



# Microsoft Viva

## Getting Started with Viva Series

A day in the life of a frontline worker and their manager  
May 3, 2023



Nacho | Host



Kevin McDonnell  
| MVP Presenter

# Currently using Viva?

## Join 300+ Microsoft customers in NDA Viva Customer Connection Program

- Open to all Viva customers using at least one app
- Influence the future of Viva products/features/capabilities/solutions
- Weekly NDA calls with Viva product teams
- Access to NDA depth engagements, including private previews, 1:1 interviews, and more

Self-Nominate | <https://aka.ms/NominateVivaCCP>

# Microsoft Viva

The integrated employee experience platform that empowers people and teams to be their best

 Viva Connections (Home)

## Connection

Keep everyone informed, included, and inspired



Viva Engage



Viva Amplify

## Insight

Improve productivity and wellbeing with actionable insights



Viva Insights



Viva Pulse

## Purpose

Align people's work to team and organization goals



Viva Goals

## Growth

Help employees learn, grow, and succeed



Viva Topics



Viva Learning

## Empowerment

Help sellers spend time where it matters



Viva Sales

All employees

Role-based experiences

 Microsoft 365

Platform and Admin services

Briefing Email, People, Answers  
Admin Experience  
Common Navigation

Privacy & Security

Granular Feature Access Controls  
Inherited Permissions for 3P  
Differential Privacy for Insights

Integrations to HCM, CRM, LMS, Wellness

Workday, Salesforce, Qualtrics,  
LinkedIn, Headspace, SAP  
SuccessFactors and many more



# Agenda

**01** Introductions

**02** A day in the life of a frontline worker and their manager

**03** Wrap up | Thank you for attending



# Register for the next Getting Started with Viva Call



## Getting ready for multiple Viva Connections experiences

Suzy Dean, MVP, CEO, AddIn365

May 10, 2023, at 7AM PT

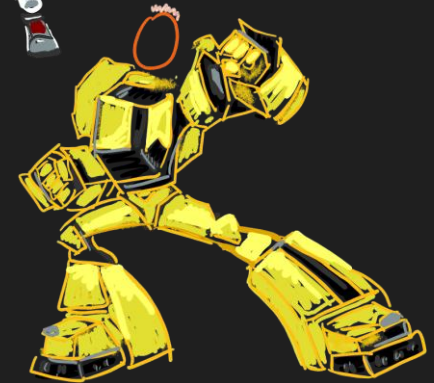
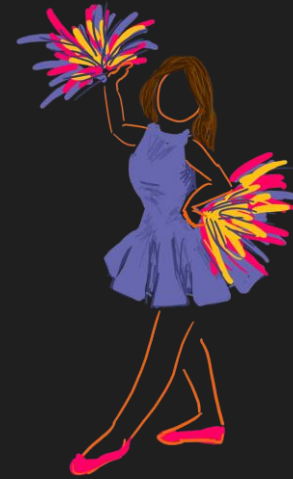
[Register here](#)

VIVA EXPLORERS



COMMUNITY





# VIVA EXPLORERS



VIVA EXPLORERS



# Agenda

**1** What is meant by Frontline Worker?

**2** The challenges to solve

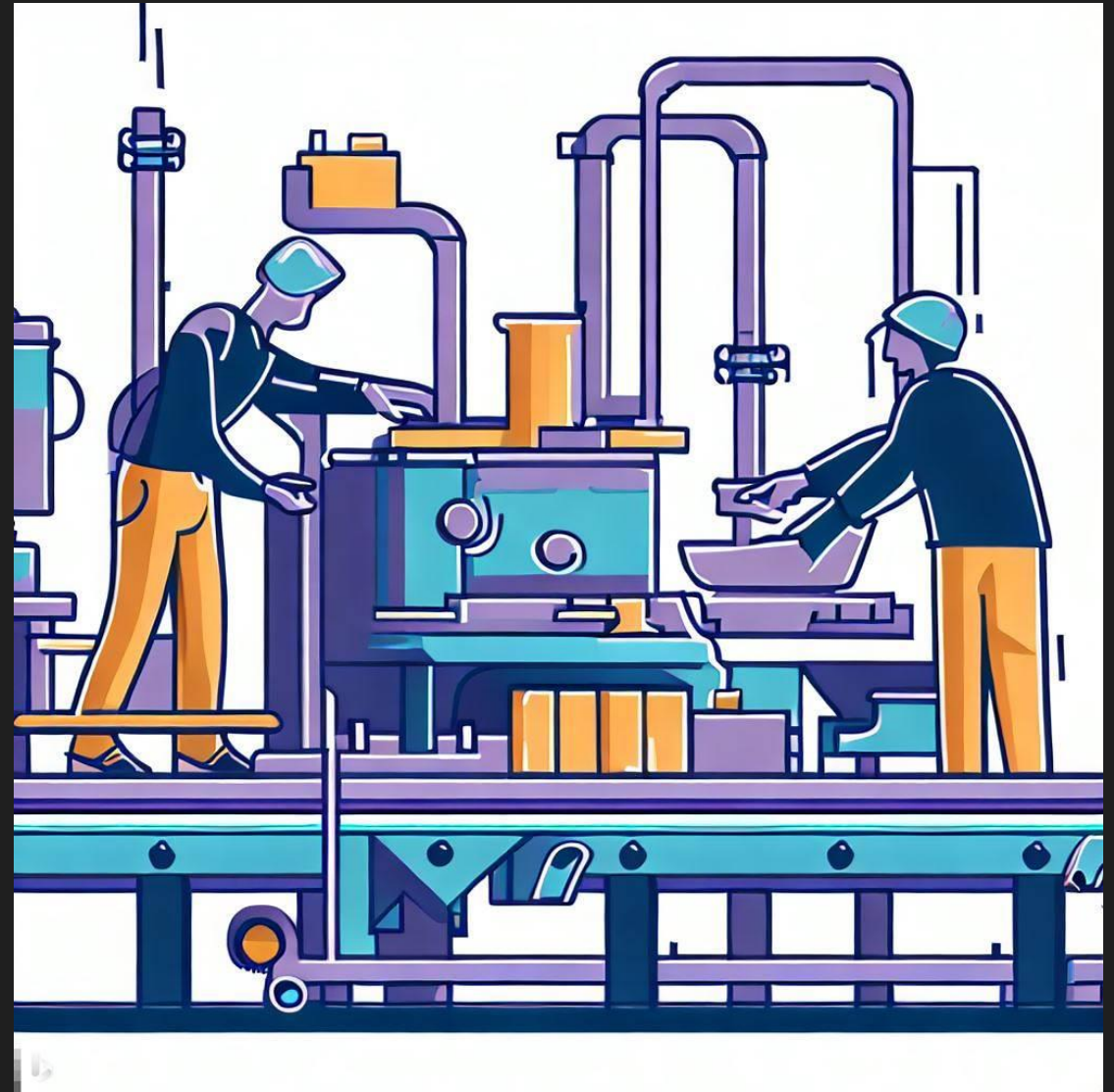
**3** A day in the life

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# What is meant by Frontline Worker?

And why are they so important?



# What do we mean by Frontline Worker?



It is their **ambition, creativity and action** that can unlock **innovative** ideas, **differentiate** the customer experience, and bring the **strategies** of your organization to life.

Frontline workers are an **essential** part of your organization – they are the first to **engage your customers**, the first to see **products and services** in action, and the first to **represent your brand**



- Retail staff
- Factory workers
- Event organisers
- Hospital workers
- Cleaners

# Characteristics of Frontline Workers

**Often deskless**

**Often Task  
and process  
driven**

**Regularly last  
to feel tech  
benefits**



**On the move  
all the time**

**Often lower  
cost**

**Often  
disconnected  
to wider org**

# The challenges to solve

What are organisations looking to make better around Frontline Workers?



# Key challenges faced

## Right now

- Retention
- Energy prices
- Cost of living
- Workforce shortages



## Longer term

- Sustainability
- Digital transformation
- Lack of data driven insights

## Constant

- Disconnected employees
- Manual processes
- Productivity

# Vision for productive and connected Frontline Workers

## For Frontline Workers

## For managing Frontline Workers

### Growth & Purpose

- Support to learn
- Understand opportunities
- Align to the greater cause
- Recognised for what is done

### Protected

- Work safely
- Be compliant
- Feel protected

### Empowered

- Understand work needed
- Tools to deliver
- Knowledge, processes and tools to be productive
- Feel connected to manager and organization
- Flexibility

### Customer

- Aligned to customer demand
- Connected to knowledge needed for customer
- Flexible to the customers need
- Engaged employee is the perfect ambassador

### Insights & Management

- Right place, right time?
- Effectiveness
- Using the knowledge
- Using the tools
- Skill/resource gaps
- Scheduling gaps
- Delivering to org aims

### More from less

- Cost effective
- Maximise license value
- Increased productivity without increased headcount

### Protection

- Adopting the right practices
- Ensure compliance

# A day in the life

What are organisations looking to make better around Frontline Workers?



# Adele – manager for retail store

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## Employee engagement

Wants to make a better connection with her staff to the organization she is passionate about.

## Employee retention

Employees are looking for more flexibility and moving jobs to find it – Adele wants to look at how she can engage and help.

## In store communications

Adele is hoping to see how she can make her staff more productive by connecting with each other and the local regional stores.





## Grady – worker for retail store

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### Employee engagement

Grady wants a paycheck but also to feel part of a larger organization – something he doesn't quite feel yet.

### Flexibility

Grady wants to be able to easily swap shifts to fit around his frequent volunteering as a Cub Scout Leader.

### Employee empowerment

Grady wants to be able to start his shift with the right tasks to get things done and to get the knowledge needed to help with that, whether automated or through a group of people.



# Time for a demo



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# Factors to consider



LICENSING



ADOPTION AND  
CHANGE MANAGEMENT



HARDWARE

# Thank you

Any questions?