Launch Copilot with Viva Engage

Use Viva Engage to successfully support and scale your Copilot rollout

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Launch Copilot…with Viva Engage

Welcome to our Guide to help you launch Copilot with Viva Engage. We will show you how to:

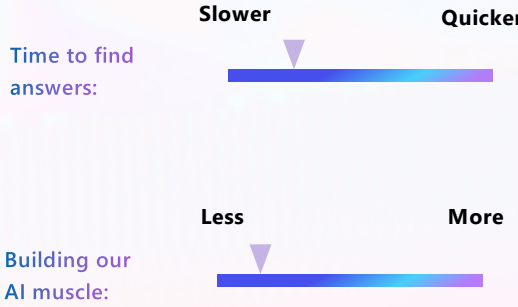
- Gather Copilot early adopters in a Viva Engage community to collaboratively exchange new practices and insights.
- Propel Copilot adoption by utilizing Viva Engage's leadership communication features for dynamic engagement.
- Power and scale user support by deploying Answers in Viva for prompt and effective problem-solving.

A modern approach to adoption

Deploy rapidly & at scale

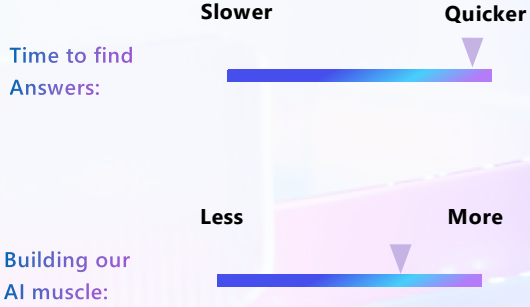
Traditional change approach

FAQs, user guides, adoption comms, instructor-led training, etc.



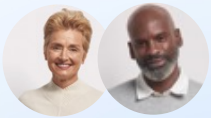
Viva Engage and Answers in Viva

Open forums to discuss, share ideas, learn from others and attend online events.



What roles do we need?

Community Manager
To set up and facilitate the community.



Copilot Users
The audience for this community

Copilot Subject Matter Experts
Needed to give support: these could be SMEs by app (e.g. Copilot in Excel, Bing), by area of expertise (e.g. prompting), or technical (e.g. troubleshooting)

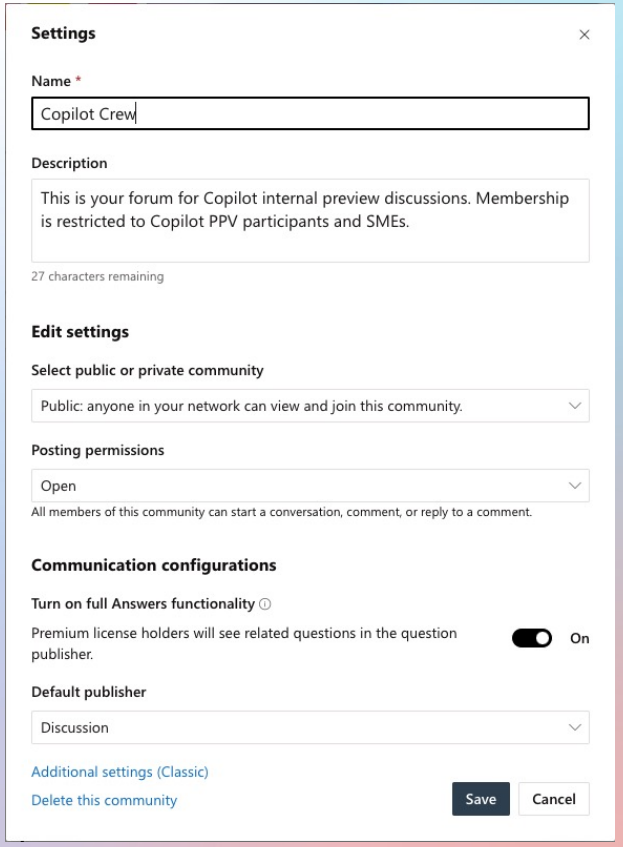
Optional: Internal Communicator
Communications expert to support the rollout

1. Create Copilot Community

Viva Engage community success

It's time to set up your Viva Engage community to being generating excitement, sharing learning and supporting your future Copilot champions and experts.

1. Create your community: "Copilot Crew".
2. Choose if you want this community to be private (good for a limited early cohort) or public
3. Ensure Answers in Communities is turned on for the community*
4. Add a great cover photo and icon for the community.



Uses for the Copilot Crew Community

Create excitement: Announce new capabilities, show leadership support.

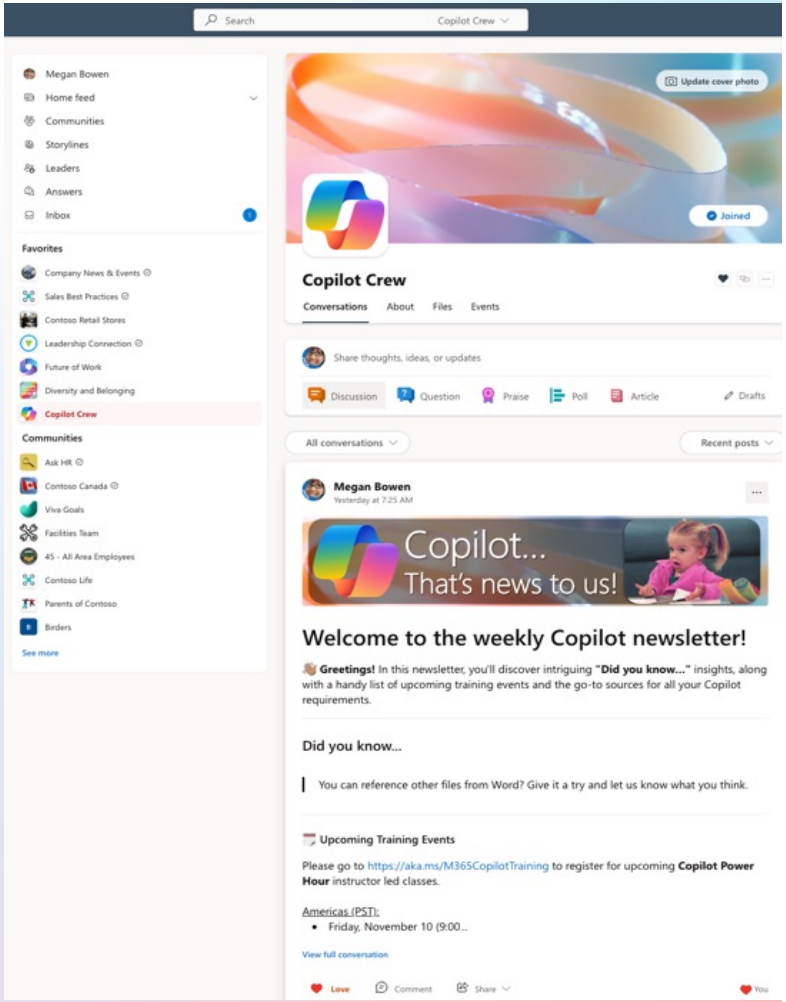
Offer scaled support: Members can ask questions and see all best answers.

Upskilling: Run initiatives such as a prompting masterclass, share tips and tricks to all.

Showcase best practices and stories: Post the very best success stories of Copilot use in your organization.

Crowdsource new practices and new stories: Learn all new practices and stories in your organization

Check your success with detailed analytics

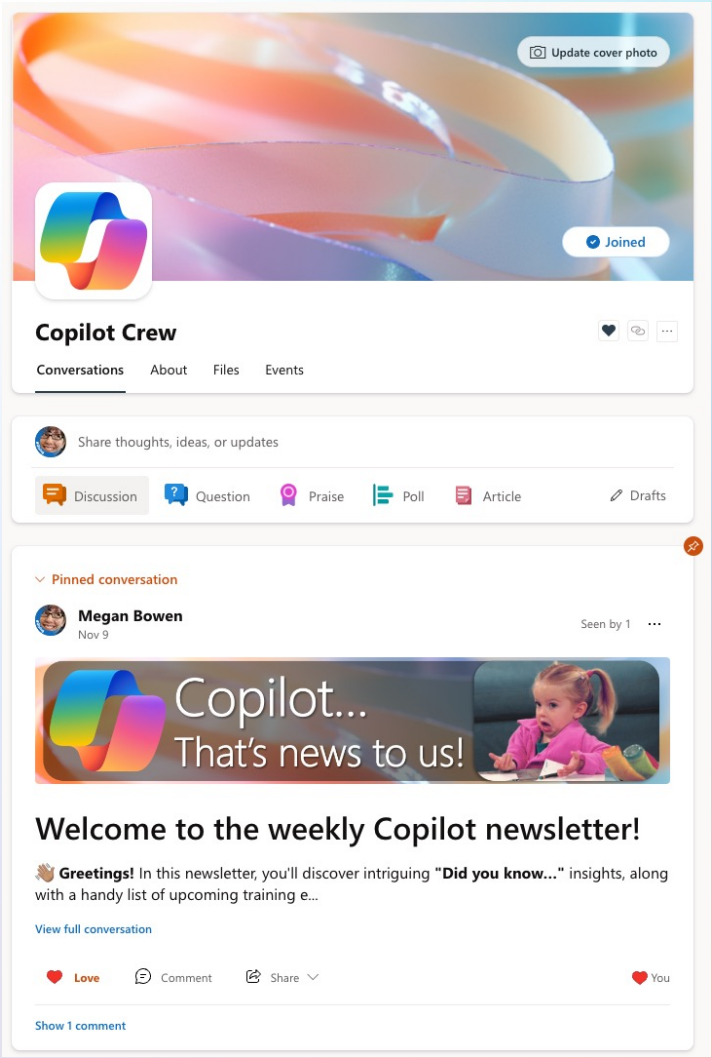


Generate excitement

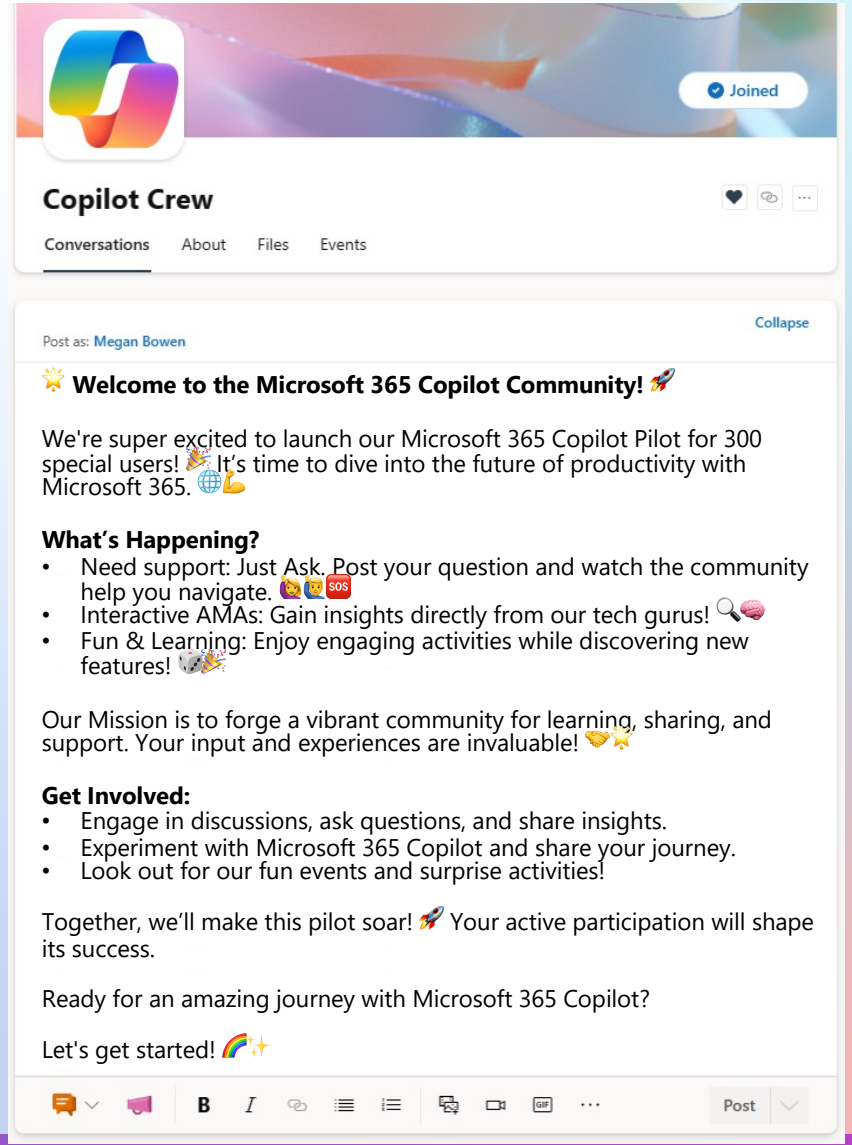
Use the **Announcement** capability to get your members' attention!

Post videos or photos, screen recordings, or documents to grab attention.

Pin a welcome post to the top of the community feed.



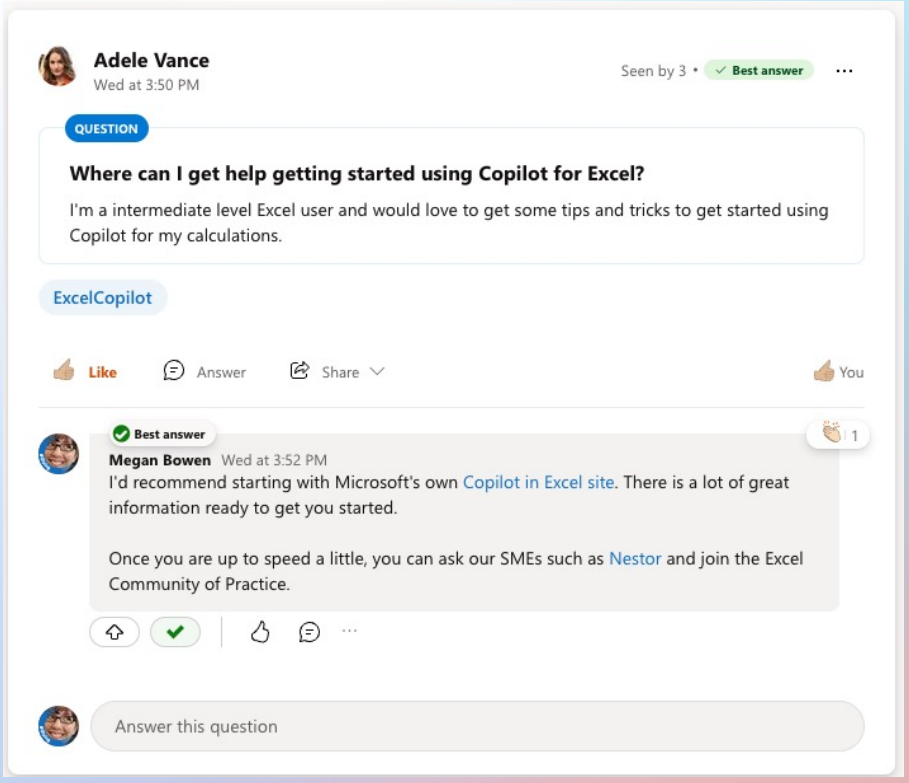
Example: Community Announcement



Support at Scale

Use **Answers in Communities** to source expert answers and automate repeat questions.

Use **Topics** to help organize questions on particular themes.

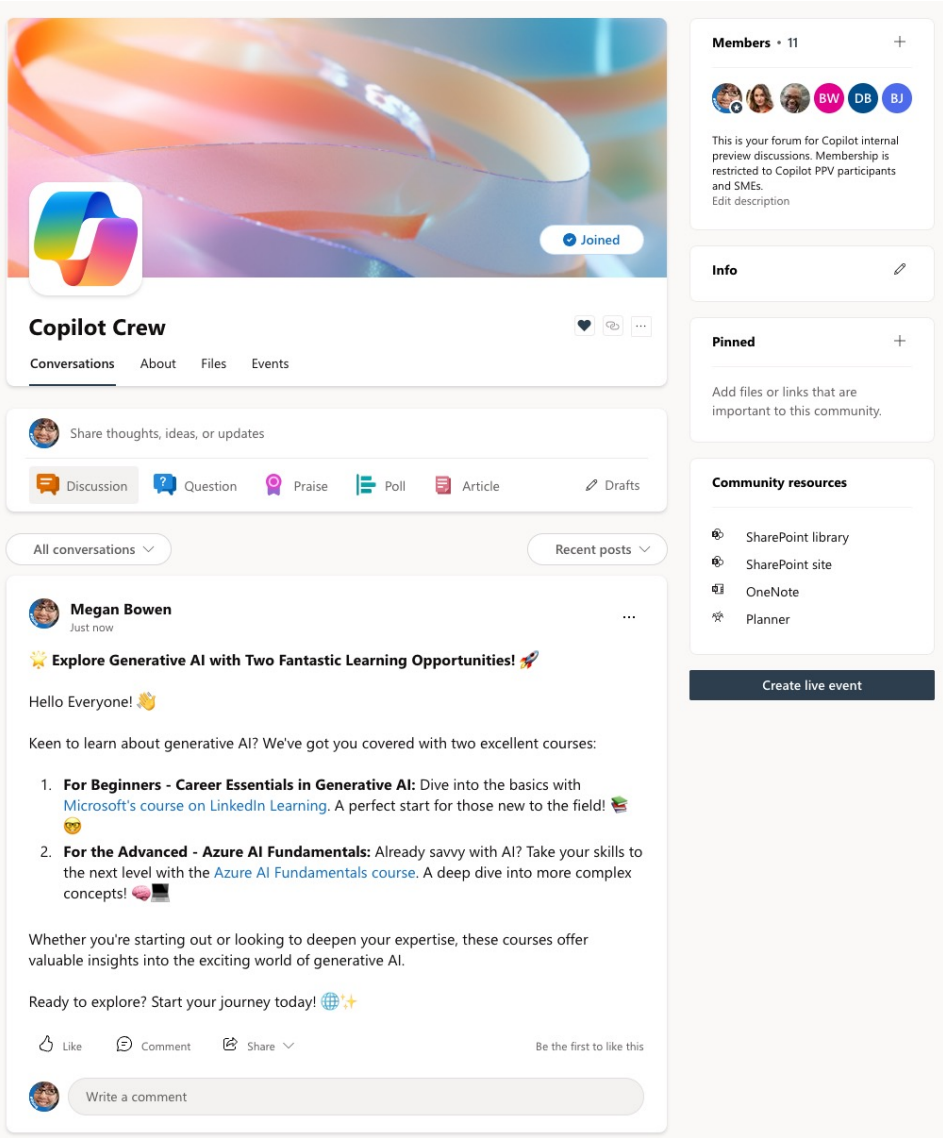


Build skills

Communities create the perfect opportunity to upskill your employees through **discussions on key AI skills**

Share links to relevant Copilot courses in **Viva Learning**

Share links to other internal or external learning sources



How to accelerate from novice to professional?

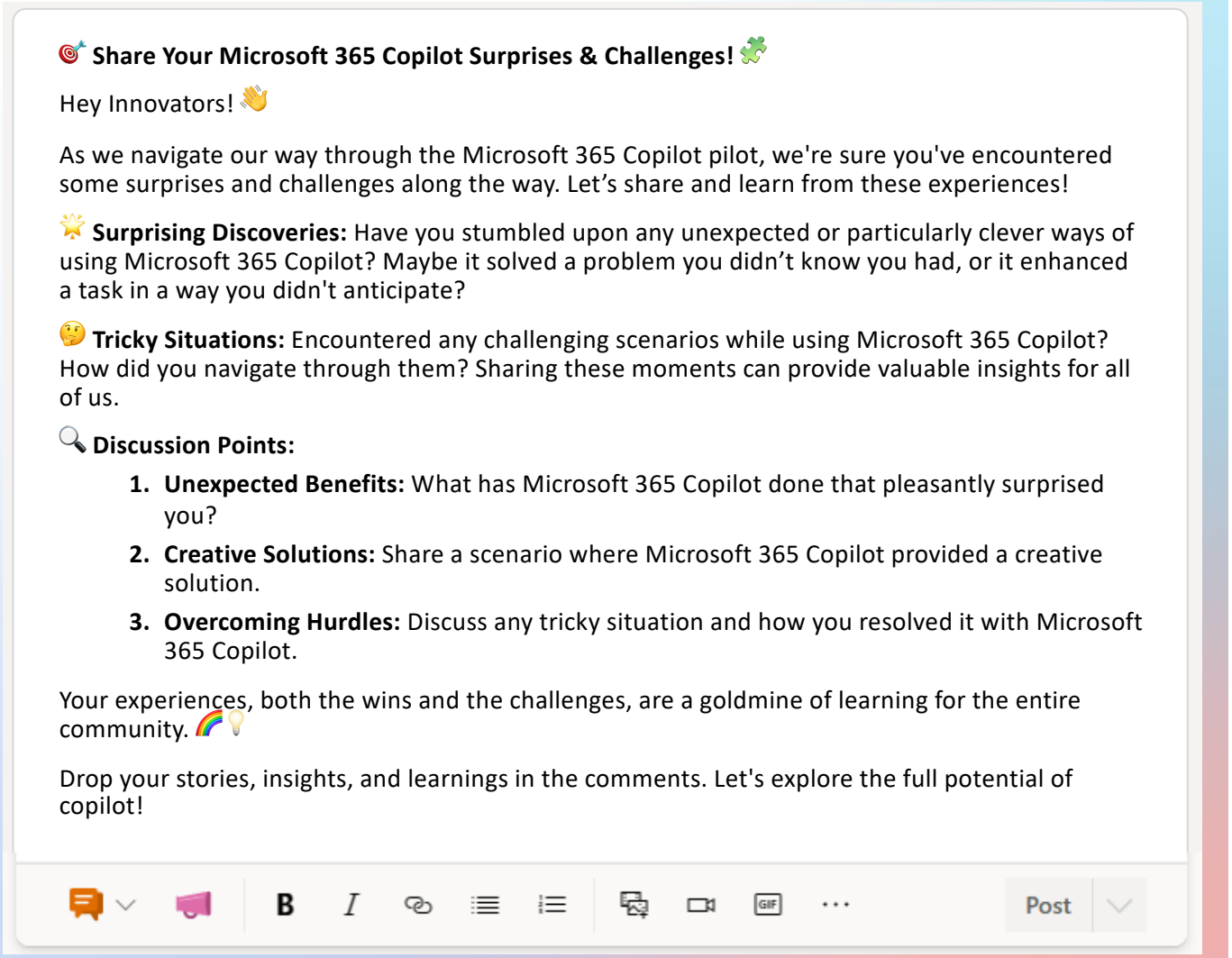
Copilot Novice

- Finding the best prompts
- Asking questions
- Use case ideas
- Rapidly see value
- Learning best practices

Copilot Professional

- Sharing the best examples of use
- Developing local best practice
- Answering questions
- Measuring impact

Example: Learning Discussion Post



🎯 **Share Your Microsoft 365 Copilot Surprises & Challenges!** 🧩

Hey Innovators! 👋

As we navigate our way through the Microsoft 365 Copilot pilot, we're sure you've encountered some surprises and challenges along the way. Let’s share and learn from these experiences!

🌟 **Surprising Discoveries:** Have you stumbled upon any unexpected or particularly clever ways of using Microsoft 365 Copilot? Maybe it solved a problem you didn’t know you had, or it enhanced a task in a way you didn't anticipate?

🤔 **Tricky Situations:** Encountered any challenging scenarios while using Microsoft 365 Copilot? How did you navigate through them? Sharing these moments can provide valuable insights for all of us.

🔍 **Discussion Points:**

1. **Unexpected Benefits:** What has Microsoft 365 Copilot done that pleasantly surprised you?
2. **Creative Solutions:** Share a scenario where Microsoft 365 Copilot provided a creative solution.
3. **Overcoming Hurdles:** Discuss any tricky situation and how you resolved it with Microsoft 365 Copilot.

Your experiences, both the wins and the challenges, are a goldmine of learning for the entire community. 🌈💡

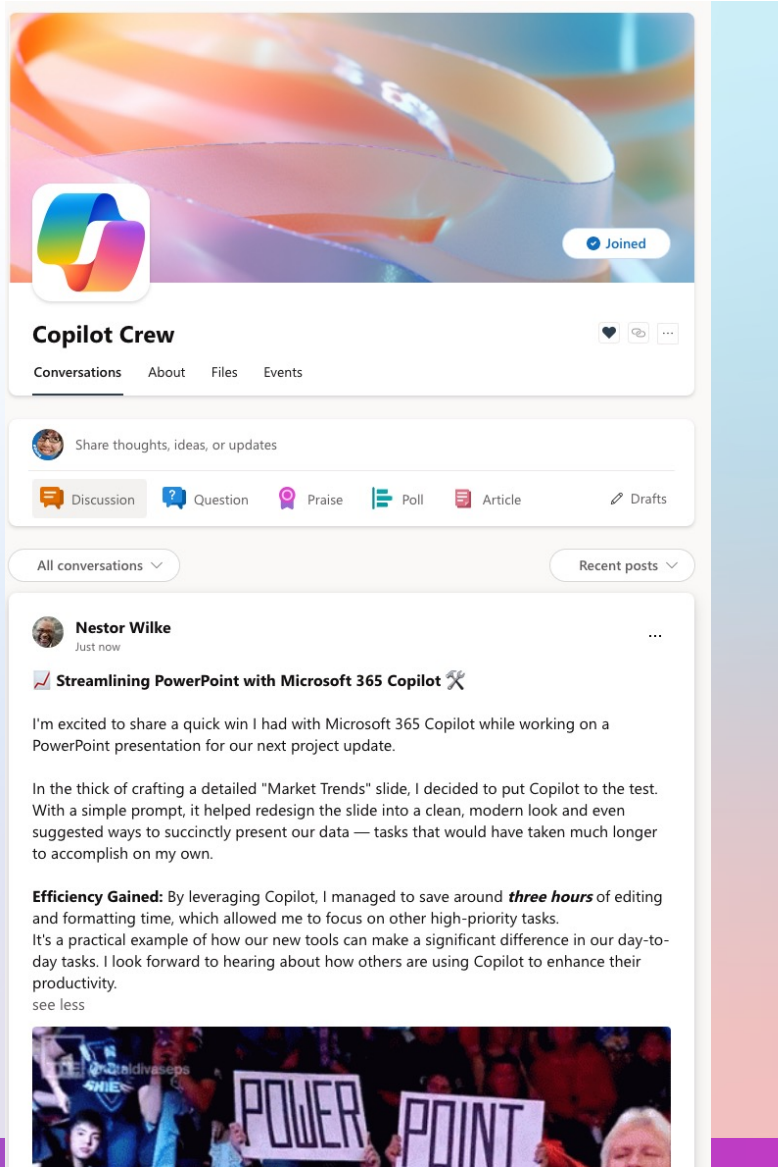
Drop your stories, insights, and learnings in the comments. Let's explore the full potential of copilot!

Post

Showcase success

Ask members to share **success stories:** personal success stories and productivity wins with Microsoft Copilot, providing real-life examples of how Copilot enhances day-to-day tasks and overall work efficiency.

Or ask them to share ***new* practices:** post tips and “hacks” for doing work differently, which can serve as a learning resource and inspiration for others in the community.



Learn new practices example: prompting

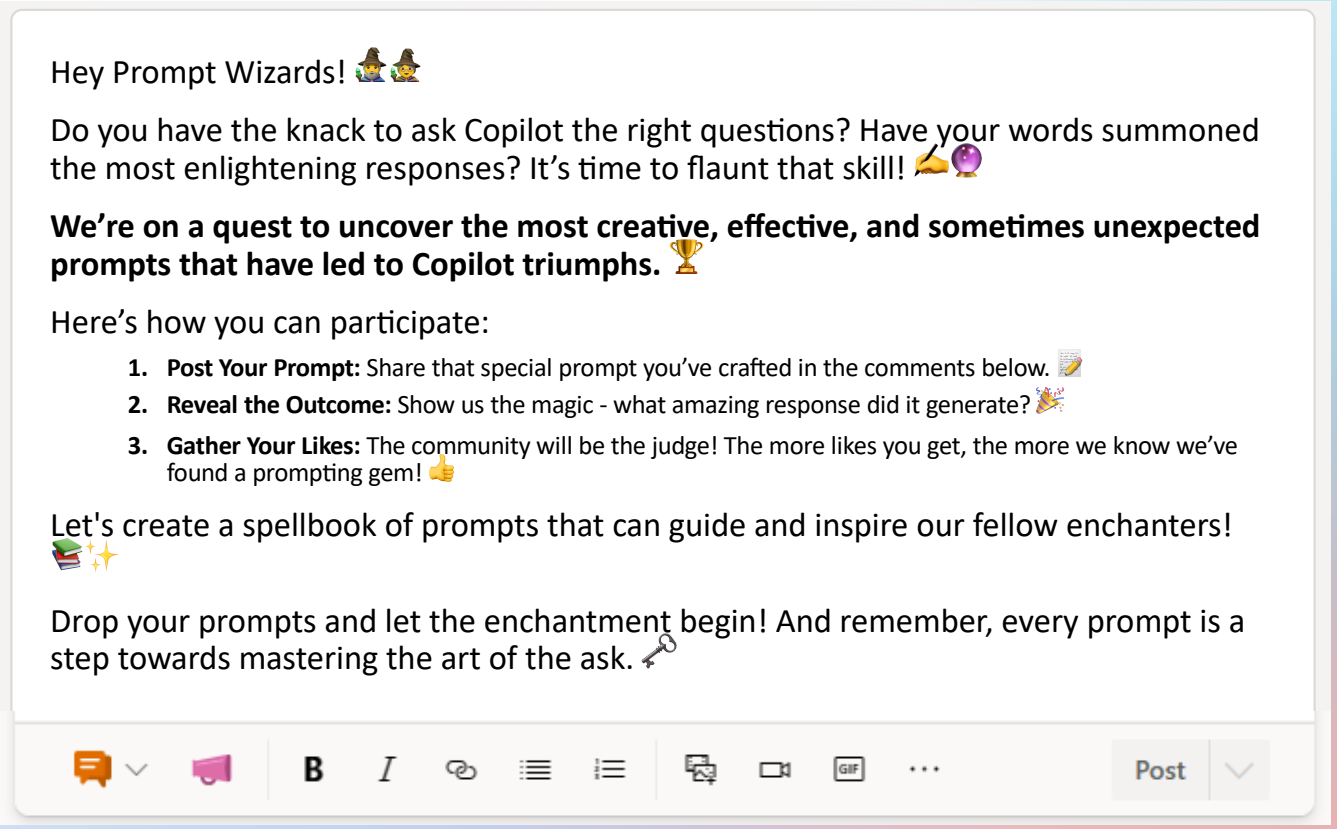
Prompting is a new concept for many Copilot users. You can use Viva Engage to support learning new practices.

Discussion Threads on Prompt Crafting: Initiate discussion threads where users can post their attempts at crafting prompts and receive constructive feedback from peers, facilitating a collaborative learning environment.

Prompting Challenges: Organize text-based challenges where members can share prompts they've created for specific scenarios or tasks, allowing others to learn by example and understand the nuances of effective prompting.

Showcase and Analysis: Feature a "Prompt of the Week" where a particularly effective prompt is showcased, with an analysis of why it works well, encouraging others to understand and apply similar principles in their prompts.

Example:
Share Prompt Ideas



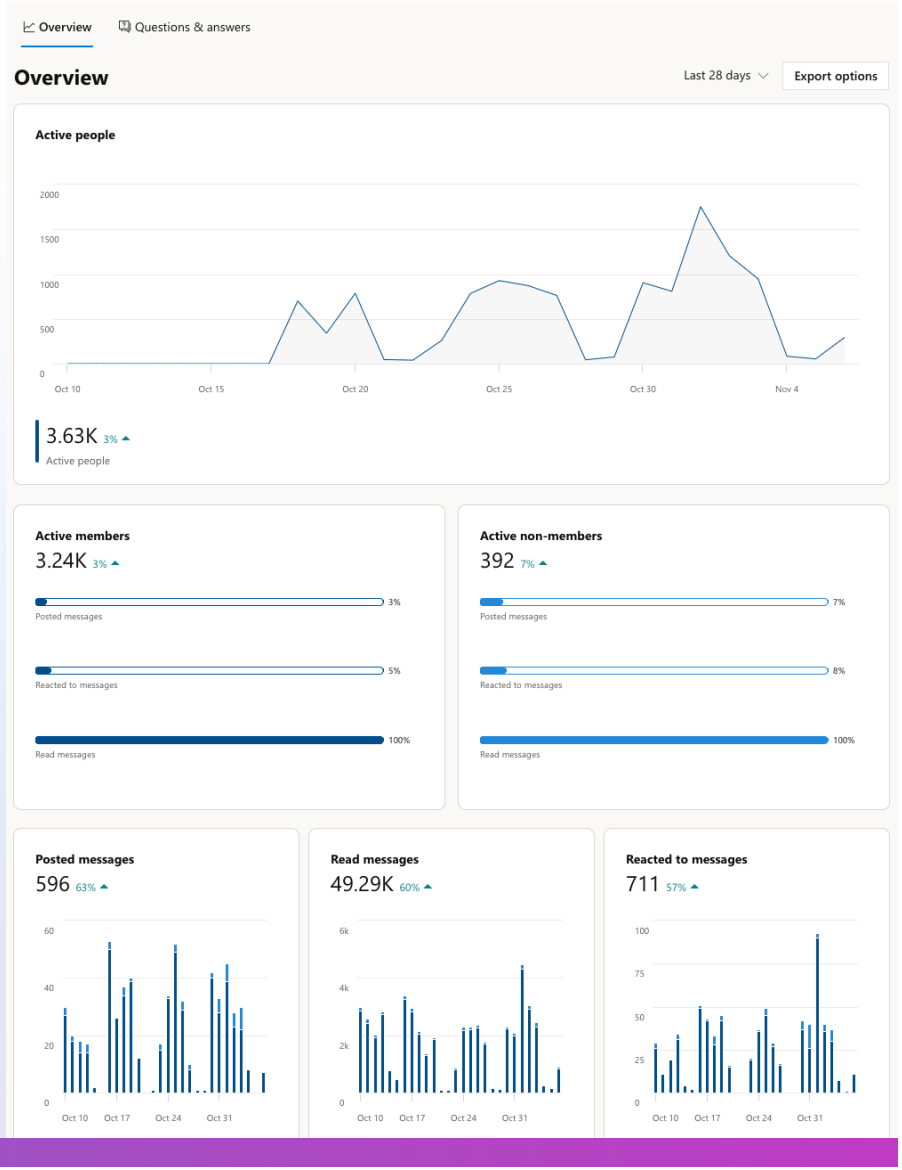
Check your success

Viva Engage community analytics provides you with feedback on the engagement in your community:

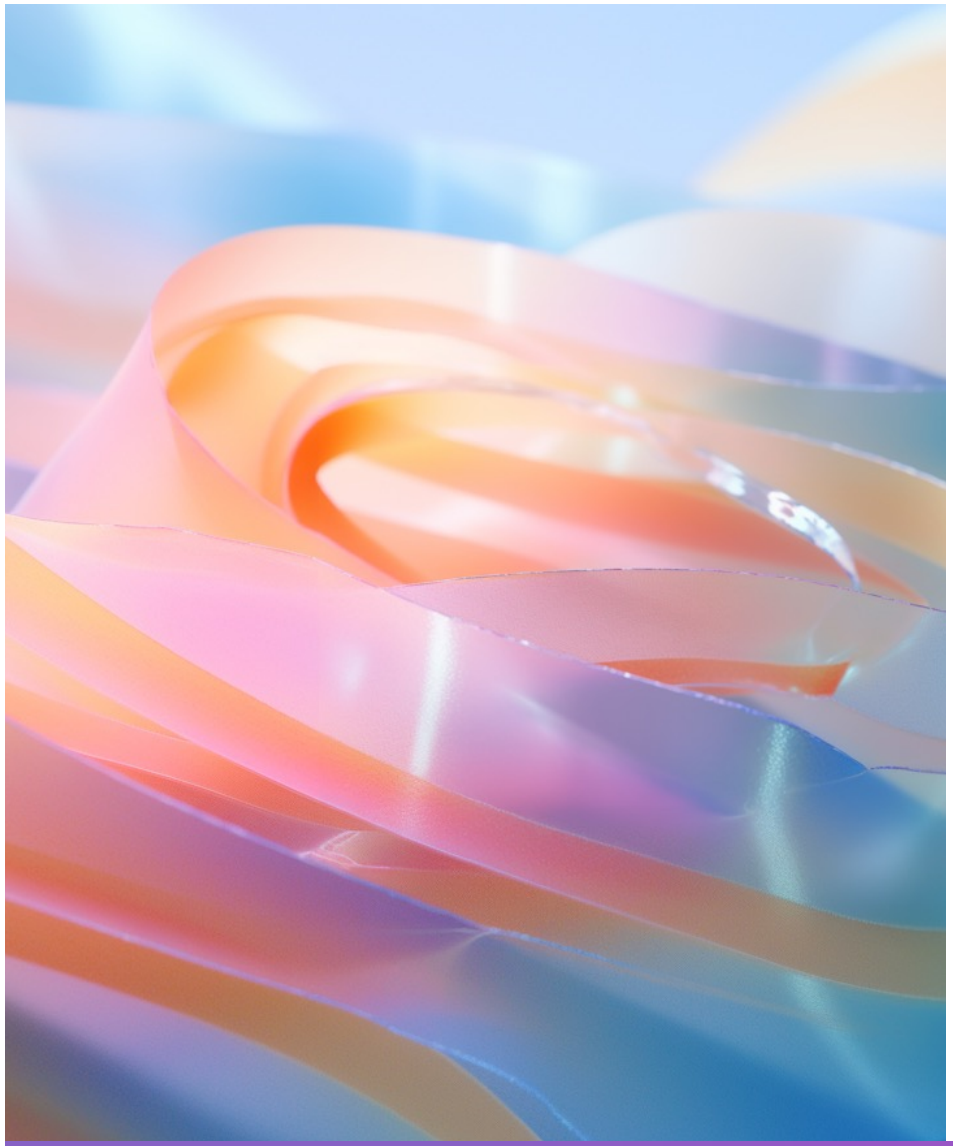
Activity

Questions and Answers

(including unanswered questions)



2. Increase your reach



Larger rollout of Copilot? Use more Viva Engage to maximize impact!

Use **Answers in Viva** to ensure support your users at scale in Viva Engage

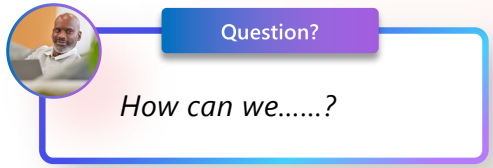
Identify **leaders** and their **audiences** to target Copilot messaging at scale

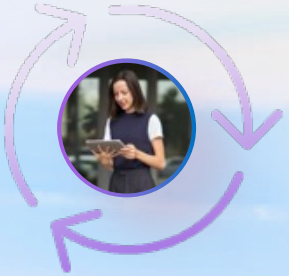
Use a **campaign** (such as #CopilotCrew) to ignite your Copilot usage across the entire organization

Leverage an **Ask-me-Anything** to enhance engagement with Copilot SMEs and internal thought leaders

View detailed **analytics** on to measure the impact of your engagement, including trending themes and sentiment

Why use Answers in Viva?





Reduce the Copilot rollout support overhead

How many times will the same questions be asked? Provide answers and resources to users without having to raise a ticket.

Leverage real experiences to capture & share knowledge

Identify and prompt experts to contribute their own knowledge and measure the impact.

Use AI to manage knowledge but keep the human in the loop

Leverage AI to surface similar questions that have been answered, recommend topics and experts, and highlights the top solutions.

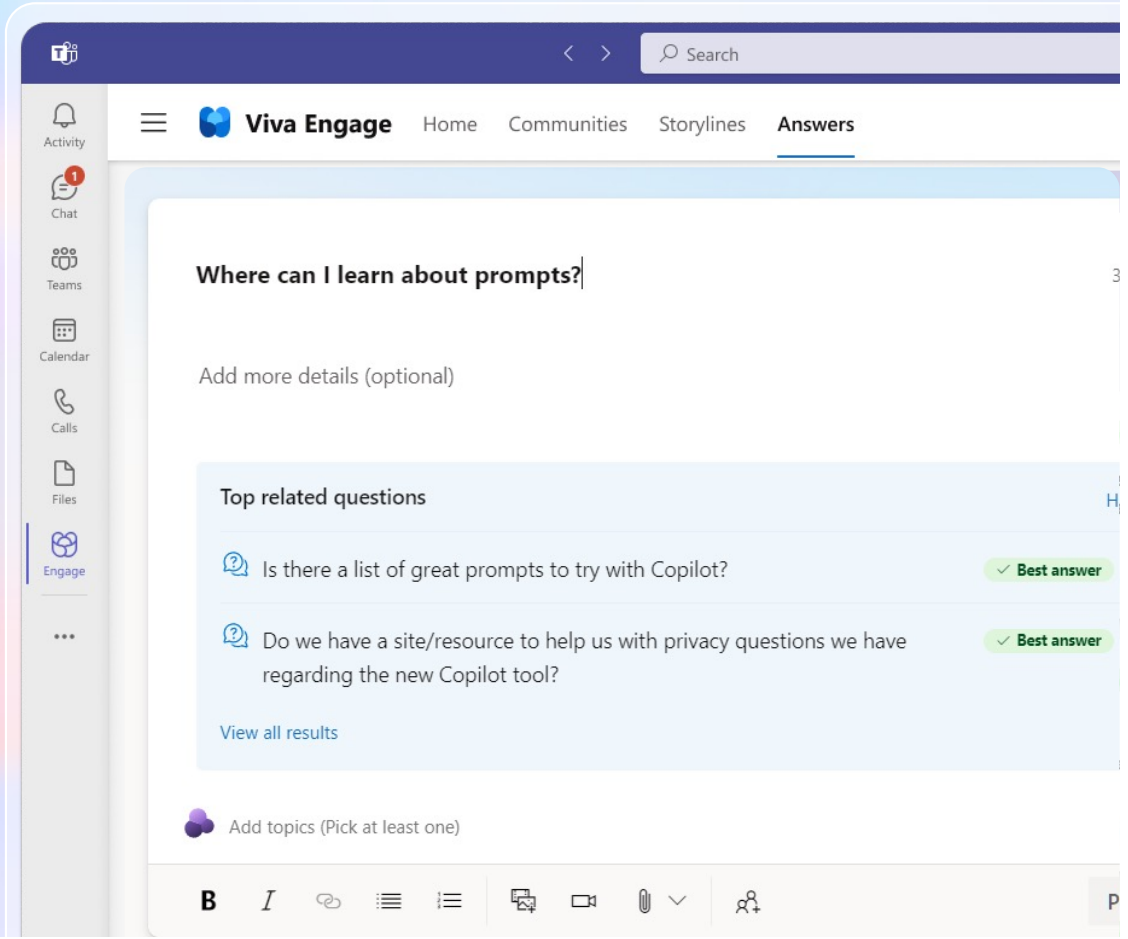
People will have questions

Help your SMEs answer them

Answers in Viva

Start typing the question and AI will find matches which have been answered by an expert or someone in the community.

Support tickets needed: 0

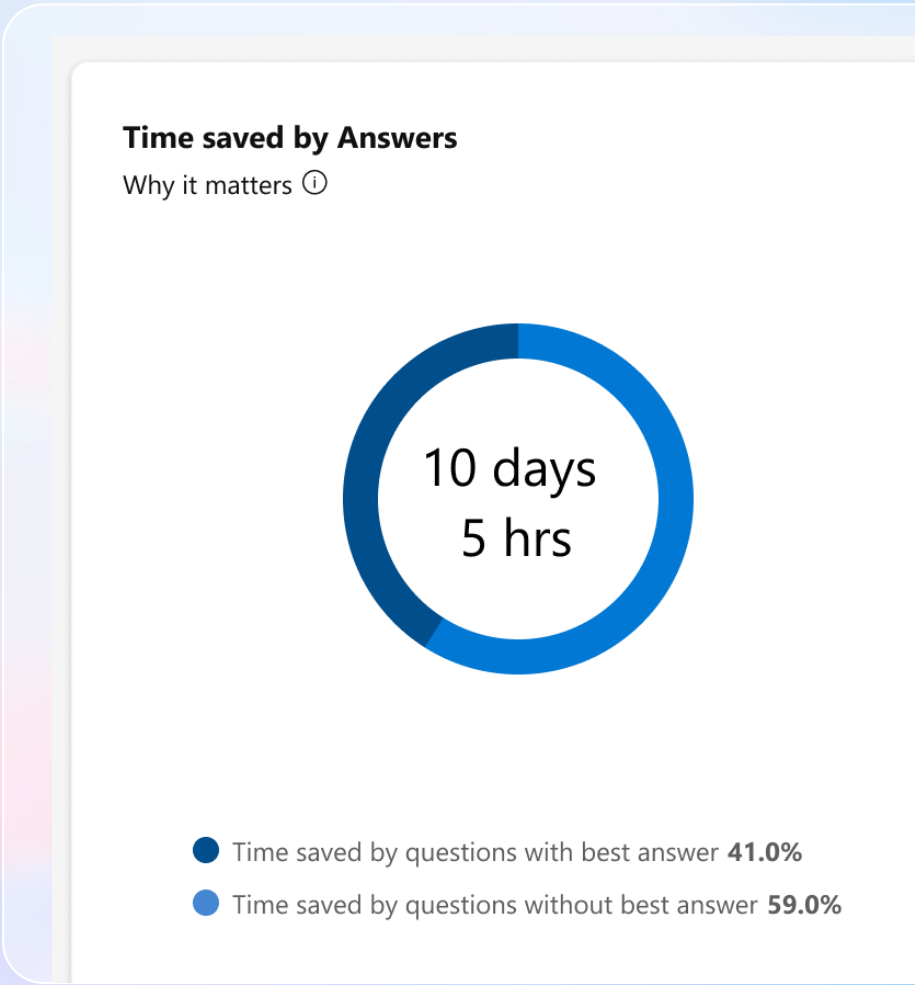


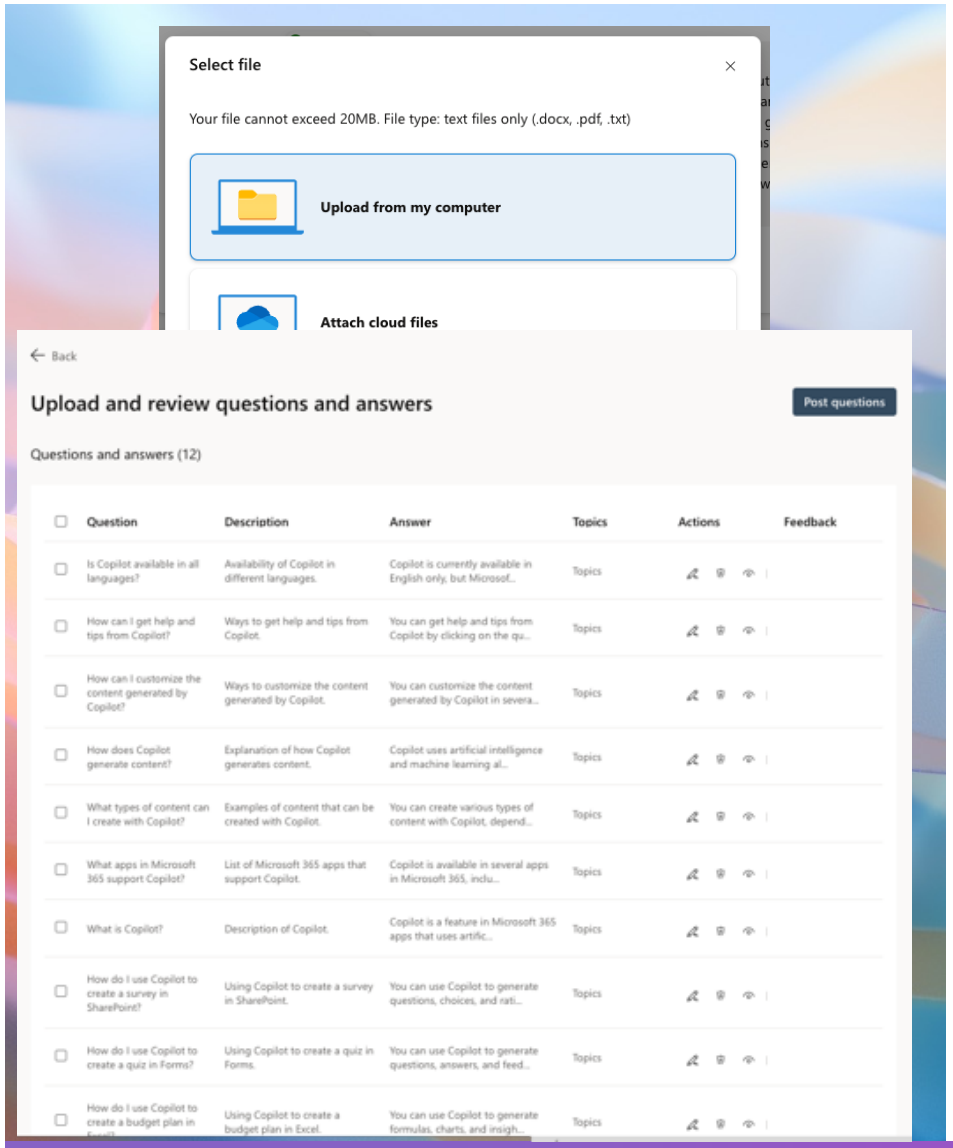
Measure the impact

with Answers Analytics

Answers in Viva

As more people discover existing answers to questions, the organisation saves more time.





Upload Copilot support content into Answers with FAQify

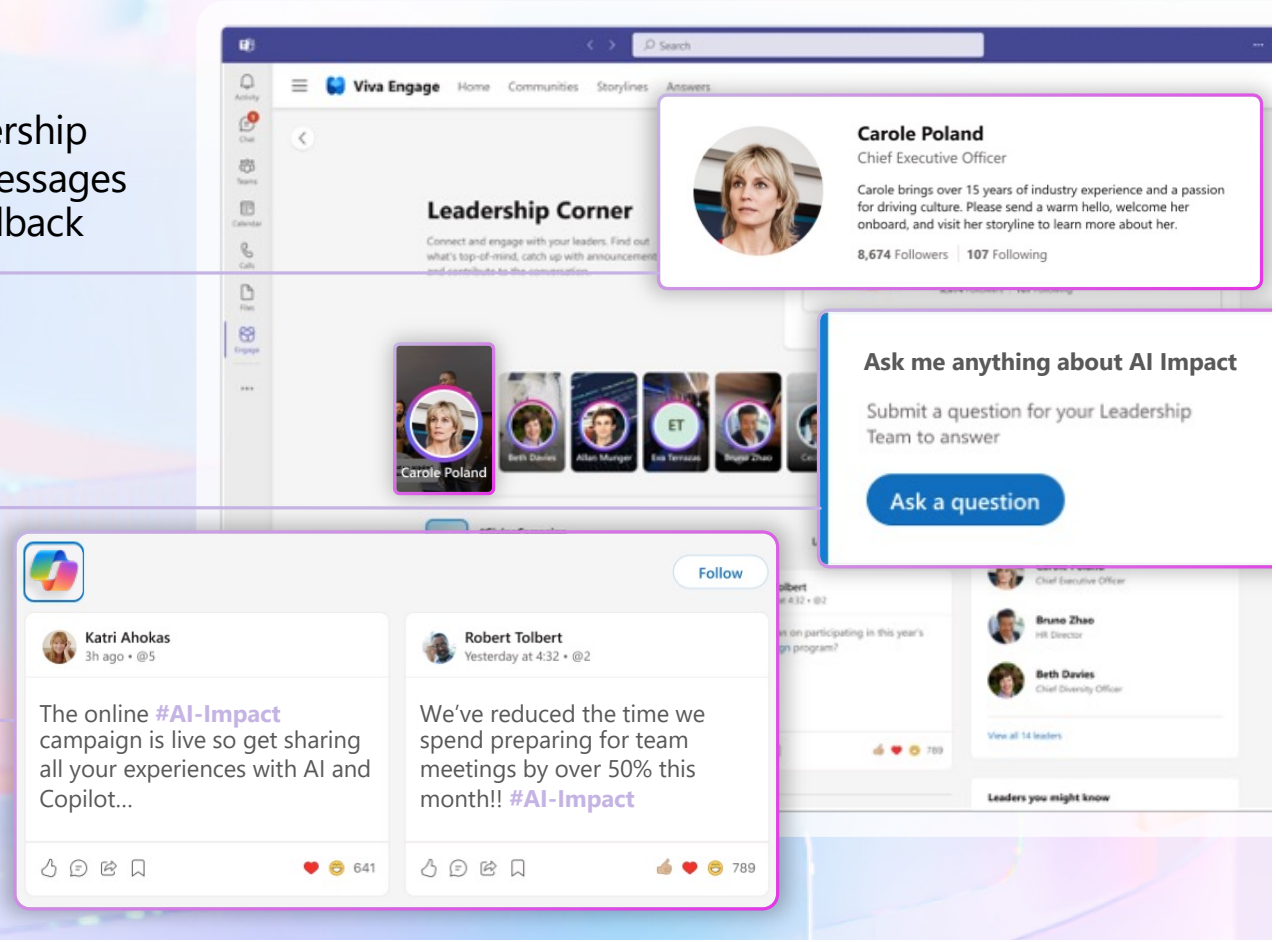
Prepare a TXT, DOCX or PDF file with your top 20-50 Copilot FAQ questions

Use FAQify to upload the FAQ

Now your Answers users will have access to your Copilot FAQ in Answers

Leadership communication

Provide a space for leadership to promote important messages & be open to 2-way feedback

Host **AMA events** &

promote special comms hashtag **campaigns**