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

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
Agenda

1. What is meant by Frontline Worker?

2. The challenges to solve

3. A day in the life

Photo by Kyle Mackie on Unsplash
What is meant by Frontline Worker?
And why are they so important?
What do we mean by Frontline Worker?

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.

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.

- 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

- **Growth & Purpose**
  - Support to learn
  - Understand opportunities
  - Align to the greater cause
  - Recognised for what is done

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

- **Protected**
  - Work safely
  - Be compliant
  - Feel protected

For managing Frontline Workers

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

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

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

- **More from less**
  - Adopting the right practices
  - Ensure compliance

- **Customer**
  - Aligned to customer demand
  - Connected to knowledge needed for customer
  - Flexible to the customers need
  - Engaged employee is the perfect ambassador
A day in the life

What are organisations looking to make better around Frontline Workers?
Adele – manager for retail store

**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

**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
Factors to consider

LICENSING

ADOPTION AND CHANGE MANAGEMENT

HARDWARE
Thank you

Any questions?