



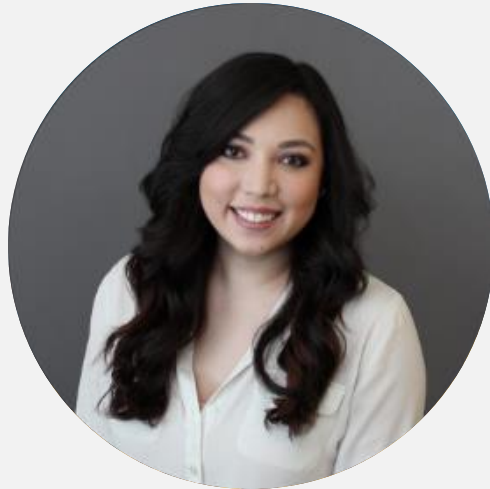
Viva Glint: Ask the Expert series

January 28, 2025

Agenda

- Welcome & Introductions
- Viva Glint Enablement & Support Options
- Q&A

Today's hosts



Kathryn Bowen
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Nebraska, USA

and meeting moderators Larissa Linton and Meg Roberts

Enablement & Support Overview

Self-paced

- MS Learn documentation
- Training modules
- MS support content for survey takers

Connect with others

- Learning Circles
- Cohorts
- Product Council
- Community discussion forums

Learn from experts

- Ask the Experts
- Think like a People Scientist
- Manager programming

Keep up-to-date

- Monthly newsletter
- Town Halls
- Blogs

Speak with experts 1:1

- Partners
- FastTrack
- Unified professional services
- Admin support tickets

To access our full documentation library, see [Introduction to Microsoft Viva Glint | Microsoft Learn](#).

The image shows a screenshot of the Microsoft Viva Glint documentation page on Microsoft Learn. The page is titled "Introduction to Microsoft Viva Glint" and features a video player with the text "An introduction to Microsoft Viva Glint and people success". Below the video, there is a "Get started" section with a table of links for "Tenant and platform setup", "Ongoing measurement", "Training", and "Get support".

On the right side of the page, there is a search bar with the text "Viva Glint..." and a magnifying glass icon. Below the search bar, there is a list of topics under the heading "Introduction to Microsoft Viva Glint":

- > Privacy and confidentiality
- > Connect and learn
- > Plan and deploy
- > Platform features
- > Microsoft 365 Copilot in Viva Glint
- > Create survey programs
- > Support survey participants
- > View survey results
- > Take action as a manager
- > Viva integrations

The page also includes a navigation menu at the top with links for "Microsoft Viva", "Viva Amplify", "Viva Connections", "Viva Engage", "Viva Glint", "Viva Goals", "Viva Insights", "Viva Learning", and "Viva Pulse".

For a list of our training courses, see our [Viva Glint Learning Paths and modules](#) page.

For a list of our available badges, see our [Viva Glint Badging](#) page.

The screenshot shows the Microsoft Learn website interface. At the top, there are navigation menus for 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this, there are tabs for 'Training', 'Products', 'Career Paths', 'Browse all training', 'Educator Center', 'Student Hub', and 'FAQ & Help'. A progress bar indicates 'LEVEL 5' with a green bar and '5625 / 7199 XP'. The main content area features a course card for 'Design and set up your Viva Glint program' with a trophy icon, a '2500 XP' badge, and a 'Continue' button. The course description includes '1 hr 30 min remaining • Learning Path • 0 of 4 modules completed' and lists prerequisites such as 'Introduction to Microsoft Viva Glint' and 'Apply Viva Glint's modern approach to engagement for better results'.

The screenshot shows the 'Microsoft Viva Glint Manager' badge page. On the left is a circular badge with a purple and blue gradient, featuring the Microsoft Viva logo and the word 'MANAGER'. To the right, the title 'Microsoft Viva Glint Manager' is displayed, followed by 'Issued by Microsoft Viva'. Below this is a paragraph explaining that the badge is awarded to Viva Glint managers who have demonstrated and share Viva Glint results using Viva Glint's reporting and ACT framework. A 'Learn more' link is provided. Under the 'Skills' section, there are three buttons: 'Data Analysis', 'Employee Engagement', and 'Human Resource Management'. At the bottom, there is a green button that says 'Earn this Badge'.

[Basic instructions & troubleshooting](#)

The screenshot shows the 'Viva Glint Overview' page. The top navigation bar includes 'Support', 'Microsoft 365', 'Office', 'Products', 'Devices', 'Account & billing', 'Resources', and a 'Buy Microsoft 365' button. The left sidebar lists 'Viva Glint' with sub-links: 'Get started with Viva Glint', 'Viva Glint Overview', 'How to take a Viva Glint survey', 'Fix Viva Glint survey access', and 'Accessibility in Viva Glint'. The main content area has the title 'Viva Glint Overview' and a sub-header 'Viva Glint provides survey programs to the organization you work for to give visibility into the health of the business. Great companies are fueled by great cultures, and great cultures are built by great teams.' Below this is a note for administrators and a paragraph explaining the purpose of Viva Glint surveys. At the bottom, a section titled 'Your participation in surveys will help to:' lists six bullet points.

Viva Glint Overview

Viva Glint provides survey programs to the organization you work for to give visibility into the health of the business. Great companies are fueled by great cultures, and great cultures are built by great teams.

Note: If you're a Viva Glint admin or want to learn how to set up Viva Glint for your organization or create surveys, see [Introduction to Microsoft Viva Glint](#).

Viva Glint survey programs allow your leaders to collect data and listen to your feedback about how happy you are at work. With this information, your company can take steps to become an organization where you bring your best self to work, where you feel part of the greater process and team, and to be a company that you recommend to others as a great place to work. Viva Glint provides steps to guide your company to achieve this.

Your participation in surveys will help to:

- Increase your satisfaction at work
- Give your organization faster and more focused people insights
- Encourage continuous conversations and collaboration
- Give your organization the ability to better predict opportunities and risks
- Provide feedback so your organization can study what motivates you and others to be successful at work
- Translate insights into action

[Tips for admins to prepare survey takers](#)

The screenshot shows an article page for 'Support survey participants during a live Viva Glint survey'. The top navigation bar includes 'Product documentation', 'Development languages', and 'Topics'. The breadcrumb trail is 'Learn / Microsoft Viva / Viva Glint /'. The article title is 'Support survey participants during a live Viva Glint survey', dated '01/06/2025' with '2 contributors'. Below the title is an 'In this article' section with links: 'Create an FAQ document', 'Allow survey resubmission', 'Manage authentication issues', 'Confirm eligibility', and 'Show 3 more'. The main text introduces Viva Glint surveys and advises on communicating proactively with participants, mentioning 'online support content' for questions. At the bottom, there is a large heading 'Create an FAQ document'.

Support survey participants during a live Viva Glint survey

Article • 01/06/2025 • 2 contributors

In this article

- [Create an FAQ document](#)
- [Allow survey resubmission](#)
- [Manage authentication issues](#)
- [Confirm eligibility](#)
- [Show 3 more](#)

Introduce Viva Glint surveys and [communicate proactively](#) with your organization about upcoming surveys. During a live Viva Glint survey, participants can use [online support content](#) to answer many of their questions. Take other steps listed here to set up users for success to submit their valuable feedback.

Create an FAQ document

Join our customer groups to stay connected with fellow customers, our thought leadership experts, and our Product team.

Learning Circles

The Learning Circles program offers the opportunity to join a diverse customer group where you can share knowledge, experiences, and challenges with other employee experience professionals and grow your understanding and utilization of Viva.

[Register](#) for our January 29th session or read more about Learning Circles [here](#).

Product Council

Be part of a community that provides the Viva Glint team with feedback to help shape our product and influence the development of new products through our user experience. [Join our Product Council today!](#)

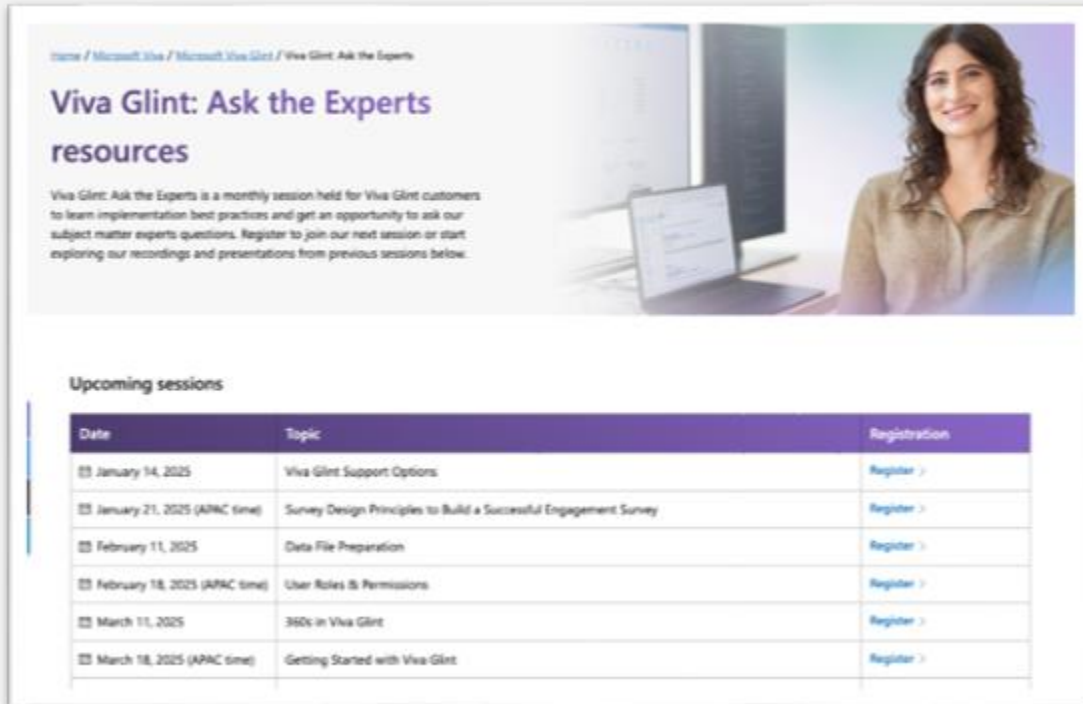
Cohorts

The purpose of our customer cohorts are to facilitate connections between customers grouped by shared background (e.g., industry), shared purpose (e.g., culture transformation) or shared interest (e.g., AI). Through cohorts, customers will have additional access to relevant content and events, discussion, and sharing and networking opportunities. Read more about our customer cohorts [here](#).

And chat with fellow customers on our [Viva](#) and [Viva Glint](#) community discussion forums

Ask the Experts

Designed for Viva Glint customers, these monthly sessions cover implementation best practices as well as give an opportunity for Q&A with our experts.



Home / Microsoft Viva / Microsoft Viva Glint / Viva Glint: Ask the Experts

Viva Glint: Ask the Experts resources

Viva Glint: Ask the Experts is a monthly session held for Viva Glint customers to learn implementation best practices and get an opportunity to ask our subject matter experts questions. Register to join our next session or start exploring our recordings and presentations from previous sessions below.

Upcoming sessions

Date	Topic	Registration
January 14, 2025	Viva Glint Support Options	Register >
January 21, 2025 (APAC time)	Survey Design Principles to Build a Successful Engagement Survey	Register >
February 11, 2025	Data File Preparation	Register >
February 18, 2025 (APAC time)	User Roles & Permissions	Register >
March 11, 2025	360s in Viva Glint	Register >
March 18, 2025 (APAC time)	Getting Started with Viva Glint	Register >

For registration and past recordings, visit our [Ask the Experts site](#).

Think like a People Scientist

Designed for all Viva customers, this series is an opportunity to take a deep dive with our People Scientists on specific research, POVs, and methodology to help you 'think like a People Scientist'.



Microsoft Viva

Think like a People Scientist:

How Microsoft used Viva Insights to understand organizational change

Beth Dennis, Jennifer Stull, Keith McGraw, Todd Crutchfield

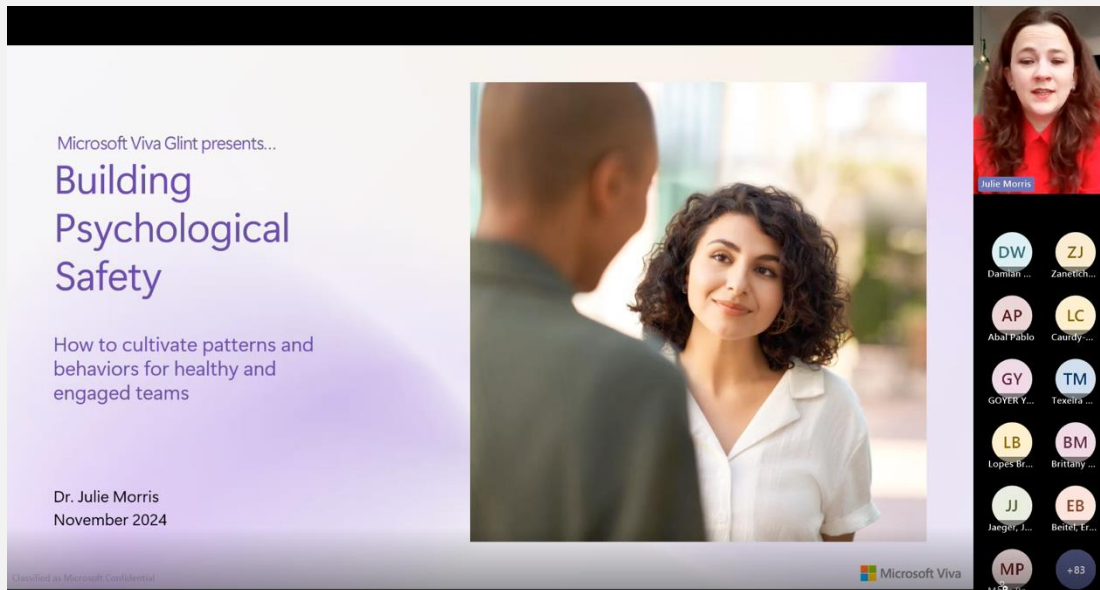
September 10, 2024

For registration and past recordings, visit our [Microsoft Viva Blog](#).

For upcoming events, check out both the [Viva Glint community calendar](#) and the [Viva community calendar](#).

Psychological Safety webinars

Designed for all Viva customers, these sessions cover how to cultivate patterns and behaviors for healthy and engaged teams.



For the past recording, visit our [Microsoft Viva Blog](#).

Building Psychological Safety

Feb 19, 9am PST

Special Topic: Building Psychological Safety Amidst Change

March 3rd, 9am PST

For upcoming sessions, check out the [Viva community calendar](#).

Newsletter

Sign up to receive this monthly email full of information to help you get the most from your Viva Glint programs. This newsletter includes product updates, events, blogs, and more!

[Register here](#) and view past newsletters on our [Viva Glint blog](#).

Town Halls

Join us for our customer town halls where we'll share the latest news, product updates, and stories.

- [January 2025 Town Hall recording](#)

Blogs

Bookmark our blog pages to stay up-to-date on events, newsletters, new research, and more!

- [Blogs specific to Viva Glint research and platform updates](#)
- [Blogs from the wider Viva suite of products and customers](#)

...and more to come!

Viva Glint Partners

What is a Microsoft Partner?

Microsoft partners offer paid services outside the scope of your current contract.

Partners are certified experts who have undergone rigorous training and possess deep knowledge of Microsoft products and services. These services could be related to people science support and advisory services or deployment and adoption services.

Partners are selected for their reputation, consulting capability and technical expertise (this may be within the employee engagement space, broader human capital consulting or tech consulting arenas)

Partners participate in enablement/training on our product and methodology, allowing them to align with and make the right people science informed recommendations

Partners work with the Viva Glint account teams where possible to ensure coordination across the program and a seamless experience

Our partner network can deliver core Viva Glint services and more

These services will be scoped, priced and contracted directly with the partner

Survey related services - examples

	Pre - survey	Post - survey
In replacement of Viva Glint People Science Consultant	<ul style="list-style-type: none"> • Pre-survey focus groups and/or 1-1 interviews • Additional vision and strategy sessions • Change management/ communication sessions • Questionnaire design sessions 	<ul style="list-style-type: none"> • Additional insights reviews/ results presentations • Action taking workshops and comms sessions • Advanced analytics • Leadership coaching
In replacement of Viva Glint Customer Success Manager	<ul style="list-style-type: none"> • Project management/best practice guidance • Survey configuration and administration • Quality assurance and pre-survey testing • Internal change management and communications 	<ul style="list-style-type: none"> • Project management/best practice guidance • Internal change management and communications • Ad hoc report creation • HRBP and Manager training

Transformative solutions - examples

- Solutions to address gaps identified by Viva Glint (e.g., benefits restructure, career frameworks, leadership progs)
- HR or workforce transformation projects
- Integration and consulting across multiple Microsoft Viva modules . Learn more about Microsoft Viva [here](#)
- Viva Insights implementation and integration

Benefits of working with Viva Glint-enabled Microsoft partners

- Carefully selected for their impeccable **reputation, quality of consulting capability and technical expertise** (this may be within the employee engagement space, broader human capital consulting or tech consulting arenas)
- **Extensive enablement/training** on our product and methodology, allowing them to align with and make the right people science informed recommendations
- Will work with the Viva Glint account team to ensure there is **efficient knowledge transfer and coordination** across the program, ensuring the most seamless experience for customers
- Viva Glint generally leverages partners who offer services across Microsoft products and solutions, this means customers can reap the **benefits of a single service solution provider across the Microsoft Viva suite**

FastTrack & Additional Support

FastTrack can provide **deployment help** with Microsoft Viva foundational products and capabilities - at no extra cost for the life of your eligible subscription. See [eligibility information](#).

If you've registered for FastTrack and need support: [FastTrack for Microsoft Viva](#)

FastTrack can help you with:

- Assigning licenses to users.
- Reviewing required network connectivity.
- Setting up allowlists.
- Provisioning your Viva Glint tenant.
- Assigning company admin roles.
- Configuring Secure File Transfer Protocol (SFTP).
- Setting up user attribute structures.
- Uploading employee data and attributes.
- Reviewing Viva Glint General Settings.
- Setting up app features and settings.
- Reviewing survey access methods.
- Setting up survey distribution lists.

Professional services via Microsoft Unified

Audience: Viva Glint customers with a Unified Enterprise Agreement

Customer Experience Support

- Customer Experience Foundations
- Customer Experience and Deployment

People Science Support

- Consulting

For more information about Microsoft Unified support, eligibility, and technical requirements, please visit our [Microsoft Unified Overview](#) page.

Support

Audience: All Viva Glint customers

Viva Glint admins:

- [Microsoft Admin Center](#)
- [Support participants during a live Viva Glint survey](#)

Viva Glint managers:

- [Viva Glint Manager Quick Guides](#)
- [Address Viva Glint access issues as a manager](#)

Viva Glint survey participants:

- [How to take a Viva Glint survey](#)
- [Viva Glint FAQs for survey participants](#)

Q&A

Thanks for joining!

Register for our upcoming
Psychological Safety webinars

[Building Psychological Safety](#)

Feb 19, 9am PST

**[Special Topic: Building Psychological
Safety Amidst Change](#)**

March 3rd, 9am PST

Viva Glint: Ask the Experts
feedback



Scan this code to share your feedback about today's session.

Appendix