Microsoft

Microsoft Viva Engage adoption guide

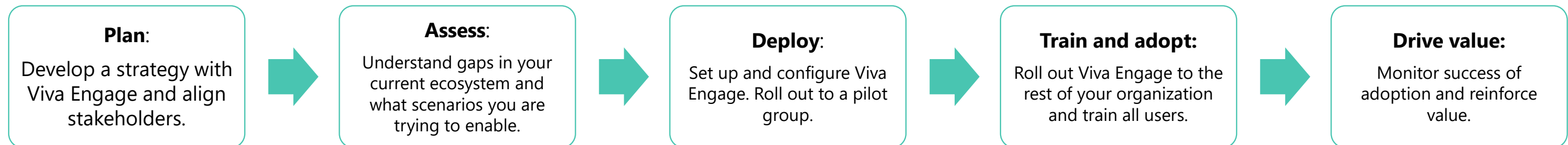# Table of contents

Adoption guide overview

Purpose of this document

Adopting new technology brings change, and change can be daunting. The purpose of this document is to help you successfully navigate attaining company-wide adoption of Microsoft Viva Engage. This how-to guide will walk you through the steps of deploying Microsoft Viva Engage to your organization and driving adoption to help ensure your employees reach their learning objectives.

Adoption steps

Plan:	**Assess**:	**Deploy**:	**Train and adopt:**	**Drive value:**
Develop a strategy with Viva Engage and align stakeholders.	Understand gaps in your current ecosystem and what scenarios you are trying to enable.	Set up and configure Viva Engage. Roll out to a pilot group.	Roll out Viva Engage to the rest of your organization and train all users.	Monitor success of adoption and reinforce value.

Understanding Viva Engage

Start by working in partnership with your IT department to establish technical needs like mobile access and network support.

You can learn to administer your network like a pro with the Viva Engage admin guide. We walk through confirming system requirements, setting admin privileges, and how to understand your network.

Resources:

Use the Technical readiness checklist to ensure your network is ready for launch.
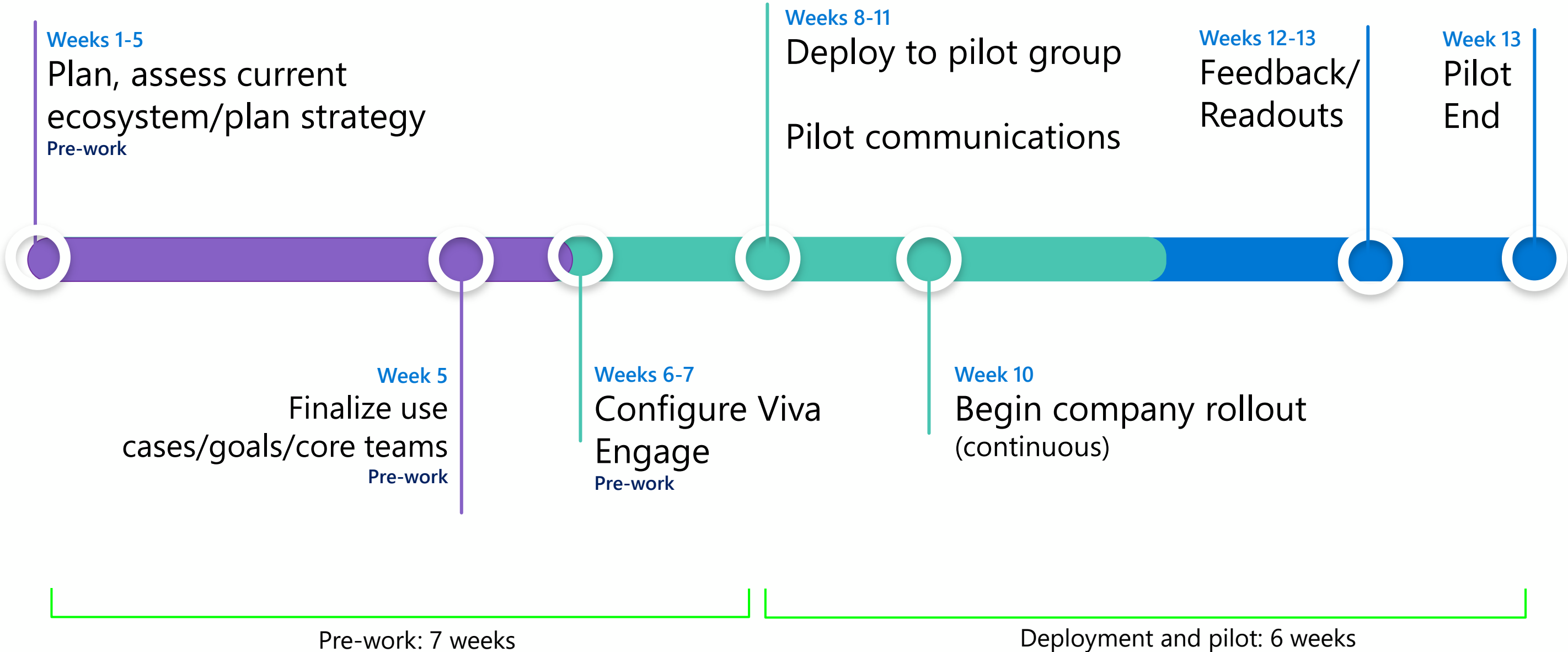
Learn more at Viva Engage admin help

For more about Viva Engage, download the Viva Engage Look book.
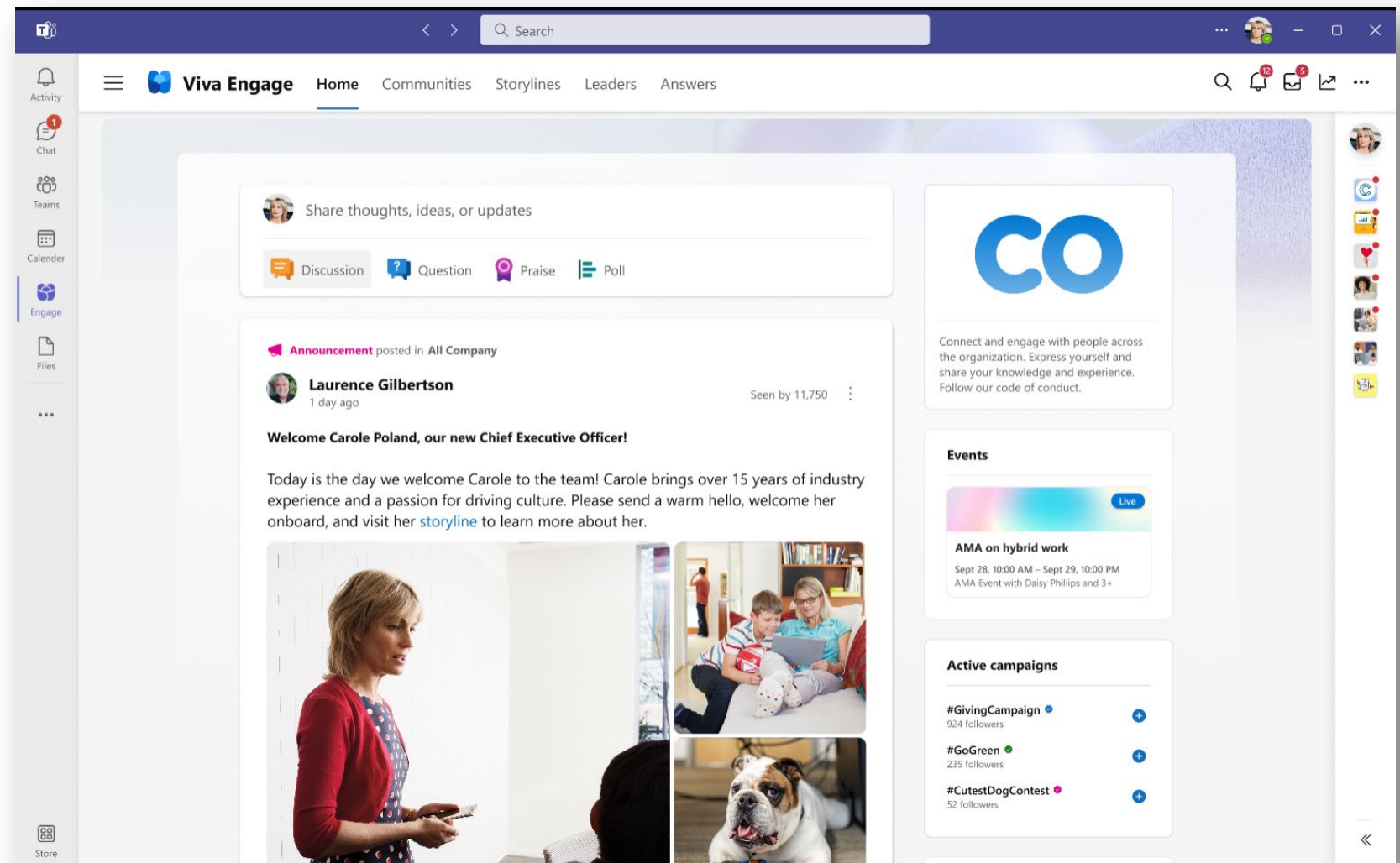
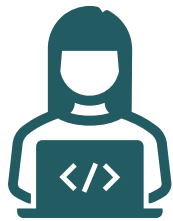# Sample project plan

Step	Task	Accountability (SAMPLE)	Target Completion (SAMPLE)
Plan	Identify core team and R&Rs	Customer organization, service partner (opt)	[Fill out with dates]
	Identify target scenarios	Customer organization, service partner (opt)	
	Define success criteria and goals	Customer organization, service partner (opt)	
Assess	Assess organizational readiness	Customer organization, service partner (opt)	
	Understand your environment and gaps	Customer organization, service partner (opt)	
	Technical readiness checklist	Customer organization, service partner (opt)	
Deploy	Deployment resources	Customer organization, service partner (opt)	
	Advanced Deployment Guides	Customer organization, MSFT support, service partner (opt)	
Train and adopt	Communication plan	Customer organization, service partner (opt)	
	Training strategy	Customer organization, MSFT support for training	
	Align training strategy to launch plan	Customer organization, service partner (opt)	
Drive value	Gather insights – monitor satisfaction and success metrics	Customer organization, MSFT support, service partner (opt)	
	Reinforce adoption	Customer organization	

Sample timeline

Weeks 1-5
Plan, assess current ecosystem/plan strategy
Pre-work

Week 5
Finalize use cases/goals/core teams
Pre-work

Weeks 6-7
Configure Viva Engage
Pre-work

Weeks 8-11
Deploy to pilot group

Pilot communications

Week 10
Begin company rollout
(continuous)

Weeks 12-13
Feedback/Readouts

Week 13
Pilot End

Pre-work: 7 weeks

Deployment and pilot: 6 weeks

Audiences for this document

IT leads/admins in charge of deployment and adoption, and who need to frame adoption requirements, resourcing, and effort to business stakeholders.

Business users looking to revitalize their organization's Employee Experience, including, but not limited to: Champions, change management/adoption specialists, HR, and internal communications teams. Also, the person (or persons) made accountable by the business stakeholders to achieve maximum satisfaction of the Employee Experience.

Plan

Assemble your team

Adopting new technology requires buy-in and support from across the business. Below are key groups and team members who can help bridge technology and business outcomes that matter to your organization. Note that for successful rollout, IT, and HR departments will have to partner to align technical and employee experience scenarios and goals.

	Role	Responsibilities
Key roles	Executive Sponsor	Communicate high-level vision and values of Viva Engage. Help identify and prioritize top HR needs. Connect regularly with HR and IT leaders across the organization. Actively participate in and use Viva Engage capabilities to help drive and reinforce adoption.
	Success Owner	Ensure the business goals are realized from adoption of Viva Engage.
	Program Manager	Oversee Viva Engage deployment process and logistics.
	Champions	Help evangelize Viva Engage communities and manage objection handling.
	Training lead	Help train the early adopters and oversee training content. Could also be a Champion.
	Department Leads (Stakeholders)	Identify how department will use Viva Engage and encourage engagement.
	IT Specialists	Oversee all technical aspects of the setup, deployment, and rollout. Partner with HR to develop plan for fitting Viva Engage into company technology stack. IT specialists must have necessary admin permissions to set up and configure the product.
	Communication Lead	Oversee company-wide communications about Viva Engage.
	HR Manager	Help develop plan for how Viva Engage will fit into the rest of the employee ecosystem, inform company rollout, and drive adoption.
	Community Managers	Manage day-to-day network activity; provide guidance and best practices.

Vision, needs, goals

Align Viva Engage vision to the existing mission and goals. You will use this vision statement in upcoming communication and launch efforts.

What are company values?

Core values often align to excellence in integrity, teamwork, customer satisfaction, learning, and quality.

How will Viva Engage help?

How will the organization know if Viva Engage is successful?
What problems will it solve?
How will it benefit employees?

What are your top 5 business priorities?

Examples can include a focus on future growth, on improving efficiency, on a management effort, or on market changes. Write out your list of values and initiatives.

Identify target scenarios

Target scenarios describe how your employees will use Microsoft Viva Engage to address business challenges and achieve organizational, cultural, tangible, or individual adoption outcomes.

Scenario identified	How it applies to the organization
Customer Feedback loop	Product and research teams needs to stay connected to what customers are thinking as they release products
New Hire Onboarding	Accelerate the employee onboarding process with a way for new hires to connect with others and get questions answered.
Competition	Learn about our competitors and express advantages of our product/services for our customers.
Engage leaders	Involve leaders in two-way dialog with employees

Target adoption scenario example: Sales and Marketing

As someone in...
(Team)

I want to....
(Description of what I want to do)

Using...
(Specific application of the technology)

I'll know this is successful when....
(Solutions success measure)

As someone in
Sales Lead

I want to
Stay up to date on product news, announcements and changes.

Using
a Viva Engage community, I can post questions, get answers, and find updates related to products that my customers are asking about. This community is a space where product and sales teams work together to share knowledge about what's coming and when.

I'll know this is successful when
I can provide customer accurate information about our product and services.

Define success criteria

Define goals

- What are you trying to accomplish?

- What does success look like?

- i.e., increase engagement with leaders, answers to questions, accelerate onboarding etc.

Identify key initiatives

These should improve based on adoption and will show leadership the impact of Microsoft Viva Engage

Establish benchmarks

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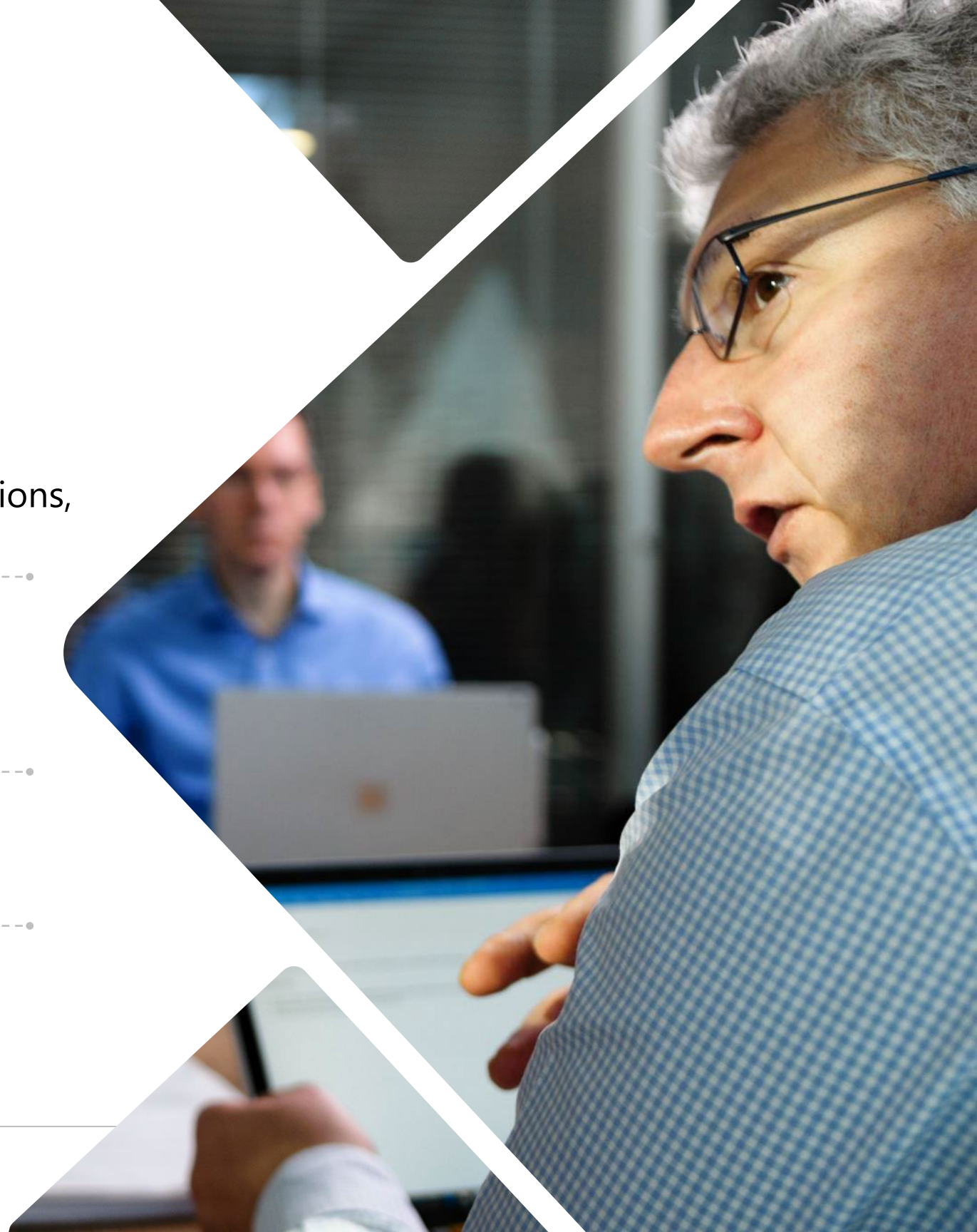
Assess

Assess organizational readiness

What is readiness

Willingness and preparedness of your users and your organization to use Microsoft Viva Engage.

It's important to determine how receptive your users will likely be to changing the way they work and adopting new technology. Your rollout plan should reflect the readiness of your organization.

Readiness factors

Determining readiness and appetite for change requires:

- Clear vision of organization shift
- Clear vision of user shift
- Amount of overall change required
- Executive alignment

Readiness assessment questions

Determine readiness by asking these questions:

- What were the success factors when previously rolling out new technology? What were the pitfalls?

- Are there other major rollouts happening in the organization?

- What internal resources can be leveraged to help spread awareness? (i.e., communication channels, training cadence, leadership events, etc.)

- What are the benefits and risks with this roll out?
  o How can you highlight benefits?
  o How can you mitigate the risks?

What will the impacting changes be?

Identify who will be most impacted by the change of Viva Engage adoption. Create a collaboration space for these individuals to discuss experiences, tips/best practices for driving adoption, and scenarios. For example, this may be the early adopters at your company who wouldn't normally interact much with each other.

Assess your environment

Take inventory of your current investments

- Does your organization subscribe to any community platform providers (Workplace by Facebook, FirstUp, Jive)?

- Does your organization use social communities or an intranet for employee conversations, communities, events, and knowledge sharing? How do you use it – as a place for leadership engagement? Scaling culture? Social campaigns? Strengthening employee relationships? Crowdsourcing?

Determine gaps

- What does community and employee experience currently look like across your organization?

- Do employees consume community content, events, social campaigns, or social conversations elsewhere?

- Do employees have (or feel that they have) enough time to dedicate to community and communication? Are employee connections an important part of your company culture?

- Are there any other investments/solutions that are not being utilized?

For example, many organizations see low engagement beyond their team and departmental silos. A successful community-forward organization builds communication and connection into company culture.

Assess your technical readiness

Technical readiness is key to ensuring your organization is ready for launch. Use this checklist to identify items that need to be completed before go-live.

Readiness Item	Complete? Y/N	Plan to Complete
Complete legal & security review		
Review service capabilities with legal & security teams		
Decide guest access and provisioning policies		
Whitelist Microsoft 365 URL's & IP addresses		
Implement enterprise policies and Microsoft 365 group governance policies		
Develop usage policy and guidance that aligns with company policy, code of conduct and culture.		
Set up keyword monitoring, report conversation and other governance processes		
Identify mobile device and remote connectivity strategy		
Review Microsoft 365 Admin reporting tools, Assign report reader roles as necessary		
Determine IT standards around email archives, file retention, and external sharing policies.		
Prepare help desk		
[Add your own]		

Deploy

Resources for planning your deployment

Leverage these resources to plan for your Viva Engage deployment.

Set up and launch Viva Engage

Get started with Viva Engage

TIP Be sure to review and understand the adoption recommendations detailed in this document **before** you begin the deployment phase.
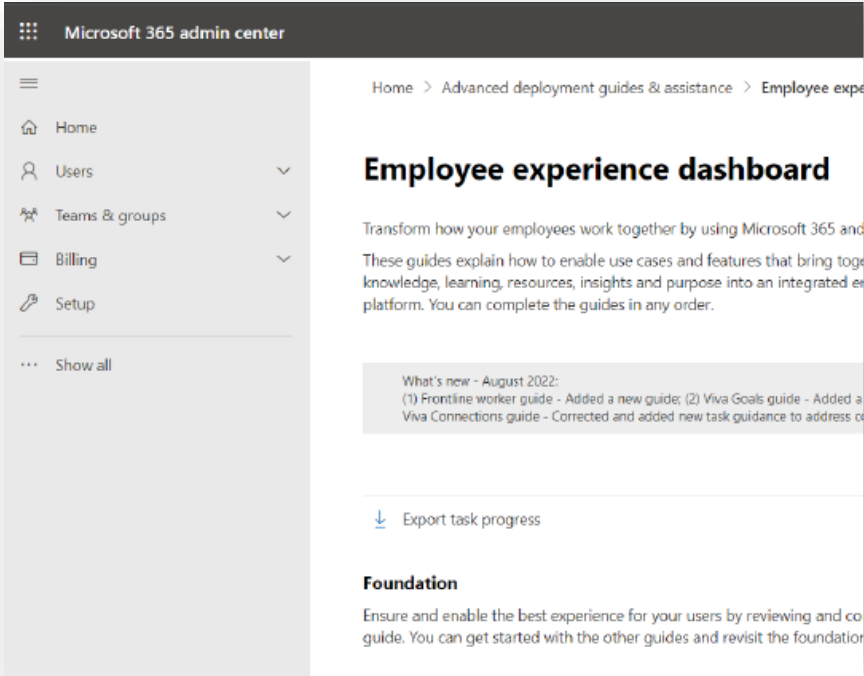
Advanced Deployment Guides

Advanced Deployment Guides are step-by-step online guides that are **embedded within your tenant's administration experience.** They allow you to track every step of your deployment journey, and in some cases help you automate it.

To locate the Advanced Deployment Guide, click on the **Help & Support** button in your Microsoft 365 admin center and search using the plain text search. Here is an example for Viva Connections.

TIP
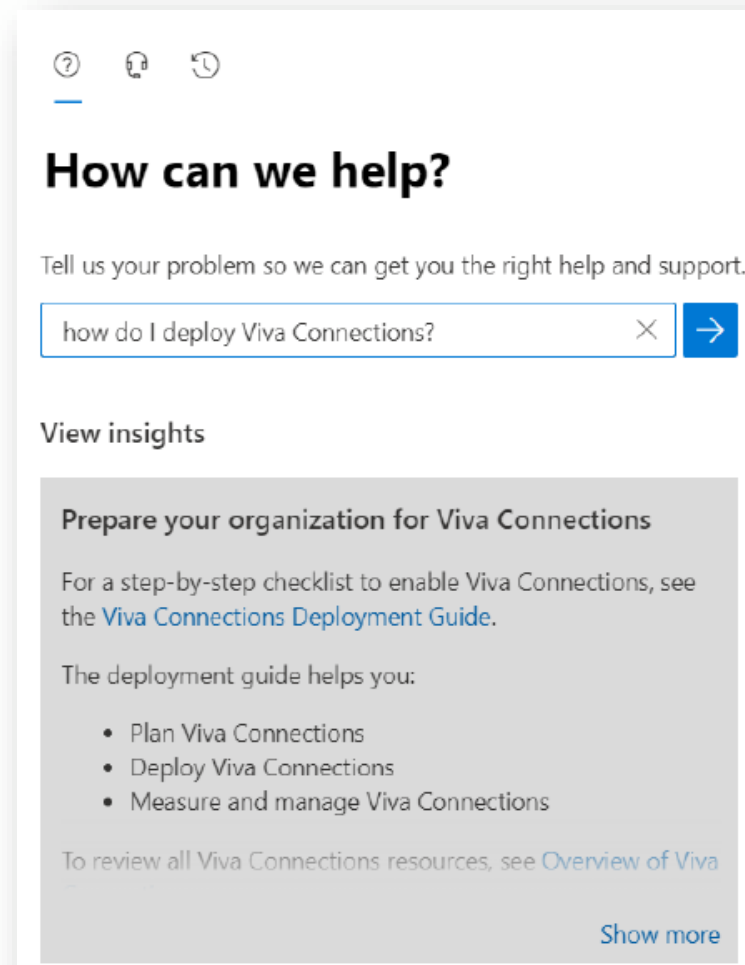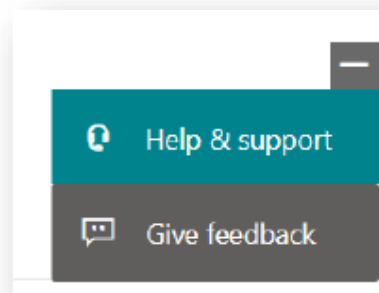
You can also go directly to your tenant's Advanced Deployment Guides repository for Employee Experience by visiting https://aka.ms/EmployeeExperienceDashboard.

Viva Engage Advanced Deployment Guides

The Employee Experience dashboard in Microsoft 365 admin center.

The two Advanced Deployment Guides currently available for Viva Engage.


Each guide allows you to track every step in the deployment, provides detailed guidance, and allows you to assign tasks with due dates to your team and track progress.

Train and adopt

Develop a launch plan and materials

Keep your team on schedule and prepared with a work back plan for the months, weeks, and days leading up to launch. This should include key dates for announcements, training sessions, and developing materials.

- Build awareness of your network

- Show support for the network's goals

- Demonstrate leadership within the community

- Drive user adoption and engagement

- Train your team on how and why to use Viva Engage

- Use Viva Engage for company announcements
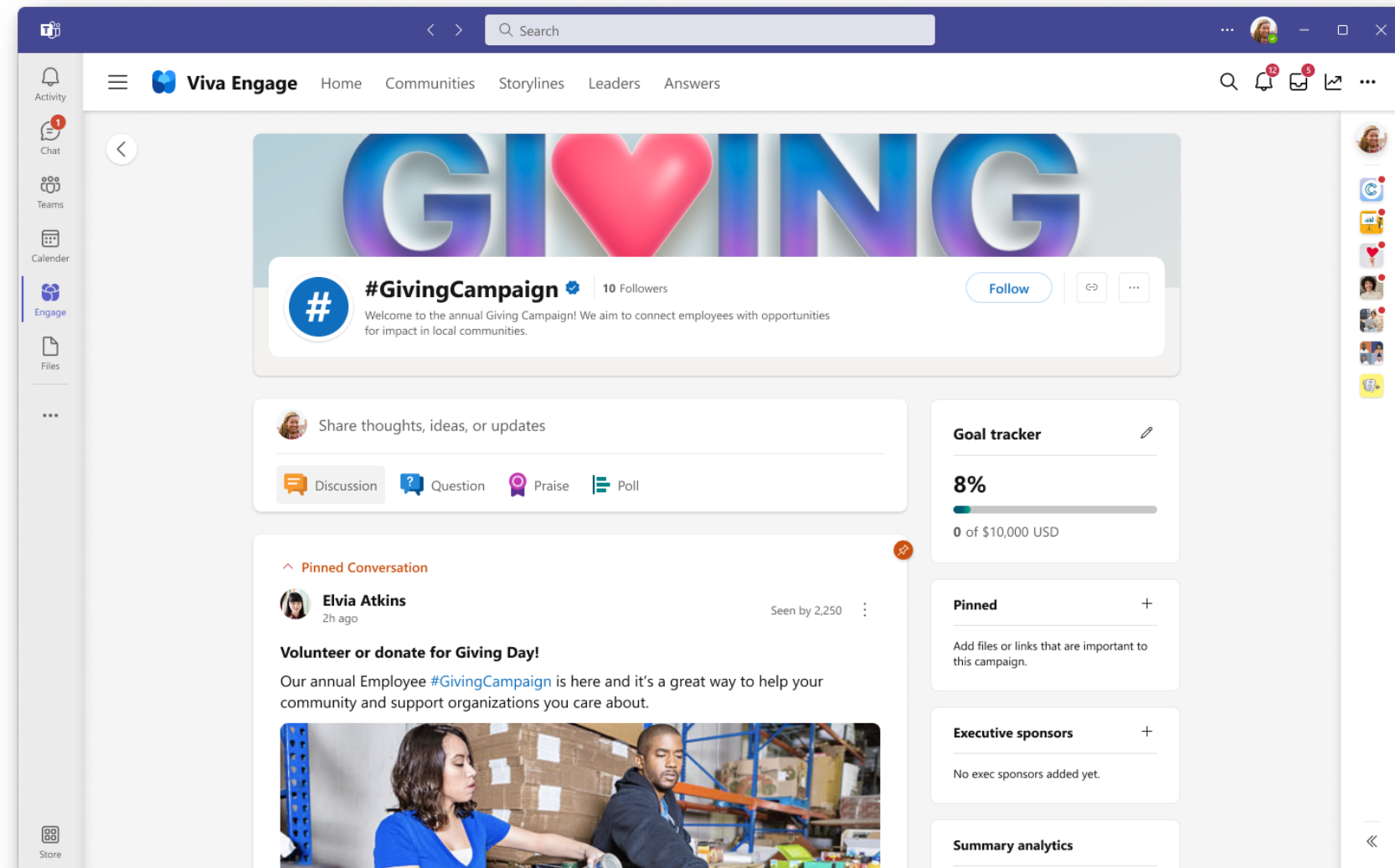
Pro tip: Pair your launch to support an existing initiative, campaign or event like the launch of Microsoft Viva, company rebrand, or the start of new senior leadership.

Raise awareness and communicate

Share about what's happening in your organization by making Viva Engage the hub of company communities and their activity:

Spark engagement with a Viva Engage launch event, like an official [campaign](#) or an [Ask me Anything (AMA)](#) where employees can contribute to the conversations.

Inspire leadership to ask for feedback and challenges, such as one customer who hosted a cost-savings challenge.Encourage executives to log on weekly to react or respond to the conversations in the network.

Use champions to identify "wins" big and small, then celebrate by sharing on communication channels beyond Viva Engage.

Communication plan

Teaser campaign

Communicate to employees and leaders to raise awareness across your company about the value Viva Engage will provide.

- Email or Viva Engage announcement to company introducing Viva Engage. Highlight scenarios of value that Viva Engage will provide.
- Generate excitement and awareness regarding the app.
- Gain employee buy-in for project by outlining 'what's in it for them'.
- Install the app and pin it in Microsoft Teams for your users

Download templates and materials on the adoption.microsoft.com.

First day set up

Share user guides and help articles to help employees get set up quickly and easily.

Launch/buzz campaigns

- Highlight a demo and success story in company Town Hall
- Announcement or email communications with links to how-to instructions to help end users get set up quickly and easily.
- Scenario-focused events and campaigns that showcase the user experience.

Tips campaign

Create employee engagement focused content that highlight key scenarios. Share tips to help employees get the most value from using Viva Engage.

- Make it top of mind for staff regarding how to work in new ways with Viva Engage.
- Encourage champions to help introduce and encourage new behaviors and resources to support – outline key stop, start, continue behaviors.
- Encourage employees to download the mobile app or pin the Viva Engage app in Microsoft Teams.

Share common scenarios with the Viva Engage Look book.

PRE-LAUNCH

LAUNCH

POST-LAUNCH

[Sample] Launch Communication Plan

Select communications and events for your launch and organize them here in chronological order.
Below is a sample timeline that can be adjusted for your organization.

Time	Communication or Event	Owner(s)	Status
Now	Meet with stakeholders to define you vision, identify business outcomes & develop use cases.		
Now	Create a Help Community and upload educational content.		
Now	Create a Ideas Community. Throughout the launch process, encourage your coworkers to share ideas here about how to improve work processes at your company.		
3-4 weeks before launch	Send executive email introduction.		
2 weeks before launch	Send department introductions via email.		
2 weeks before launch	Notify your company about the launch AMA, Live events, trainings, campaigns		
1 week before launch	Remind your company about the launch AMA, Live events, trainings, campaigns		
Week of launch	Host training with first high-priority department.		
Week of launch	Share and pin announcements in Viva Engage communities to spark activity		
Week of launch	Pin Viva Engage in Teams to merge notifications into Teams activity feed		
Week of launch	Host Lunch & Learn.		
Week of launch	Host AMA.		

Training strategy

Focus on the why
Make sure employees know why you are introducing Viva Engage, what's in it for them, and why they're being asked to participate in the communities and conversations.

Use real work scenarios
Use tasks or processes familiar to your audience to draw them into learning how to use the technology. Ask champions to help build scenarios for their communities.

Use multiple formats
Training end users should take on multiple forms to accommodate different learning styles, geographical barriers, and resource constraints.
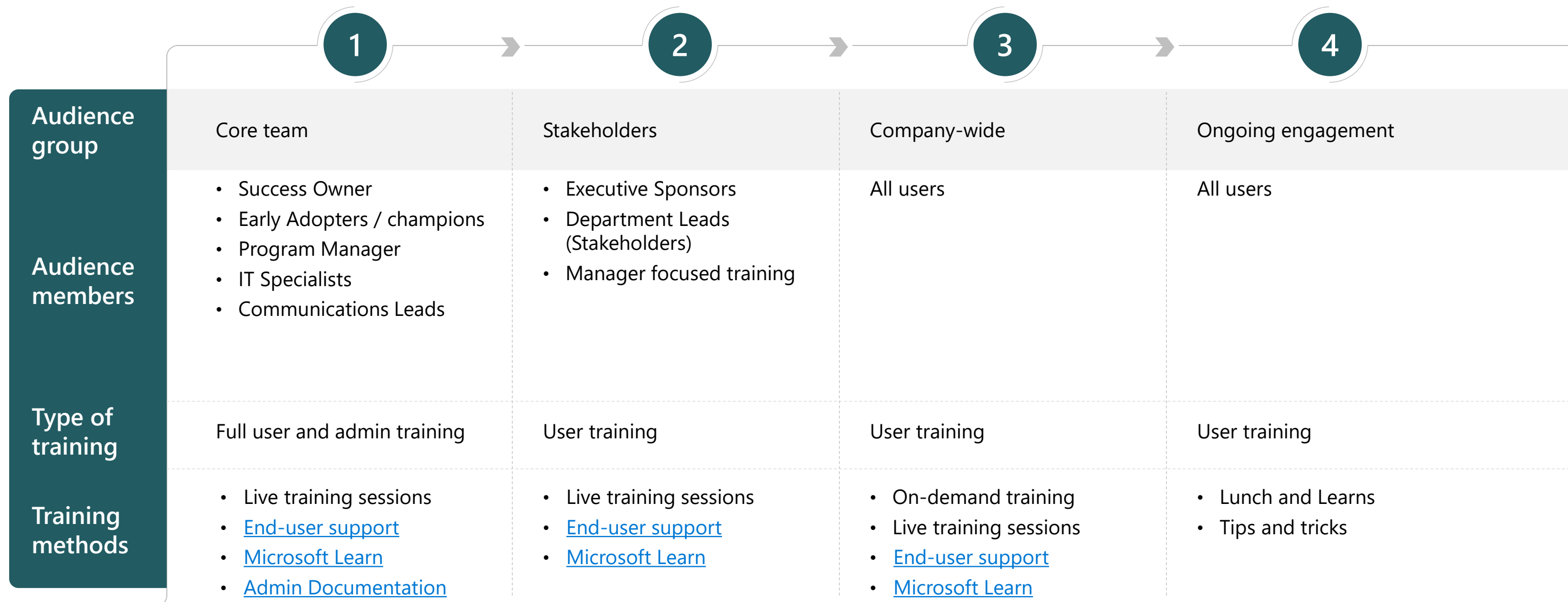
Reinforce
Make the training stick with reinforcement options like on-demand training, lunch and learn sessions, and options for new employees.

Align training strategy to launch plan

Design your training strategy to scale with your launch. Start with the groups that will champion Viva Engage before launching to the broader organization.

	1	2	3	4
Audience group	Core team	Stakeholders	Company-wide	Ongoing engagement
Audience members	• Success Owner • Early Adopters / champions • Program Manager • IT Specialists • Communications Leads	• Executive Sponsors • Department Leads (Stakeholders) • Manager focused training	All users	All users
Type of training	Full user and admin training	User training	User training	User training
Training methods	• Live training sessions • End-user support • Microsoft Learn • Admin Documentation	• Live training sessions • End-user support • Microsoft Learn	• On-demand training • Live training sessions • End-user support • Microsoft Learn	• Lunch and Learns • Tips and tricks

Drive value

Viva Engage for different departments

As part of Microsoft Viva, Viva Engage connects people across the organization so everyone feels included and invested.

Use Microsoft Viva Engage to...

Strengthen employee relationships

Build communities that support diversity, shared interests, and business initiatives
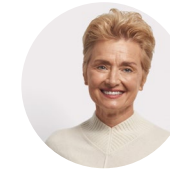
Give employees a voice and empower leaders to listen, learn, and engage everyone

Share updates, experiences, and perspectives

Mobility, Security, and Compliance backed by Microsoft 365.

Communications
Modernize communications with announcements, polls, video and Q&A that reach your target audience across applications.

Leadership
Align people toward shared vision and objectives to drive organizational change. Shape culture and foster two-way dialogue with employees.

Human Resources
Support diversity and inclusion, employee advocacy and resource communities Connect everyone to support hybrid and flexible work.

Marketing
Listen and collect customer feedback. Amplify messaging and campaigns. Crowdsource feedback and ideas.

IT
Drive IT transformation and change management. Share announcements, training and tips. Nurture peer-to-peer support communities.

Sales
Share best practices and competitive insights between sales teams. Improve responsiveness by connecting field reps with internal product teams.

Gather insights

Leverage built-in Viva Engage reporting (available in the Microsoft 365 admin center) and insights and analytics directly available within Viva Engage to monitor product adoption and understand learning behavior in your organization.

Present trends and progress on key initiatives identified earlier to leadership.

Capture success stories from champions and showcase them to stakeholders and beyond.

Learn more about [analytics in Viva Engage](#).
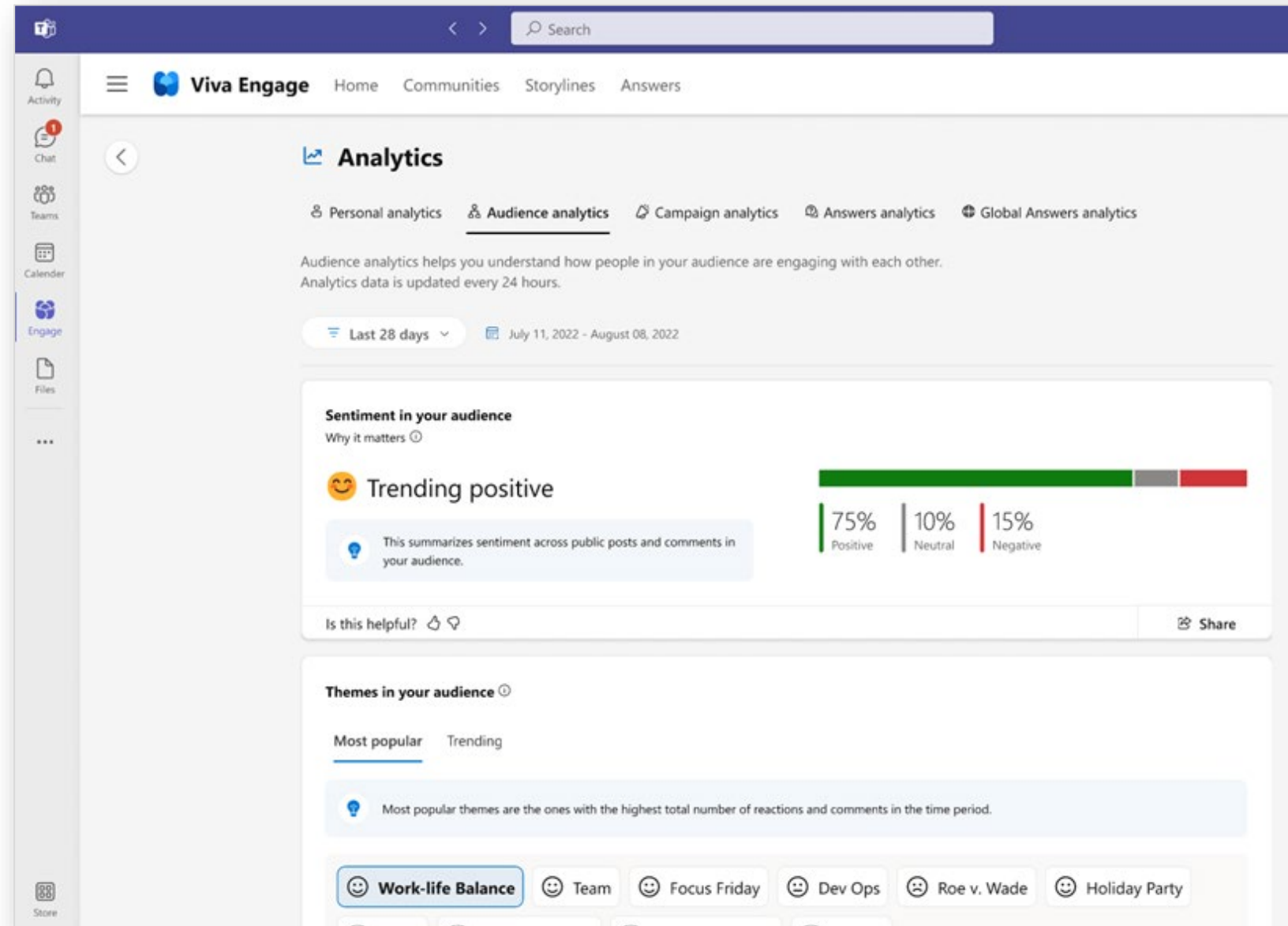
Monitor satisfaction

Surveys are a great tool to gather data about user sentiment toward Viva Engage. The results can help you determine the success of the rollout and get you thinking about next steps.

1 Circulate a baseline survey shortly before users begin using Microsoft Viva Engage.

2 Conduct a survey halfway through launch to gather data about users' experiences.

3 Use the results to make any necessary adjustments.

4 Create or modify awareness materials or training content to address outstanding needs.

5 Release final survey 90 days after launch, and then in quarterly increments, to help measure user satisfaction and productivity.

Example questions for survey:

Please indicate how much you agree or disagree with the following statements (on a scale from strongly disagree to strongly agree):

- I feel connected to my coworkers, even ones I don't actively work with.
- I can participate in conversations about the experiences and knowledge employees share.
- I wish I spent less time on finding answers to my questions.
- I have access to community and knowledge resources that help me be successful at work.
- I feel like I know how to engage in communities at work.
- I don't know which community would be the most valuable for me.
- I find it difficult to prioritize community engagement in my current role/team.

Compare results before and after rolling out Viva Engage.

Reinforce adoption

Cultural evolution is critical to adoption. Continuous adoption activities are the key to long term engagement.

Update examples and trainings often so employees can relate to them. Share success stories of Viva Engage

Add Viva Engage training to employee onboarding process and help onboard employees through communities

Teach people to use the tools as a set –talk about Microsoft Teams and Microsoft Viva Engage together

Continue to find and empower Champions – advocates for change within the business – including executives, managers, and admins

Adoption best practices

Viva Engage Adoption best practices

- Understand the technical lift needed to configure Viva Engage for your organization, considering your unique set of business, culture and employee experience needs.

- Determine a date for employees to begin using Viva Engage, mostly likely tied to a company announcement or an upcoming organizational change or initiative.

- Test and rollout Viva Engage to a pilot group before rolling out to your whole organization. Continuously gather feedback that influences your launch.

- Introduce employees to specific scenarios and uses of Viva Engage, such as a community they could join, or a leader they could follow.

- Leverage and empower champions throughout rollout. Adjust parts of the rollout plan based on feedback from these employees as you continue to learn from them.

- Configure admin settings to encourage Viva Engage usage; for example, pin Engage in Microsoft Teams toolbar by default, and make Viva Engage notifications automatically enabled.
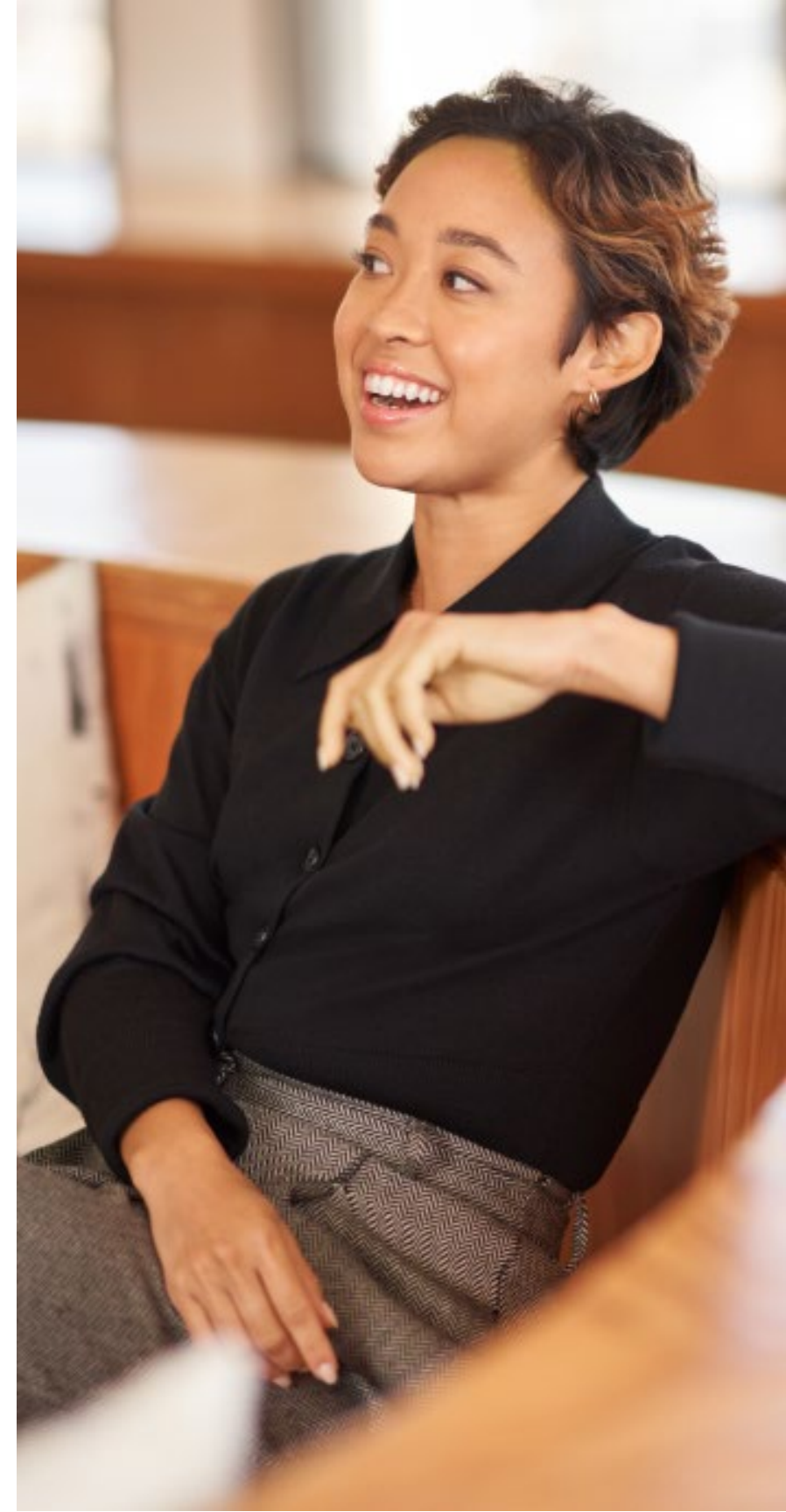
Recommended best practices from the Viva Engage community

Involve your leaders

- Encourage leaders to post, react and reply
- Set up audiences, delegates for leaders
- Encourage leaders to download mobile apps or use Outlook to reply directly

Use All Company strategically

- Customize and update branding and guidelines
- Grant roles and responsibilities, including corporate communicators and admins
- Create additional communities, determine Official Community program requirements

Pin the Viva Engage App in Teams

- Configure this at the network level
- Encourage employees to adjust notifications directly within teams

Best Practice # 1

Involve leaders

1

Authentic leadership

By connecting leaders and employees to openly share, problem solve, and contribute across boundaries, Viva Engage empowers people and teams to be their best, have a voice, and feel included in the workplace.

Specific opportunities:

- Build two-way dialog between leadership and employees

- Unite and align employees around a common vision, shared objectives and campaigns

- Enable employees to contribute to ideas and feedback

- Host and attend virtual events like 'Ask me anything' or virtual townhalls

- Foster a sense of belonging

Viva Engage solution

Viva Engage can create a more effective communications strategy for leaders and their organizations. By facilitating two-way conversations between leadership and the wider employee base, Viva Engage can drive open discussions to the entire organization using modern tools like townhalls, announcements, pinned posts, and Q&A.

What should leaders post?

Start by **sharing highlights** of the work you are doing. Post a **recap** after an important meeting or event.

Post photos and tag your team when you are together in person or virtually.

Celebrate work **milestones, promotions**, and post **announcements**.

Share **conference presentations**, or **customers,** or **products** in the news.

Record a weekly **video of the 'top of mind'**.

Include a **link to a podcast** you've listened to, or **article or book you've read** and share takeaways.
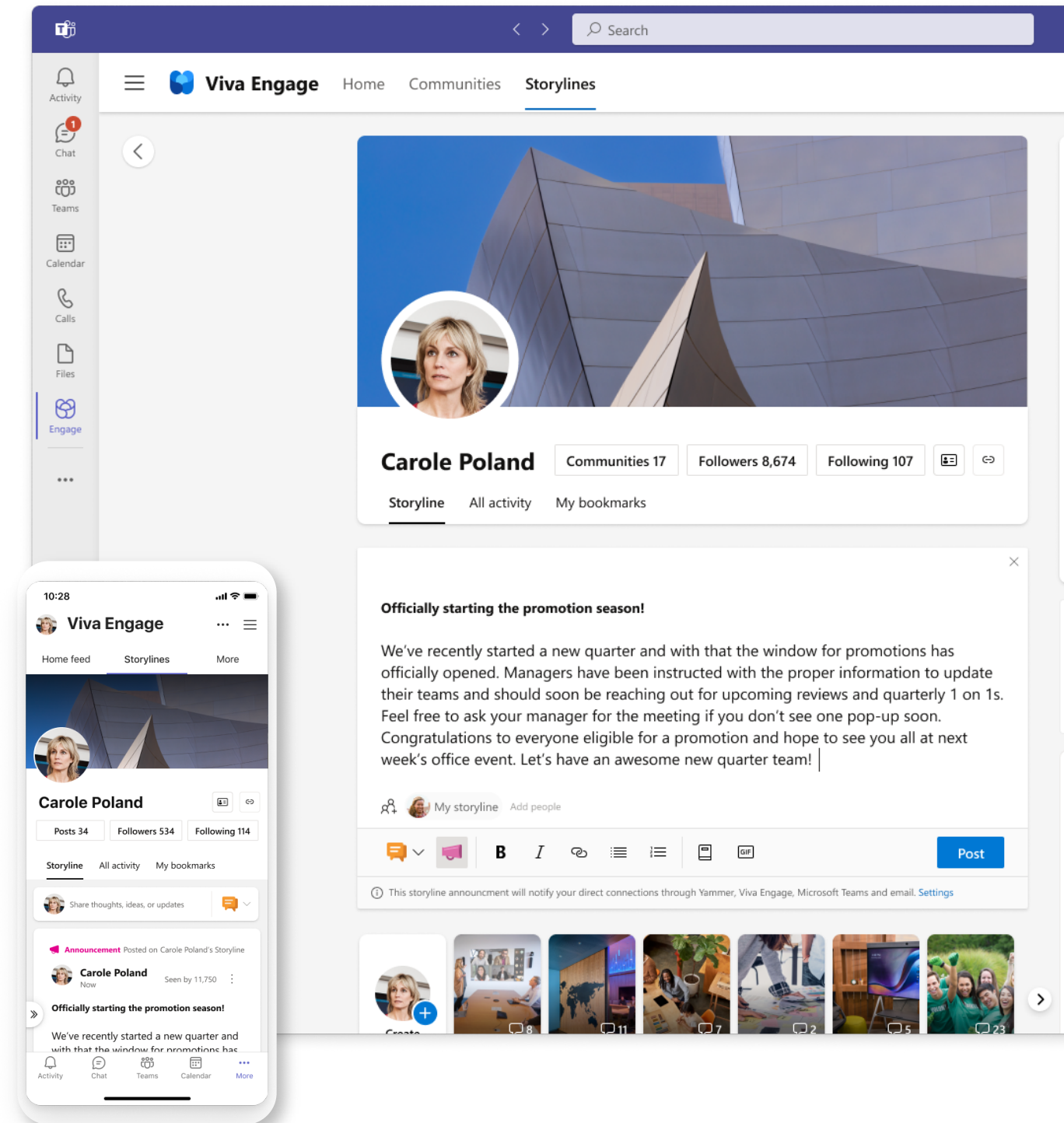
Every leader needs to find their voice

Focus on the value of direct engagement with employees at all levels and across all areas of the business.

Encourage leaders to **React and Reply** as well as start new discussions – this signals that they are engaging with what's happening, not just using Viva Engage as another 'broadcast' channel.

Set up audience for leaders and determine when leaders need to use [delegates](#).

Professional	Informal	Interested

Professional
- Assume positive intent

Informal
- Write how you speak
- Try to keep short or break up the paragraphs to make it easier to read or scan.

Interested
- Ask questions
- Stay in the context of the conversation

10 ways for leaders to engage

1. Use the leader's storyline or establish a community for the leader as a source of ongoing conversation such as executive top of mind and commentary for travels, and Q&A.

2. Employees will be watching how the leader acts and responds, a **like** or **reply** from a leader can encourage engagement. Try to keep posts short or break up the paragraphs to make it easier to read.

3. Use Viva Engage as an extension of communication channels, not just to re-share what's been previously shared. You'll benefit from rich analytics.

4. Encourage leaders to download **mobile apps** and share pictures, videos and stories from the road or customer visits.

5. Help the leader to draw in their own network by **@mentioning** other leaders.

6. Ask **questions**, create **polls** to get a pulse on the community, or use **announcement** for organizational updates, and new policies.

7. Set delegation for posting and create audiences for leaders to reach their people.

8. Use **Viva Engage in Outlook** for replying directly to conversations from email.

9. Host an Ask me Anything event quarterly.

10. Use live events in Viva Engage for video broadcasts, moderated question and answers, and ongoing community discussion.

Posts with photos get 1.5x as many replies as those without and posts with videos get over 2x more replies and over 2.5x more reactions.
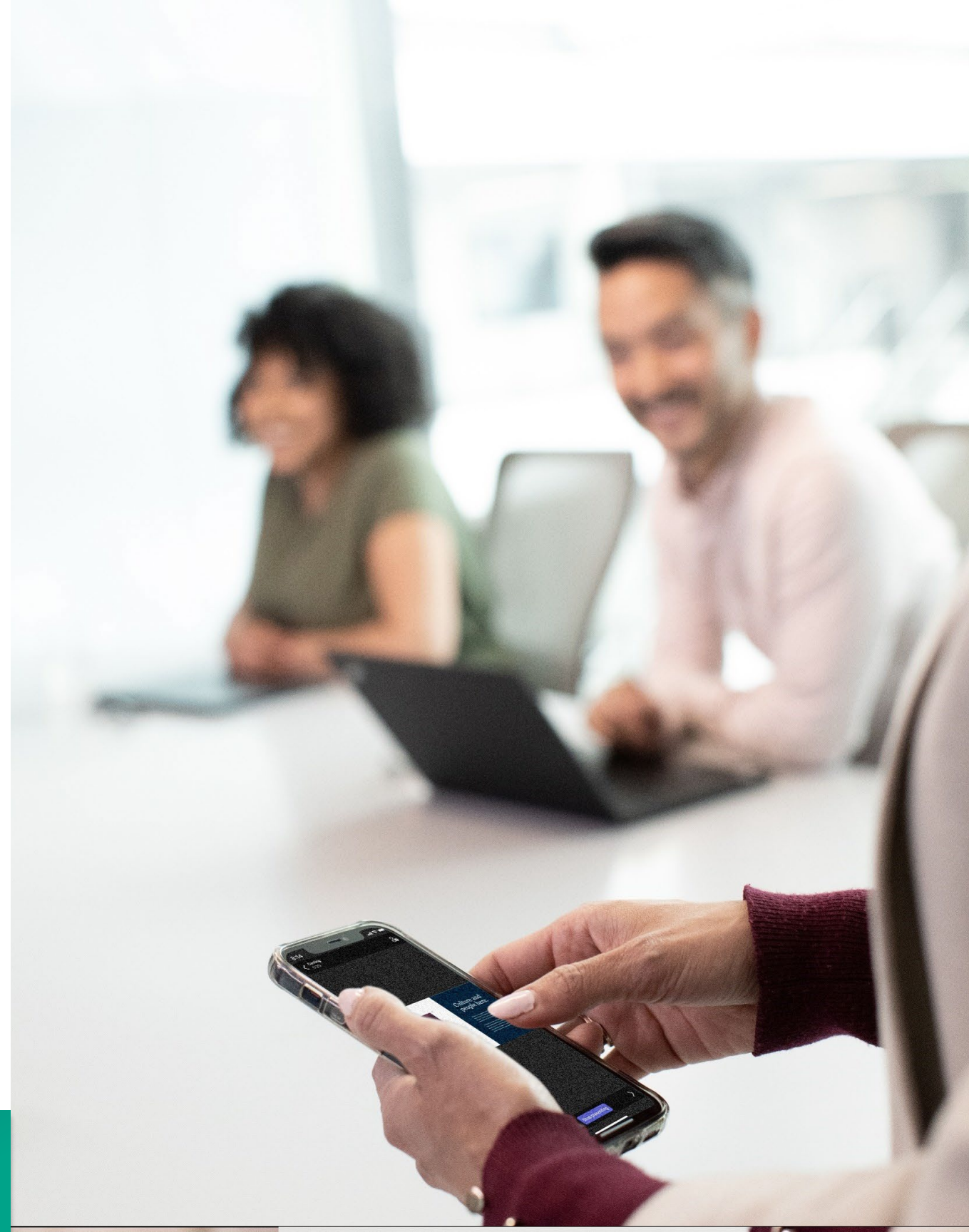
Best Practice #2

Use All Company as a strategic communication channel

2

Use *All Company* as strategic communication channel

Customize All Company - including name, icon, and cover photo.

Assign roles, such as leaders, corporate communicators, and admins for All Company.

Define its purpose and add community guidelines and resources.

Seed with some initial content so that there is content to engage with immediately, **pin a post** to the top of the feed.

Encourage employees to use specific and official communities, how to create new conversations, and where to engage with leaders.

Host townhalls and company meetings using live events in All Company.

Determine who can post in All Company, restrict posting with only admins can start conversations. Use pinned posts to redirect employees to other appropriate locations.
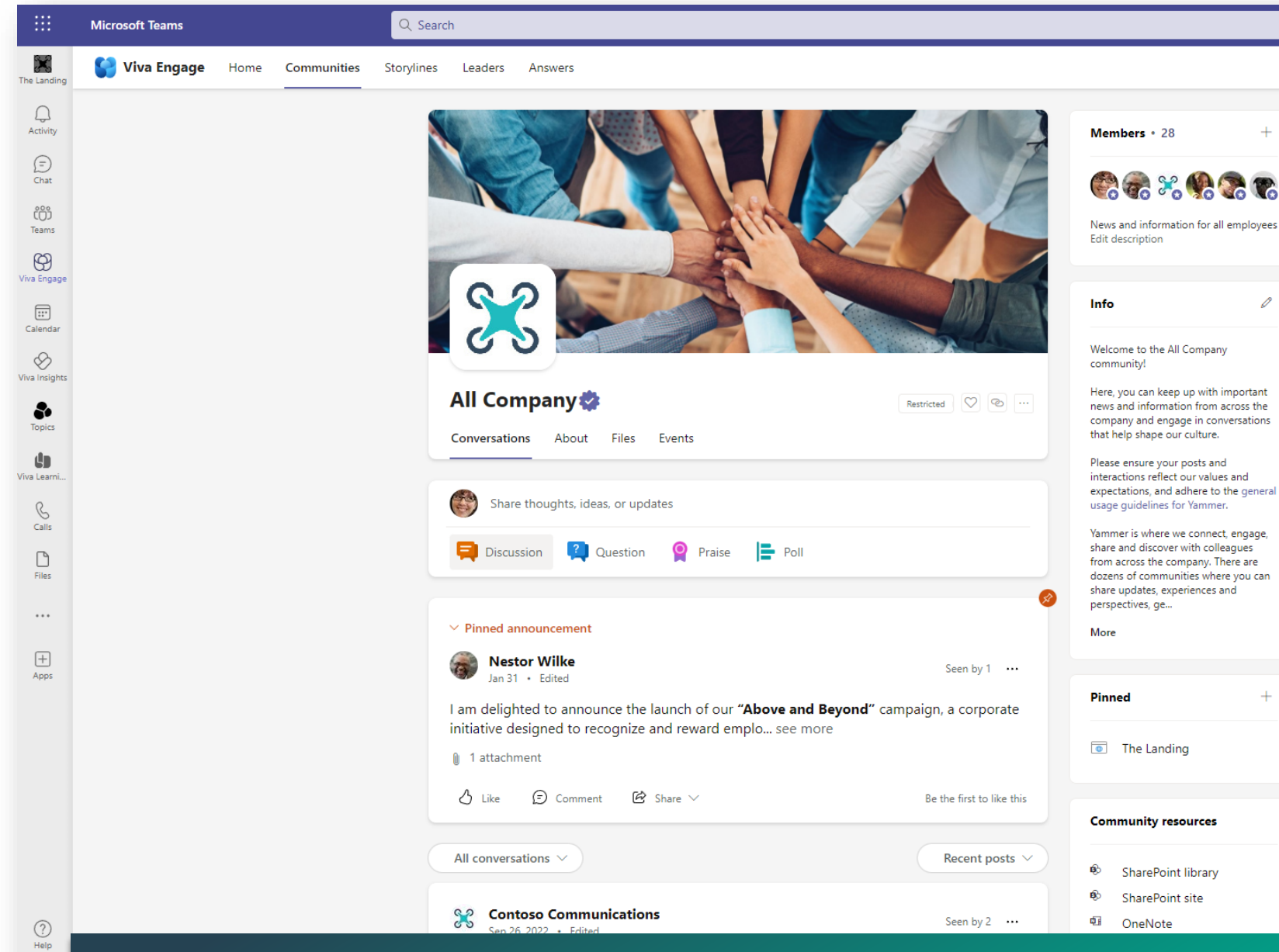
Start conversations on topics that you know employees are passionate about and focused on employee experiences, making it simple and relevant for employees and leaders to contribute.

Send announcements to promote events or campaigns

Schedule a town hall live event and send an announcement to let employees know about upcoming events or campaigns. Ask employees to submit questions prior to see what questions are top of mind for employees. Announce any type of post and include details about how employees can patriciate and contribute to the conversation.
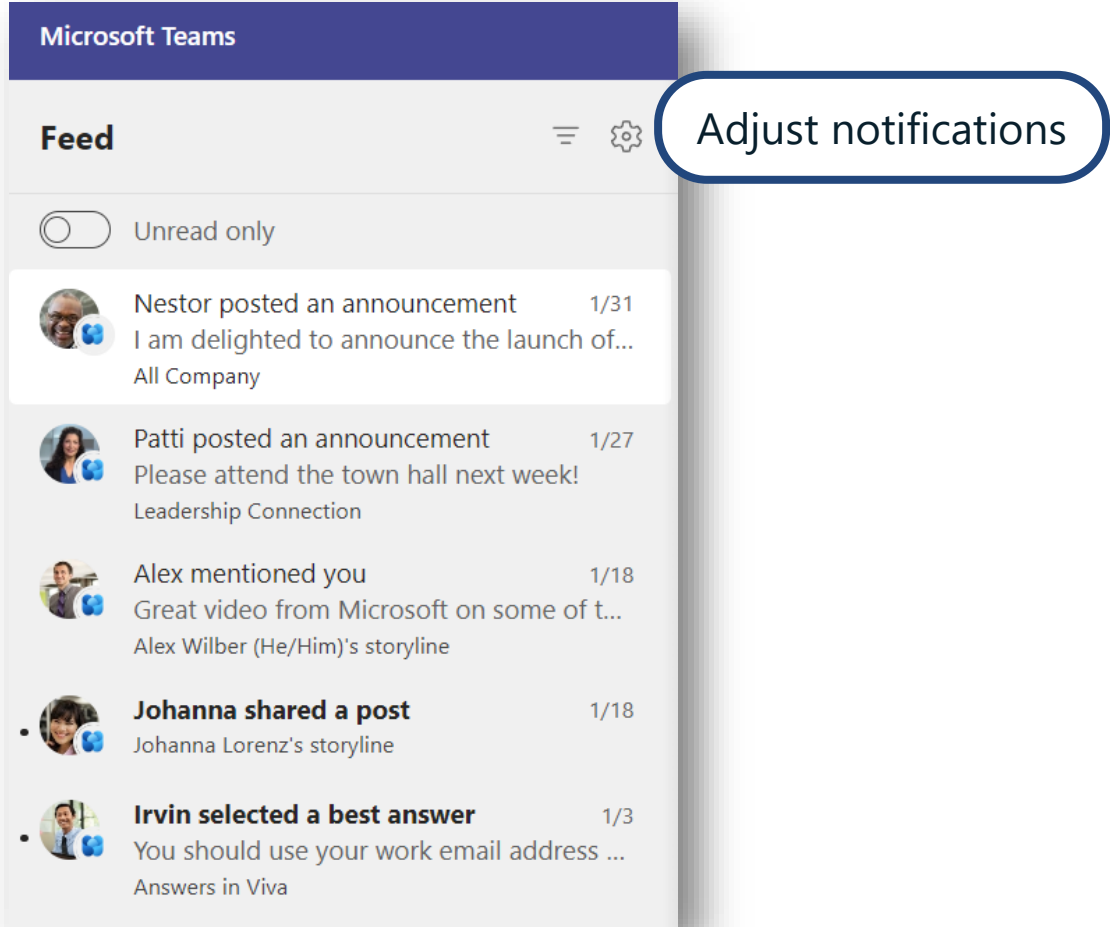

Include details about Q&A and recordings.

Notifications for announcements show in Microsoft Teams
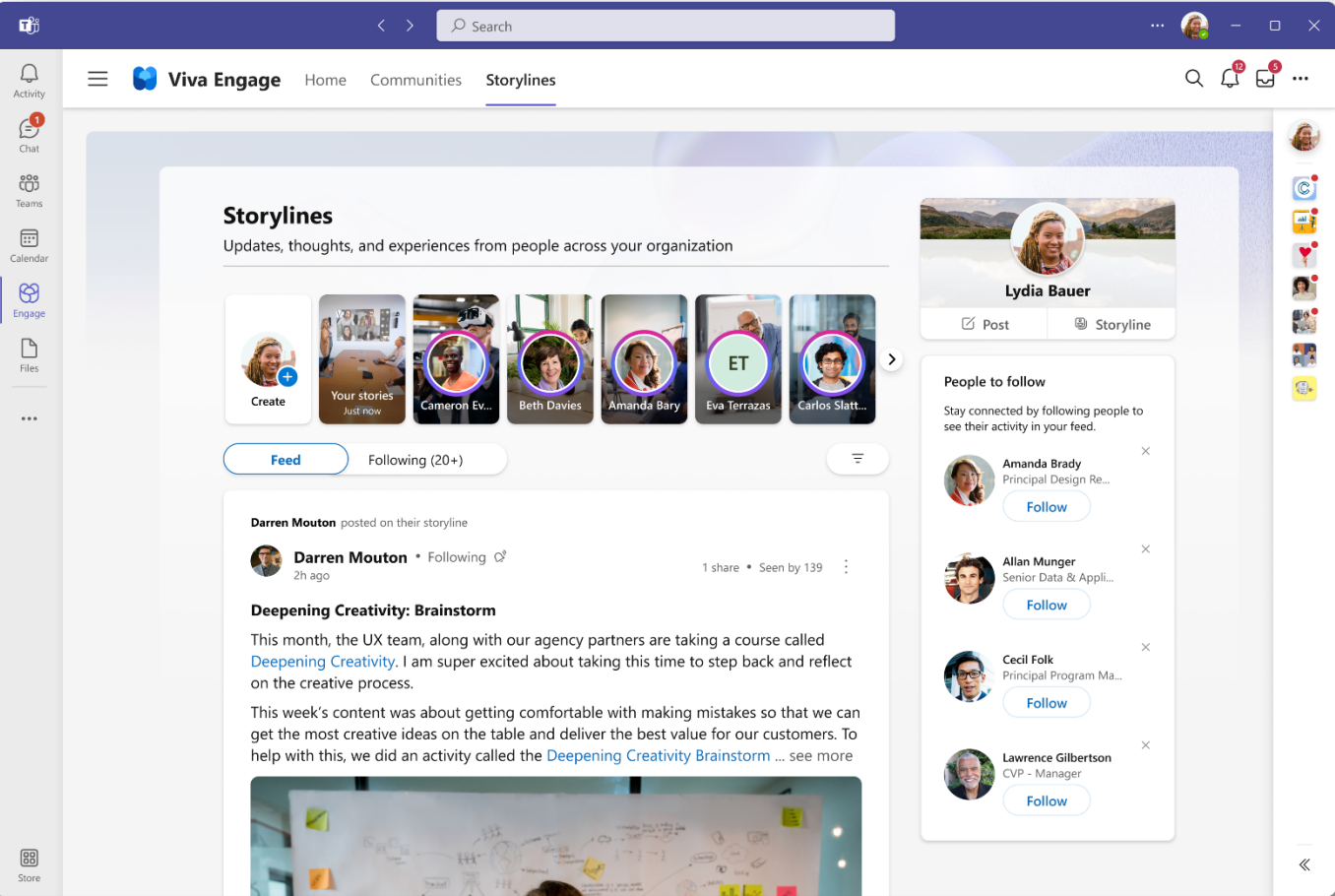
Viva Engage

Viva Engage app is pinned to the app launcher in Microsoft Teams.

Teams Notifications

React, reply or start a post directly from notifications.

Create additional and official communities ✔️

Identify subject matter experts in need of crowdsourcing questions that frequently arise from a large group of people.

Create community and mark community as official. ✔️

Customize and brand community and recruit members to start the conversation.

Empower community owners to answer questions and manage conversations within their community.

Mark best answer or encourage employees to upvote responses.
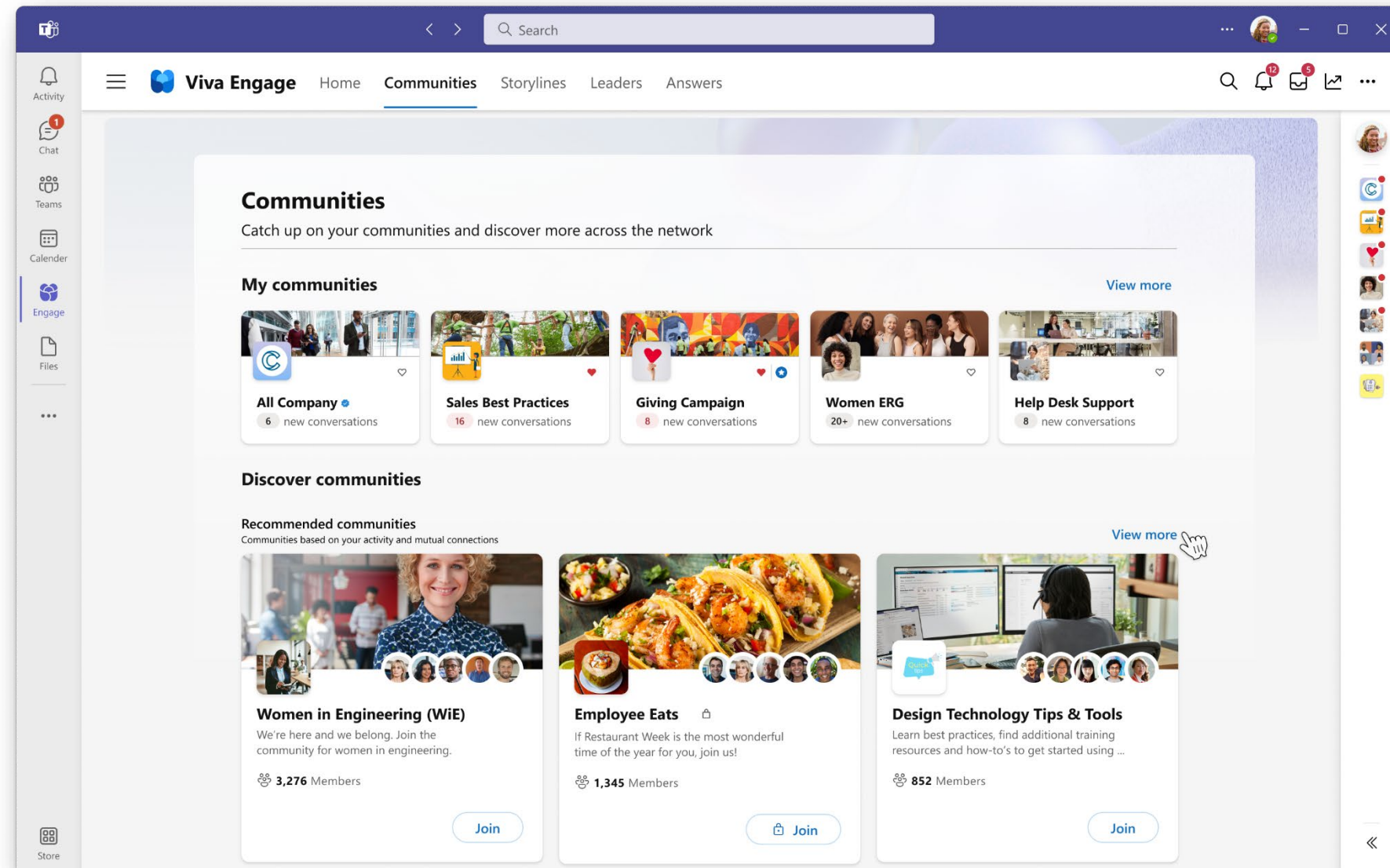
Help curate and manage the conversations

Use best practices for keeping conversation on track and in the best places for continued dialog. Tag someone in a conversation if their opinion or insight would be valuable. If something doesn't seem quite right, reach out to the Community Manager to help address the situation. Employees can report conversation to alert admins.
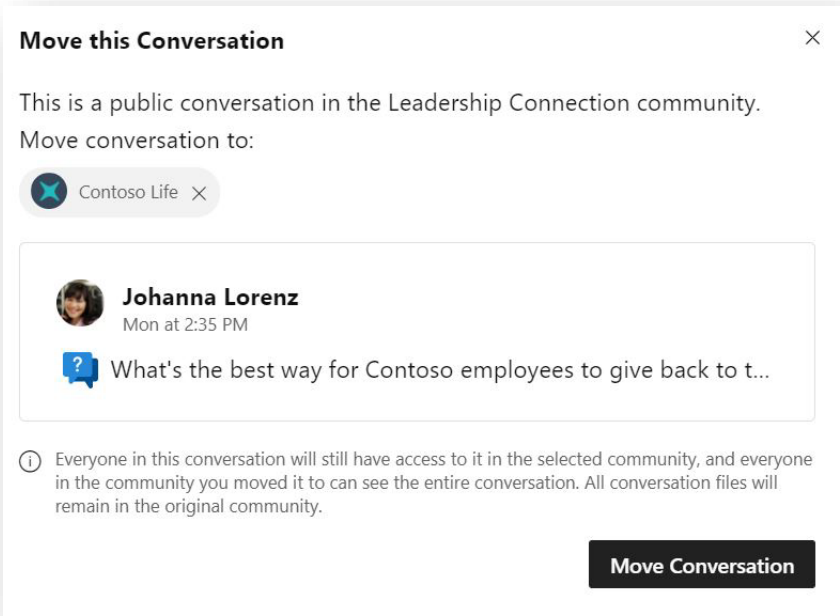
Move a conversation to another relevant community.
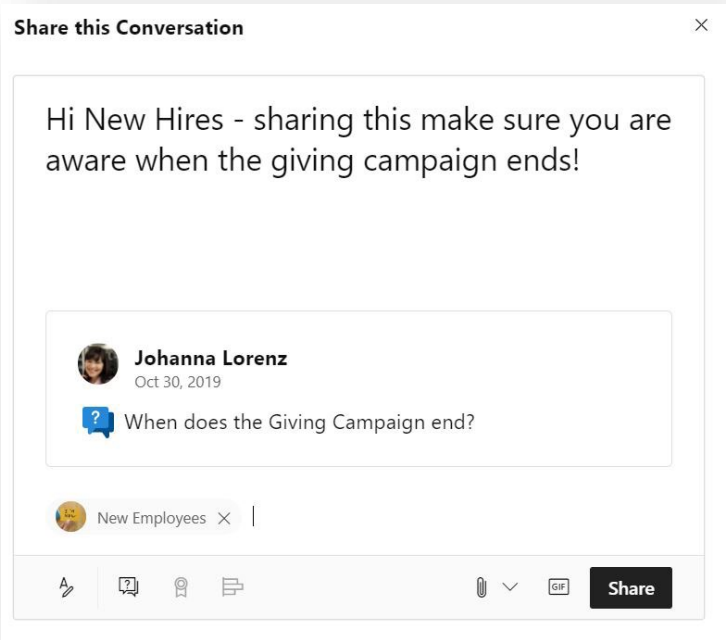
Share this conversation with another community.
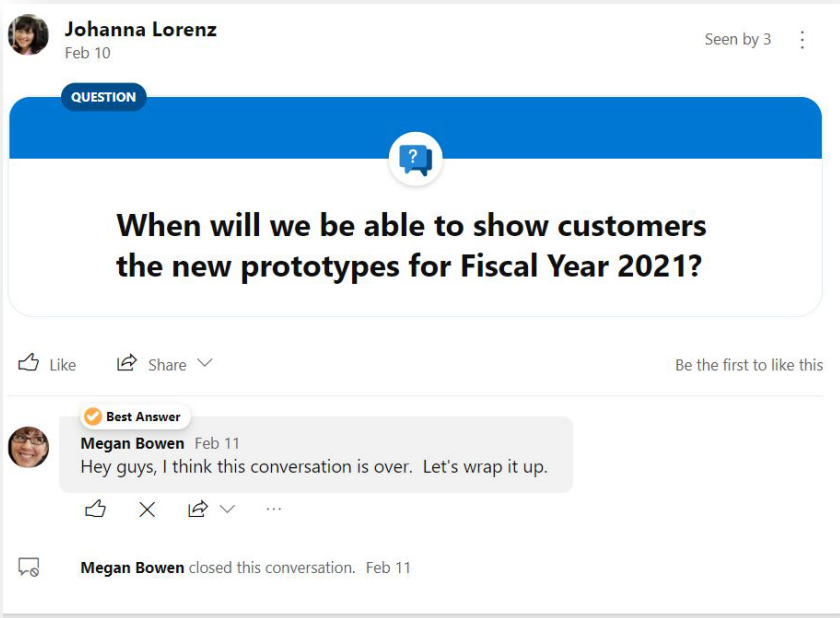
Close this conversation.

Best Practice #3

Pin the Viva Engage app

3

Interact with Viva Engage from Teams, mobile or email

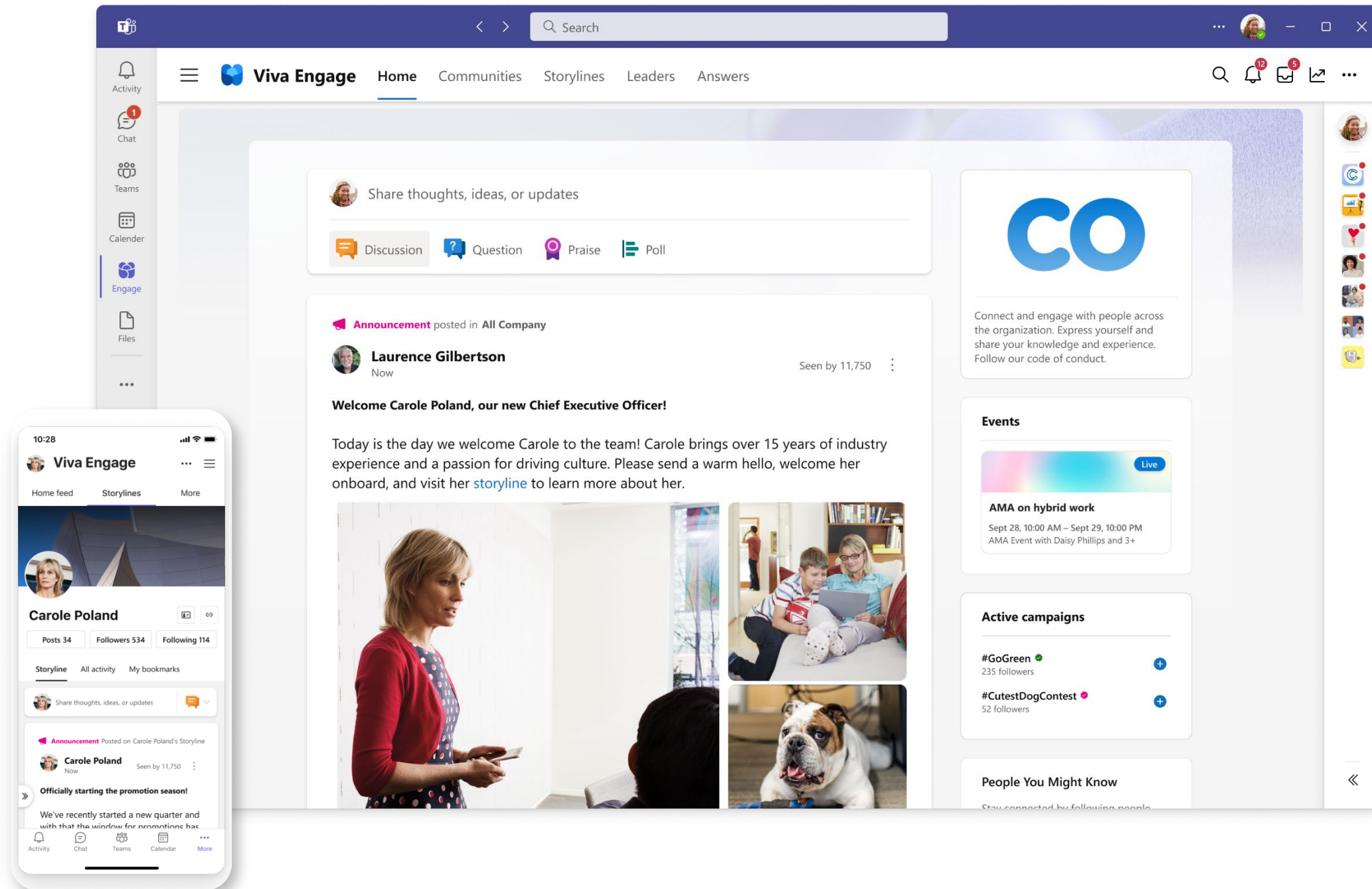- ❑ Pin the app in Microsoft Teams
- ❑ Download the mobile app
- ❑ Respond to Viva Engage conversations from Outlook
- ❑ Adjust email and notification settings

Set notifications

Fine tune notifications to get notified of activity in Viva Engage.

Edit notifications.

Settings

- General
- Accounts
- Privacy
- **Notifications**
- Devices
- App permissions
- Captions and transcripts
- Files
- Calls

Notification style   Windows

Show message preview

Play sound for incoming calls and notifications

Teams and channels
You will get desktop and activity notifications for:

All activity	Mentions & replies	Custom
New messages, reactions, and all mentions	Personal mentions and replies to your messages	Your custom settings are active.

Chat   Edit
Messages, mentions and reactions.

Meetings and Calls   Edit
Control notifications and reminders during your meetings and calls.

People   Edit
Keep track of someone's status and get notified when they appear available or offline.

Viva Engage   Edit
Connect with leaders and coworkers, join communities, and share your story.

Other   Edit
Recommendations, tips, and prompts from Teams

Need help? Learn a

Viva Engage

Announcements	Banner and feed
@mentions	Banner and feed
When added to a community	Only show in feed
Posts from people you follow (coming soon)	Only show in feed
Media posts from people you follow (coming soon)	Banner and feed

Additional resources

Additional Viva Engage resources

Microsoft adoption resources

- Review and download Viva Engage resources on adoption.microsoft.com, including Viva Engage training guide, FAQs, playbooks and templates, and more.

- Microsoft FastTrack for Viva: Deployment assistance including support from Microsoft engineers with technical expertise on Microsoft Viva and other Microsoft tools.

- Viva Engage deployment guide and wizard: self-service help tool for admins to deploy Viva Learning.

- Ask your question by posting to the Viva Engage Customer Community.

Learn more about Viva Engage

- Watch the Viva Engage Demo Video.

- Catch the Viva Engage Microsoft Mechanics video for a more in-depth walkthrough including additional capabilities.

- Read the Viva Engage technical documentation articles for detailed instructions on technical deployment and admin setup.

- Need more background or guidance on the rebrand and positioning? Listen to the Intrazone podcast episode.

Bonus exercise: Community canvas

1. **Purpose** – why does this community exist?	2. **Audience** – who is this for and how do they find out?	3. **Values** – what 3 principles are important?
4. **Goals** – what are 3 metrics we can measure in the next 12 months? 1. 2. 3.	5. **Experience** – what happens on a reoccurring basis? How are people onboarded?	6. **Roles** – what different roles can people play?
7. **Rules** –what guidelines and boundaries help achieve the purpose and values?	8. **Governance** – how do we make decisions? Who gets to decide?	9. **Communication** – what are the channels for us to communicate? How frequent?