'Community Resources' (including 'SharePoint Library').

Why Copilot Adoption Community (CAC)?

Organizations adopting Copilot need more than tools. They need a living AI playbook – CAC is that space

Microsoft-curated weekly content: Inspiring posts like [#PromptOfTheWeek](#), the Great Copilot Journey, [#How-To](#) videos, and more. Get pre-seeded posts and conversation starters to keep engagement fresh and relevant.

Building the knowledge-flywheel that includes features such as [related questions](#) – Because adoption thrives on connection, curated insights, and measurable impact

Mona Kane Yesterday at 9:02 PM Seen by 772

QUESTION

Copilot studio features inclusions in M365 copilot

Hi, are the below features part of M365 Copilot agents (Lite experience) or they are only covered with the full experience of Studio? Features/capabilities are: Classic orchestration, topics, multi-agent communication, triggers and flows. Also from licensing perspective, only the features that are covered in Lite experience are part of the M365 copilot license? I mean that features covered in full studio experience are not covered in M365 Copilot license and customers need to purchase either message packs or enable PAYG? Thanks a lot in advance

Like Answer Share Richard Mascarenhas

Bryan Wright Yesterday at 10:17 PM 1

> Classic orchestration, topics, multi-agent communication, triggers and flows

These are all Copilot Studio full features exclusively. Users with M365 Copilot are zero rated (free) for any engagement with a Copilot Studio Full built agents. Not feature, by feature.

Empower your Copilot community with Community Agent



Pre-Built Agent for your Copilot Community

Out of the box agent that can build on the conversations that are happening in your community.



Experts verified Agent responses

Community experts and admins can review and mark responses as verified to scale organization knowledge.

Copilot Adoption Community Conversations About Analytics Events

Unread Channels Chats Unmuted

Copilot

Quick views

Discover

Favorites

Mona Kane

Employee News and Events

Chats

Teams and channels

Communities

All Company

Copilot Early Adopters

Search (Ctrl+Alt+E)

Copilot Adoption Community

This is a space for everyone to learn from one another and gather tips and tricks on Copilot adoption in your organization.

Ask a question

Question

All conversations

Bryan Wright Just now

QUESTION

What are some of your quick wins with Copilot?
Feel free to share!

Copilot Adoption Community

Agent

A virtual community member who facilitates knowledge sharing.

Agent is active
Accessing group resources

What this agent can do

Answer questions
Responds to question posts in this community.

Provide more context
Addresses follow-up questions when @mentioned

Resources

Copilot Adoption Community's posts, SharePoint site and library



Review Analytics and Copilot Conversations



Review the analytics

Understand the analytics, sentiment analysis and themes from your Copilot Community.



Coming next...

Copilot Conversations from Engage coming into Microsoft Viva Insights

The screenshot displays the Microsoft Viva Insights interface. At the top, it says "Microsoft Viva Insights" with a search bar and the Copilot logo. The main heading is "Employee sentiment about Copilot". Below this, it says "Post highlights from Viva Engage" and "See how people across Viva Engage are sharing tips, experiences, and ideas about Copilot." There are three highlighted posts:

- Danielle Booker** (Apr 28, 2025 | Posted in NL Together | Seen by 1,283 | 29 reactions | 3 comments): "How to get Copilot to craft an analogy to help you explain something: Have you ever tried to explain something that was densely technical to a non-technical audience? Sometimes, a witty analogy will do the trick. Copilot's got you covered with analogies that are as smooth as butter on a hot pancake..."
- Henry Brill** (Apr 28, 2025 | Posted in NL Together | Seen by 1,283 | 29 reactions | 3 comments): "Hey Team, I wanted to share a quick tip that has been a game-changer for me: using Copilot's meeting summarization feature in Teams. It's been incredibly helpful in capturing all the key points and action items from our meetings, making follow-ups so much easier. For example, last week we had a lengthy discussion about our upcoming project deadlines. Copilot summarized the entire meeting, highli..."
- Bruno Zhao** (Apr 28, 2025 | Posted in NL Together | Seen by 1,283 | 29 reactions | 3 comments): "As many of us are having career conversation, here is a good prompt to get the conversations started! "Copilot, based on my recent projects, skills, and feedback, what are potential career growth opportunities within my current role or beyond? Identify strengths I should build on and areas to develop, along with one strategic risk I could take this year to accelerate my career."Copilot, based on my...

Each post has a "View in Viva Engage" button. At the bottom, there is a "View more" button.

Communities to Drive AI Adoption

AVAILABLE NOW

The image displays a Microsoft Teams chat interface on the left and a mobile phone on the right. The Teams interface shows the 'Copilot Adoption Community' page, which includes a search bar, navigation tabs (Conversations, About, Analytics, Events), a community banner with the Copilot logo, and a post by Daniela Mandera. The mobile phone shows a notification for an announcement by Daniela Mandera, featuring a video thumbnail of a panel discussion and a text recap of the event.

Teams Chat Interface:

- Activity:** Chat, Calendar, Calls, OneDrive, Copilot, Apps.
- Chat:** Unread, Channels, Chats, Unmuted.
- Quick views:** Mentions, Followed threads, Discover.
- Favorites:** Serena Ribeiro (You), Zava Company, ZavaFlow Launch, Miguel Garcia, Cecil Folk, Project ZavaFlow, Zava North America, Sales Support Hub.
- Chats:** Mona Kane, Tim de Boer, Aadi Kapoor, Lydia Bauer, Babak Shammias.
- Channels:** Zava security reviews, Fabrics Collab, Product team, New feature requests.
- Communities:** Copilot Adoption Community, Pets at Zava.

Copilot Adoption Community Page:

- Search:** Search
- Navigation:** Conversations, About, Analytics, Events
- Banner:** Copilot Adoption Community
- Description:** A community for folks who are passionate about Copilot adoption and helping each other get the most out of Microsoft's AI tools.
- Share:** Share thoughts, ideas, or updates
- Actions:** Discussion, Discussion, Comment, Like, Share
- Post:** Daniela Mandera 9:30 AM, Seen by 11,379, Announcement
- Video:** Copilot Adoption Panel

Mobile Phone Interface:

- Time:** 9:41
- Notification:** Announcement by Daniela.. > Copilot Adoption Community
- User:** Daniela Mandera 9:25 AM
- Video:** Copilot Adoption Panel
- Text:** Last week's leadership panel on Microsoft 365 Adoption was a blast! We had an awesome panel of speakers sharing how their organizations are adopting Copilot. Here's a quick recap.
- Engagement:** 5 likes, 8 hearts, 7 emojis, 11,379 views
- Comments:** Mona Kane 11:44 AM: Awesome recap! Can't wait for Q2 2026 when Zava is 100% onboard with Copilot!; Colin Ballinger 11:44 AM: This is so great. Thank you Daniela
- Reply:** Reply to post



Unlock Copilot adoption

Copilot Adoption Community (CAC) users have **+30% more active days** on Microsoft 365 Copilot compared to Non-CAC users in the same network

Source: Based on internal Microsoft analytics (June 2024–July 2025). “Copilot Adoption Community users” are those who interacted with a CAC; “Non-CAC users” are M365 Copilot-enabled users in the same network. Days active measured over a 12-week period. Lift is statistically significant ($p < 0.05$).

Champions & Experts



Champions normalize AI use

- Shape culture and model good posting + Copilot habits
- Encourage peers and spark participation
- Build momentum across communities



Experts make content trustworthy

- Validate answers and raise correctness + trust
- Handle nuanced, technical questions
- Partner with AI agents to refine responses

Together: They form the human scaffolding that powers sustainable AI adoption

Community Experts in Viva Engage

Build trust, validate knowledge, and make answers easier to find

Trusted designation

Community admins assign experts; the Community Expert label appears next to their name in that community and in the Experts section

Quality signals in Q&A

Experts can mark Best answer and apply Verified to highlighted trusted content

Surface official guidance

Experts can pin key posts so authoritative guidance stays easy to find and repeat questions drop

The screenshot displays the Viva Engage interface. A modal dialog titled "Assign community expert" is open, showing a list of community members with "Mark as expert" buttons. The background shows a community page with a cover photo, a "Members" count of 26,391, and a "Community Experts" section with 7 members. The dialog box includes a search bar, a list of members with their names and roles, and a "Close" button.

Assign community expert

Experts are members who offer specialized knowledge and are capable of marking best and verified answers. [Learn more](#)

Search

Community experts

- Mona Kane (Community expert) SOFTWARE ENGINEER [Remove as expert](#)

Community members

- Amanda Brandy (Admin) IT SUPPORT ADMIN [Mark as expert](#)
- Charlotte deCrum COMMUNICATIONS SPECIALIST [Mark as expert](#)
- Cameron Evans IT SUPPORT ADMIN [Mark as expert](#)
- Daisy Phillips HEAD BOOKING AGENT [Mark as expert](#)
- Daniela Mandera HEAD BOOKING AGENT [Mark as expert](#)
- Kayo Miwa COMMUNICATIONS SPECIALIST [Mark as expert](#)
- Henry Brill IT SUPPORT ADMIN [Mark as expert](#)

Close

Members · 26,391

Community Experts · 7

Members who offer specialized knowledge in this community.

Hey Everyone!

This community for us to better align on projects as a team, and to share our work / praise each other as we celebrate milestones and achieve goals.

Pinned

- Welcome video
- Contoso Start Dates.docx

[View all](#)

Community Resources

- SharePoint Library
- SharePoint Site



Agents in Communities

Scale expertise and save time with AI-powered answers

Grounded, contextual answers

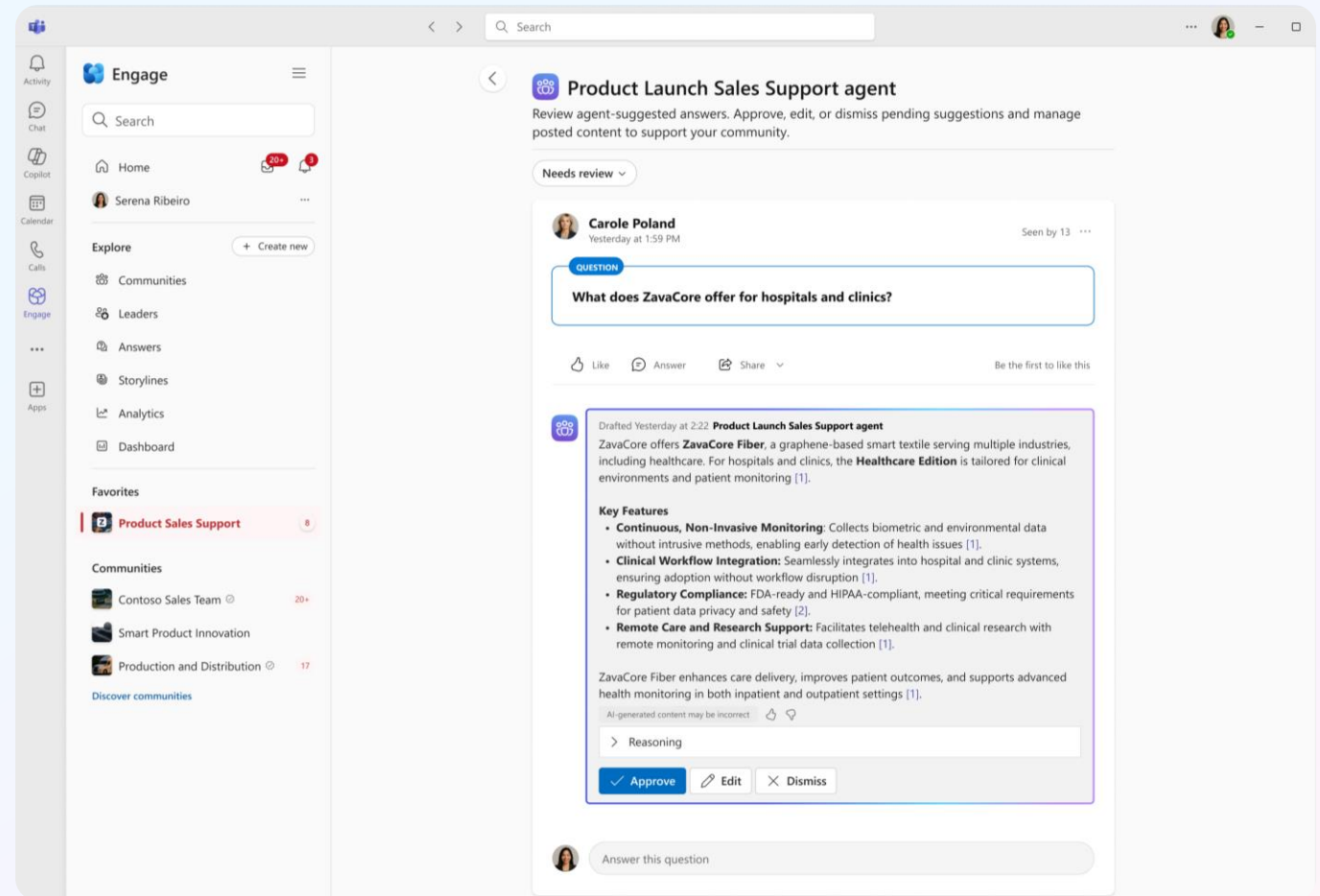
Delivers relevant responses using the community's conversations and SharePoint files*

Proactive & transparent

Automatically drafts answers to open questions, backed by deep research, reasoning, and references for transparency

Expert review & verification

Admins and experts can review, edit or auto-post responses; approved answers are automatically marked "Verified" to build trust



*Agents can ground on files in the community's SharePoint library. Grounding on SharePoint sites outside community coming soon
Available in public preview and requires Microsoft 365 Copilot license



Join the Community agent preview

The screenshot displays the Viva Engage user interface. At the top, a search bar prompts the user to "Type 'with:' to narrow your search to a person". A prominent notification banner at the top center reads: "Join the community agent preview to help answer questions and engage members using your community's trusted resources. [Learn more](#) [Join preview](#)".

The left sidebar contains navigation options: Activity (with a notification badge), Chat, Calendar, Calls, OneDrive, Copilot, Connections, Viva Engage (highlighted), and Apps. The main content area is titled "Engage" and includes a search bar for "Search Viva Engage". Below this is a "Home" section with a user profile for Sarah Perez and a "Create new" button. An "Explore" section lists "Communities", "Answers", "Storylines", and "Analytics". A "Favorites" section lists "Product Sales Support" and "Copilot Community".

The central feed shows a post from "Serena Ribeiro" in the "Product Sales Support" community, dated "Nov 13". The post content is partially visible, starting with "ZavaCore Compete Analysis". Below the post, there is a "ZavaCore™ Fiber: Overview" section. To the right of the feed, a "People to follow" sidebar lists "Carole Poland" and "Serena Ribeiro", each with a "Follow" button.

At the bottom right corner, the Viva Engage logo is displayed.

Enable "Community agent preview" in Engage admin center

The screenshot displays the Viva Engage admin center interface. The browser address bar shows the URL <https://engage.cloud.microsoft/main/admin/tenant-settings>. The page title is "Tenant settings" with a "Learn more" link. A search bar for "Search Viva Engage" is located at the top. The left sidebar contains navigation options: Home, MOD Administrator, Explore (with a "Create new" button), Communities, Storylines, and Dashboard. Under "Favorites", there is a message: "Keep your favorites at your fingertips. Favorites will appear here. [Learn more](#)". The "Communities" section lists: BE Best Community Ever, CE Community Agent Enabled, and AC All Company, with a "Discover communities" link.

The main content area is titled "Tenant settings" and includes a "Back" link. The "Community agent preview" section is highlighted with a red border and contains the following text: "Enables preview access and takes effect immediately for your organization. Once enabled, all Microsoft 365 Copilot-licensed users can add the agent to communities they manage. When the feature becomes generally available, the community agent will be managed through licensing, and this toggle will be removed. [Learn more](#)". The toggle switch for this feature is currently turned "On".

Below this, the "Viva Engage tenant name" section shows the name "Contoso" with an "Edit" button. The "Usage policy" section includes an "Add" button for a custom usage policy, a toggle for "Require users to review policy upon initial login and after updates" (currently "Off"), and an "Add" button for a tenant logo. The "Notification settings" section has a toggle for "Allow community admins to enable immediate email delivery" (currently "On").

Prepare your community



Set Default publisher = Question to boost answerable posts; the agent picks up 'Question' posts



Assign Community Experts to review answers and mark Verified



Capture baseline Q&A metrics before rollout to measure impact later

Publisher and feed

Default publisher
Choose a default post type.


Question



Community experts • 3 +



Configure the community agent

 Consider requiring a review before posting to get a feel for the agent's answers first

 Add SharePoint sources your community relies on most*

Capabilities

Customize how the agent acts within your community. Each setting is independent and can be turned on or off without affecting the others.

Require review before posting

Agent-generated answers must be reviewed and approved by a community admin or expert before being posted. When this setting is turned off, answers are posted automatically.



Add reference material

Add a SharePoint team site or library to help the agent give more informed answers. Only team sites are supported. The agent creator must be the owner of the site or library, and the content must be accessible to this community.

Add

Added links



Sales Readiness Hub

<https://m365x00104473.sharepoint.com/sites/SalesReadinessHub>



*You need to be an admin/owner of both the community and SharePoint site to do this

Announce, verify and measure



Announce the agent

Share how it works, what sources it uses, who reviews (if enabled), and your review cadence



Promote use of "Verified"

Encourage experts/admins to apply it so members quickly learn what to trust



Track results vs. baseline

Time-to-answer, % answered

 Announcement



Sarah Perez

Community expert

3m ago



We're excited to share that our community is previewing the Community Agent!

It is an AI assistant designed to help answer questions in our community. It uses our community's knowledge from past conversations and provides grounded, reference-backed responses to questions that haven't been answered yet.

What to expect

- The agent checks for unanswered questions every **15–20 minutes**
- It responds to recent questions (from the past **14 days**) that don't already have a "Best" or "Verified" answer
- Uses **our community conversations** and **approved SharePoint sites/files** as grounding sources
- In this preview, **admins and designated experts review** every draft before it's posted (approve, edit, or dismiss)

Community Agent Resources



View our interactive [demo](#)



Read our [announcement blog](#)



Set up [agents in communities](#)

The screenshot shows a Viva Engage community interface. On the left is a navigation sidebar with options like Home, Explore, and Favorites. The main content area features a header for 'Product Sales Support' with a search bar and a large blue overlay box. The overlay box contains the following text:

Welcome to Agents in Viva Engage Communities

See how agents in Viva Engage communities work with users to proactively draft, auto-post, and verify answers in communities, speeding knowledge sharing and making trusted information easy to find and reuse.

Click through this short interactive demo to get a feel for how it works.

[Start the interactive demo](#)

Below the overlay, a user named Mona Kane has posted a question: "What are the KPIs and success metrics we're tracking for the ZavaCore Fiber launch?". The right sidebar shows community statistics like 'Members: 1,515' and 'Community experts: 2', along with a 'Community Resources' section listing SharePoint Library, SharePoint Site, and OneNote.

We have an
exciting future ahead.



▶ Let's stay connected

Resources, templates and
Viva Engage Customer
Connection Community!

Viva Engage Customer Community

Interact and learn from product groups and other customers!

aka.ms/VivaEngage/JoinUs



Viva Engage Adoption Resources

Community checklists, launch kits, and more templates.

aka.ms/VivaEngage/Adoption



Viva Engage Masterclass

Learn best practices from experts, dive deep into the product with experts

aka.ms/VivaEngage/Masterclass



Expertise and tools for your journey



Technical expertise
via our FastTrack
partners

aka.ms/Microsoft/FastTrack



**Tools, resources &
training** on our
Adoption Hub

adoption.microsoft.com



Events and real-world
knowledge in our
community

aka.ms/TechCommunity

News & Community content



Microsoft Community Learning
aka.ms/Community/LearningChannel
Community led expert content on all your favorite Microsoft services.

Start your week with live news and event updates aka.ms/MondaysatMicrosoft
Watch live or on-demand & share our blog.

Home / Microsoft 365 Copilot

Microsoft 365 Copilot

Deliver value and employee satisfaction with our tools for Microsoft 365 Copilot deployment and adoption. This powerful technology combines the power of large language models (LLMs) with your organization's data – all in the flow of work – to turn your words into one of the most powerful productivity tools on the planet.

Microsoft 365 Copilot Chat and in-app experiences provide real-time intelligent assistance, enabling users to enhance their creativity, productivity, and skills.

[Looking for Copilot resources for Small and Medium Businesses? >](#)

Copilot Success Kit

Our Success Kit empowers you to achieve rapid value with Copilot while enabling your progressive skilling journey with AI tools.

[Download here >](#)

Copilot Chat and agent starter kit

This new kit includes guidance on IT controls, setup, and resources to help prepare your tenant and enable your users to create and use agents.

[Explore the kit >](#)

Join the Copilot community

The Microsoft 365 Copilot community is your hub for the official blog, latest news, and discussions.

[Join now >](#)

Microsoft 365 Copilot

Welcome to the Microsoft 365 Copilot community. Your hub for the latest news, live events, and discussions on Microsoft 365 Copilot. For help & learning (how-to articles and training resources), please visit [Microsoft 365 Copilot Adoption hub](#).

[Unfollow](#)

[#M365Con](#)

The ultimate Microsoft 365 community event

Learn directly from the experts and redefine what's possible at work—join us at the Microsoft 365 Community Conference.

[Learn more!](#)

Stay Connected!

Engage with the best
community in tech...
There's something
for everyone!

Microsoft Tech Community

The community platform for Microsoft 365
– forums, blogs, and events

<https://aka.ms/joinMTC>



CommunityDays.org

Find or host a local event in your area
or to match your interest

www.communitydays.org



Microsoft Community on LinkedIn

News, announcements and training
delivered to your news feed

<https://aka.ms/microsoftcommunitylinkedin>



The one stop shop for Microsoft ecosystem community events

The screenshot displays the Community Days website interface. At the top left, the logo reads "Community Days Supporting the Microsoft Community". The navigation menu includes "Home", "Events", "Calls", "Speakerboard", "Contact", "FAQs", "About", and a "Create" button. The main heading is "Discover Community Events happening across the world." Below this is a search bar and filter options. The "WHERE" filter is set to "Global", and the "FILTERS" section includes checkboxes for "Registration Open", "Call for Speakers", "Call for Sponsors", "Hide Paid", and "Hide Others". The event grid features the following items:

- FABRIC DATA DAYS**: Nov 4 - Dec 8, 2025. Location: Your city, Your country, United States. Format: Hybrid. Cost: Free.
- SMARTCLOUD 365 - 2025**: November 25, 2025. Location: Germany. Format: Virtual. Cost: Free.
- DYNUG AUTUMN CONFERENCE 2025**: November 25 - 26, 2025. Location: Oslo, Gardermoen, Norway. Cost: Paid.
- SHIFT ENTER SUMMIT 2025**: November 26, 2025. Location: Budapest, Hungary. Cost: Paid.
- AI COMMUNITY CONFERENCE - AIICO SEOUL**: November 26, 2025. Location: Seoul, Jongno District Seoul, Korea, Republic of. Cost: Free.
- AI COMMUNITY CONFERENCE - TORONTO 2025**: November 26, 2025. Location: Toronto, Ontario, Canada. Cost: Free.
- SEASON OF AI - MCP**: November 26, 2025. Location: Gurgaon, Haryana, India. Format: Hybrid. Cost: Free.
- ESPC25**: December 1 - 4, 2025. Location: Dublin, Dublin 1, Ireland. Cost: Paid.
- MSREBUILD 2025**: December 2, 2025. Location: Nantes, Pays de la Loire, France. Cost: Free.
- TECHBAYANIHAN 2025 DATA AT AI PARA SA BAYAN**: December 3 - 4, 2025. Location: Makati City, National Capital Region, Philippines. Cost: Paid.

www.communitydays.org

SharePoint at 25 short film: More than Code



In honor of SharePoint's 25th birthday, *More Than Code* is a short film that explores the people, passion, and innovation behind one of the most transformative platforms in modern work. This film captures the stories of builders, leaders, and community champions who helped shape SharePoint into the knowledge backbone for collaboration, Copilot, and the next generation of agents.

SharePoint is more than code—it's 25 years of connection, innovation and impact.

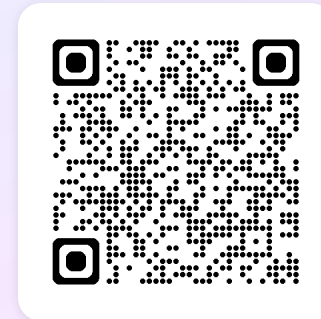
Watch the digital premiere

Stream the documentary online globally in late April and celebrate SharePoint's 25-year journey from anywhere.



Watch the SharePoint at 25 digital event

Prepare for the film with a special digital event featuring insights, stories, and what's next for SharePoint in the era of AI.



Join MGCI – Learn, Share, Grow.

The Microsoft Global Community Initiative (MGCI) – Empowering global Microsoft communities with the tools, training, and resources to create impactful events and amplify diverse voices.

Learn, Share, Grow.
Event producers unite!

Join MGCI today! aka.ms/MGCI



**Thank you to our
Microsoft
Most Valuable
Professionals (MVP)
and Regional Directors!**

