

Microsoft Viva

Frequently asked questions for Partners

LAST UPDATED: 2/4/2021

Contents

- Viva Family2
- Viva Topics4
- Viva Insights7
- Viva Connections9
- Viva Learning..... 11

What is Microsoft Viva?

[Microsoft Viva](#) is the first Employee Experience Platform built for the digital era. Viva brings together communications, knowledge, learning, resources, and insights into an integrated employee experience that empowers people and teams to be their best, from anywhere. Powered by the full breadth and depth of Microsoft 365 it is experienced through Microsoft Teams and other Microsoft 365 apps that people use every day.

What modules are in the Microsoft Viva product?

Viva Topics: uses AI to automatically organize company-wide content and expertise into relevant categories, putting knowledge to work. Topics, which came out of Project Cortex, makes Microsoft Search more powerful, and automatically surfaces topic cards as people work in apps like Office, SharePoint, and Teams. When employees click on a card, a customizable topic page appears with documents, videos, and related people.

Viva Insights: building on MyAnalytics & Workplace Analytics, Insights provide individuals, teams and leaders data-driven insights and actionable recommendations to improve productivity and wellbeing in the flow of work. Customers can rely on privacy safeguards every step of the way.

Viva Learning: a central hub for learning in Teams, with AI that recommends the right content at the right time, making learning a natural part of the day. It brings together content from LinkedIn Learning, Microsoft Learn, and a customer's own custom content, with easy sharing, assigning, and tracking capabilities.

Viva Connections: building on existing capabilities of SharePoint and Yammer, Viva Connections provides a curated employee destination for company communications, news, communities, and more, so everyone can stay informed and engaged.

Why is this important for your customers?

Today, organizations spend over \$300 Billion a year on employee experience. That number includes employee development and training, benefits and wellbeing, and a whole host of employee experience technologies. But too often, these technologies are fragmented, hard to find, and disruptive to the flow of work.

As digital tools become more crucial to a great employee experience, business leaders across every industry are embracing the opportunity to learn, and they're re-evaluating both their spending and their approach. We believe what's needed is a new approach and a new category of technology solutions called Employee Experience Platforms, a digital platform that provides people with resources and support they need, seamlessly integrated within the same tools they use to do their work, so they can succeed and thrive no matter their location.

Research shows employees are happier when they carve out time for wellbeing, feel connected to their organization, have opportunities to learn and grow, and can get in a flow state. Microsoft Viva addresses all these needs by integrating solutions right where people work in Microsoft 365 and Teams, empowering employees both personally and professionally. We believe that investing in the employee experience can increase employee happiness, reduce turnover, and boost a company's overall success.

What is the Partner Opportunity with Microsoft Viva?

Microsoft Viva introduces new opportunities for Partners to provide value-added services and solutions to

their customers to support an organization's employee experience, including advisory and business consulting, implementation and change management services. By expanding your existing solutions and services with Microsoft Viva, you can elevate customer conversations with business decision makers, grow new revenue opportunities, and strengthen customer relationships, by helping them discover new ways to empower people and teams to be their best.

To learn more about developing a practice, visit the new [Employee Experience Partner Practice page](#). From there, you can find additional details and Partner resources available today to develop either a [Knowledge](#) or an [Insights](#) practice.

When will it be available and on which SKUs or product endpoints?

[Viva Topics](#) (previously known as Project Cortex Topic Experiences) is available across all channels on February 4 as an add-on subscription to all Microsoft and Office 365 plans as well as SharePoint standalone plans.

[Viva Insights](#) - the Viva Insights app in Microsoft Teams is available in public preview, offering an initial set of personal productivity and wellbeing experiences to Microsoft 365 customers with Exchange Online. Manager and leader insights in Teams are available in public preview to Workplace Analytics customers. (Workplace Analytics is currently purchased as an add-on the Microsoft 365 Suites.)

[Viva Connections](#) will be available later in 2021.

[Viva Learning](#), starting in February, will be previewing the Viva Learning app for Teams with a small number of customers and partners; we expect to make the module generally available later this year. Subscription availability will be announced later this year.

Can I transact Microsoft Viva through CSP?

Viva Topics will be transactable on the CSP price list as of March 1, 2021. We'll share more details about other offers once they become available for CSP licensing.

How does Microsoft Viva work with the Microsoft Graph?

Microsoft Viva puts people at the center by delivering personalized experiences, embedded into the apps people use every day. It provides this personalization by using the Microsoft Graph – the overall data platform that provides both quantitative and qualitative data to improve your experiences and help you get work done more effectively. Microsoft Graph also enables professional developers to build solutions ranging from enterprise scale applications and services to niche departmental business process apps.

How can independent software vendors (ISVs) work with Microsoft Viva?

Designed to be an open and extensible platform, with a strong and growing ecosystem of partners, Microsoft Viva is easy to integrate with the systems and tools a company already has in place. Integrations with Microsoft 365, Microsoft Power Platform, Microsoft Dynamics 365, and third-party products and services will deliver a complete employee experience in the flow of work.

Today, you can leverage our existing extensibility frameworks for various aspects of Microsoft Viva, including our Microsoft Graph-based content connectors, Microsoft Graph APIs, SPFx, Viva Insights integrations and more. We're looking forward to creating even more integration and extensibility

endpoints and encourage you to connect with us with us so we can keep you informed as we have more news to share. Sign up for information about Microsoft Viva at <https://aka.ms/viva/join>.

What regions is Viva available in? What languages are supported?

Microsoft Viva is available anywhere in all locations where Microsoft 365 is available. Microsoft Viva will be available in English at the time of General Availability. Specific modules such as Viva Topics will add support for additional languages later this calendar year.

Where can I find out more about Viva?

Partners can learn more about Microsoft Viva and the opportunity to develop an Employee Experience practice at: [Microsoft 365 & Security for Partners](#). This includes pages specifically on building a practice for [Knowledge](#) or an [Insights](#) practice.

including current training and resources for Partners. You can also sign up to receive ongoing news and announcements from our programs for Employee Experience partners at <https://aka.ms/viva/join>.

To learn more about the product, or for information that you can share directly with your customers - visit www.microsoft.com/en-us/microsoft-viva/overview.

Microsoft Viva Topics

What is Microsoft Viva Topics?

Viva Topics is an AI-powered solution that discovers, organizes, and surfaces what matters. It automatically organizes content and expertise across your systems and teams into related topics such as projects, products, processes, and customers. People don't need a separate application or search—knowledge simply finds them in the apps they already use. Experts can rapidly curate and share knowledge through simple, highly customizable web pages.

Which users need a license for Viva Topics?

Anyone viewing, accessing, or curating topic cards, topic pages, or topic centers or otherwise benefiting from EXP Topics capabilities requires a license. This includes the following scenarios:

- Discover topics through topic highlights on a SharePoint page, on a Teams site, or in a document
- Open a topic card to view and select related team members, resources, and related topics
- Open and view a topic page
- Create a new topic
- Curate a topic by updating the description, adding additional resources, and suggesting team members
- Manage mined and added topics for accuracy and relevance

What languages does Viva Topics support?

Available to customers worldwide, Viva Topics currently offers English language support.

We plan to add support for Spanish, French, and German in the second half of 2021.

Will Viva Topics be available on government cloud?

Yes, we plan to make Viva Topics available for government cloud in the second half of 2021.

Admin and controls

Will admins be able to turn Viva Topics "On" / "Off" at the tenant level?

Yes, we have a full set of admin controls for the functionality. It will ship "Off" by default so that you are able to plot the right adoption journey for your organization.

What are the controls from a company perspective? Who would manage these controls? What audit capability comes with the solution?

Viva Topics has both audit controls and security controls for mined topics and knowledge.

How does Viva Topics protect the security and compliance of content?

Viva Topics is based on the security and compliance of content enforced across Microsoft 365. For example, access, retention labels, data sovereignty, and information barriers are all maintained consistently before and after the activation of Viva Topics. In addition, organizations can apply restrictions on the scope and availability of topic information shared by Viva Topics.

Topic generation and curation

How are topics generated and updated?

There are two ways to generate topics: 1) users can create topics manually and 2) AI can detect and generate topics automatically. Once a topic is created, AI will update the topic and related resources as it

discovers new information. In addition, users can also manually update topic cards and pages to adjust the topic description or highlight new resources and connections.

Can my organization specify a list of seed topics that Viva Topics can mine?

Yes, you can create a topic from scratch. You can fill in all the information in a topic page and add it to your knowledge network. The AI behind Viva Topics can add to the topic over time. This scenario is part of the human and AI story where machine learning, and human curation together can build a better experience for end users.

Topic discovery

Is Viva Topics a new kind of graph, or is it related to the Microsoft Graph?

Microsoft Graph helps supply insights about content and knowledge throughout Microsoft 365, and Viva Topics builds on top of the Graph to create your knowledge network. Viva Topics powers new user experiences for knowledge – including content integration via Microsoft Search, and knowledge sharing via the topic center and topic cards, for example.

Microsoft Graph provides a consistent API for addressing Microsoft 365 data and personalized insights and is used throughout the suite in places such as Microsoft Search and OneDrive suggested files.

My end users spend most of day in Microsoft Dynamics 365. Will Viva Topics be able to surface topic cards in Dynamics like it does in Office 365 apps?

Later this year we will ship a set of APIs which will allow customers to highlight topics and show topic cards in applications other than Office 365. This is an essential ingredient in allowing other Microsoft application teams and our ISV partners to build integrations into Microsoft Viva.

Viva Topics and SharePoint

How does Viva Topics relate to classic and modern SharePoint experiences?

For Viva Topics, topics will be discovered from files and pages stored in modern or classic sites. However, topic highlights will only appear on modern SharePoint pages. These pages may exist in a modern type of site such as a Communication Site or a Group Site connected to a Team. In addition, where a classic site has had modern pages added these will also feature topic highlights.

Can we apply cobranding and custom themes to topic center sites?

Because Viva Topics leverages SharePoint, we want you to be able to use all the customization features inside of SharePoint to make this really yours. This is about helping you to populate what you would want in your knowledge center and to be able to use the branding that's appropriate for you and your culture.

Microsoft Viva Insights

What is Microsoft Viva Insights?

- Microsoft Viva Insights helps people and businesses thrive with data-driven, privacy-protected insights and recommendations to improve productivity and wellbeing.
- Individuals receive personal insights visible only to them to help identify opportunities to change how they work so they can do their best work. Actionable recommendations, such as protecting time in the day for regular breaks, focused work, and learning, make it easier to prioritize wellbeing and boost productivity.
- Manager insights provide much-needed visibility into work patterns that can lead to burnout and stress – such as regular after-hours work, meeting overload, or too little focus time – so that managers can help their teams strike a balance between productivity and wellbeing.
- Organizational insights empower business leaders to address critical questions about organizational resiliency and work culture with insight into how work impacts their people and their business. It helps leaders know where to take steps to protect employee wellbeing and presents an opportunity to understand where a change in process could improve business outcomes.
- Advanced tools can help you address complex business challenges through deep dives and custom analysis.
- These insights are even more powerful when combined with other data sources, which provides visibility into the factors which influence the outcomes you care about. That's why we're pleased to offer a new dashboard for joint Viva and Glint customers that combines de-identified and aggregated employee feedback from LinkedIn's Glint — "how people feel" to de-identified and aggregated collaboration data from Viva Insights — "how people work". This new dashboard enables organizations to more accurately identify where teams may be struggling, proactively adjust work norms, and then measure the impact of those changes over time.

Is the new insights experience in Teams already available? In which markets is it available?

- Starting February 2021, Microsoft 365 customers with Exchange Online mailboxes will get the Microsoft Viva Insights app in public preview, offering an initial set of personal insights within Microsoft Teams that help them stay caught up with important people and tasks and protect time for focused work. This experience is available in all languages currently supported by MyAnalytics.
- Additional personal wellbeing experiences like virtual commute, meditation/Headspace integration and emotional check-in start rolling out in the Viva Insights app later this year.
- Leader and manager insights in Teams are also available in public preview beginning February 2021. The manager experience will be enriched over time with opportunities for managers to create team action plans. Team members receive recommendations and best practices to help them prioritize wellbeing and boost productivity. And managers can assess progress against team goals over time. Manager and leader insights are only available to Workplace Analytics customers. This experience is available in all languages currently supported by Workplace Analytics.
- The Glint Microsoft Power BI dashboard is available now in public preview to joint Glint–Workplace Analytics customers as part of Viva Insights.

How is personal privacy protected?

The personal insights employees see in the Microsoft Viva Insights app for Teams, their MyAnalytics dashboard, Outlook add-in, and digest emails are only available to the individual. The data is stored and protected in the same way as their email, calendar, and Teams information.

For manager and leader insights, customers can rely on safeguards like de-identification, aggregation, and differential privacy by default.

Differential privacy adds an additional layer of protection for manager insights in both Workplace Analytics and the Viva Insights app for Teams, making it impossible to infer any specific information about any individual. In addition, the minimum group or team size required for data analysis cannot be lower than five people for organizational insights and 10 people for manager insights.

What are we announcing with Glint?

A new dashboard enables organizations to combine de-identified and aggregated employee feedback from LinkedIn's Glint—"how people feel"—with de-identified and aggregated collaboration data from Viva Insights—"how people work." Leaders will be able to more accurately identify where teams may be struggling, proactively adjust work norms, and then quantify the impact of those changes over time. The dashboard is available in public preview for joint Workplace Analytics–Glint customers.

Tell me more about the integration with Headspace.

We're partnering with Headspace to bring mindfulness and meditation into the flow of your work in Microsoft Teams. With updates coming to the Microsoft Viva Insights app later this year, Teams users will be able to schedule ad hoc or recurring time for meditation and mindful breaks anytime during the workday, such as before a big meeting, or to find focus before starting an important project, or as part of our new virtual commute experience which will help you prepare for the day in the morning or mindfully disconnect from work in the evening.

Microsoft Viva Connections

What is Microsoft Viva Connections?

Viva Connections is the gateway to a modern employee experience. It helps the entire organization stay engaged and informed with seamless information sharing. It is personalized and appears in the apps employees already use every day, like Microsoft Teams. Viva Connections provides them with a curated experience that includes relevant news, conversations, and other resources—all in one place.

It provides a single, curated employee destination to reinforce an organization's identity with custom branding. It connects everyone, from frontline workers to information workers, to unite them around the organization's vision, mission, and strategic priorities. Organizations can deploy Viva Connections with minimal effort building on existing capabilities in Microsoft 365, like SharePoint and Yammer.

What need does meet? What is capable now that wasn't before and what will this enable?

This past year, the way organizations work has rapidly evolved. Businesses have transformed to meet the needs of their customers and have empowered their employees to make better decisions and to act faster. Today, many businesses have adapted to hybrid work, but now there is a need to make that work more sustainable.

The importance of employee engagement is well known to executives but changing conditions have led to burnout and isolation -- making it harder for employees to feel connected and inspired at work. Leaders want to ensure the success and well-being of their workforce, but many are struggling to provide a modern employee experience.

Microsoft Viva Connections gives every employee a personalized destination to discover relevant news, conversations, and the tools they need to succeed. It allows leaders to shape an inclusive corporate culture where everyone has a voice.

Where can you access Microsoft Viva Connections?

Microsoft Viva Connections is integrated into Microsoft Teams. It will be accessible via the Microsoft Teams Desktop and Mobile apps.

When will Viva Connections rollout/become generally available and to which SKUs or product endpoints?

- Available for Teams Desktop – First Half of 2021
- Available for Teams Mobile – Summer 2021

Why should my business use Microsoft Viva Connections as opposed to existing collaboration technology in Microsoft 365?

Microsoft Viva Connections integrates content from Microsoft 365 services like SharePoint, Teams, Yammer, Microsoft Stream, and more – into a consolidated, and customizable 'single pane' for every employee. It gives everyone the tools they need to be successful via three interactive experiences for employees:

- A personalized feed to enable employees to explore news and contribute to the conversation from anywhere.
- A personalized dashboard serves as the company home for employees and is designed to be the central destination for everyone to discover resources and complete tasks.

- A personalized resources area that allows them to get to the sites, communities, video playlists, and other content that matter most to them.

Is Microsoft Viva Connections only for corporate employees?

No, Microsoft Viva Connections is designed to be used by everyone in the organization. It can be customized for different employee groups like frontline workers, who often have limited time to consume content and information during their breaks and shifts. Viva Connections can be configured to provide a comprehensive view of everything employees need, and minimize the time needed away from their core task.

How is Microsoft differentiating between Microsoft Viva Connections and Yammer Communities?

Yammer continues to be the social and community fabric across Microsoft 365, where employees can connect and have conversations around a topic, interest, or event. Microsoft Viva Connections builds on the conversations happening within Yammer communities by combining them with company resources, tasks, sites, and news from across Microsoft 365 and folds them into a single, personalized employee app. Essentially, Yammer is a source of community content that is aggregated into Viva Connections, so everyone can stay on top of what is important to them and stay in the flow of work.

How is Microsoft differentiating between Microsoft Viva Connections and SharePoint home site app in Teams?

Viva Connections will build on the framework of the SharePoint home sites app in Teams, announced earlier this year. In the coming months, we will be adding additional functionality to transform Connections into the gateway for the modern employee experience.

Microsoft Viva Learning

What is Microsoft Viva Learning?

Microsoft is introducing Viva Learning in Microsoft Teams in private preview, designed to make learning a natural part of your day, empowering people to grow in their roles and careers, while helping organizations foster a culture of growth and deliver impact through learning.

The new learning experience will bring together best in class content from LinkedIn Learning, Microsoft Learn, third party content providers, and a company's own learning content and makes it all available in Teams, so employees can easily learn in the place they work and collaborate every day.

The app will make it easier for employees to find and access relevant training content, and to receive personalized learning recommendations based on the Microsoft Graph. Employees can easily share and have conversations around the learning content in the place they already collaborate and communicate every day.

The app also empowers managers to assign and track learning progress and gain data-driven insights to help employees grow, and to map learning to business outcomes.

Why did you decide to build and invest in Microsoft Viva Learning?

Learning and upskilling at work is a critical factor for employee happiness and retention as well as business success.

While many customers have told us they value learning, they have also shared it can be difficult to create a successful learning culture aligned to business goals that drives business impact.

Today, workplace learning experiences tend to be fragmented and a separate task in an employee's already busy day, disconnected from day-to-day business and employee workflows. We believe learning needs to be more engaging and seamlessly integrated into the places people already spend their time at work Teams. We believe Microsoft Viva Learning in Teams creates a natural place to engage with learning, without disrupting your daily workflow.

According to [LinkedIn's annual reporter](#), employees often report low engagement with learning and have limited time for upskilling; 49% of people report they don't have time to learn¹. Where do people go for learning today, given these challenges? 80% of learning at work is social² – it happens via on-the-job interactions with peers, teammates, and managers. Furthermore, research tells us that learning in a social context actually helps us process information more richly, retrieve that information faster, and be much more likely to act on those new learnings or change our behavior. These insights led us to build Viva Learning – a new, transformational learning experience:

- Viva Learning creates a central hub for learning in Teams where people can share, assign, and learn from content libraries across an organization (LinkedIn Learning, Microsoft Learn, a company's own content, and 3rd party providers) to empower teams and individuals to make learning a natural part of their day.
- Viva Learning helps organizations of any size make learning more accessible and engaging for employees - from Information Workers to Frontline Workers and everything in between.
- Viva Learning also helps managers drive results that matter by providing tools to assign learning and track outcomes.

Who is Microsoft Viva Learning tailored to?

Whether a new employee is onboarding, a manager is looking to sharpen a team's skills, or a Frontline Worker is in the field needing immediate training, Microsoft Viva Learning creates a seamless experience for everyone to learn in the flow of work.

What languages is it available in? Regions?

Microsoft Viva Learning is available anywhere where Microsoft Teams is and will match Teams language availability.

Will Microsoft Viva Learning be an additional cost on top of Teams?

Pricing and packaging for Microsoft Viva Learning will be announced in the future.

Will Microsoft Viva Learning be available only to enterprise Teams users? Can SMBs benefit?

We are building Microsoft Viva Learning for people across roles (including Frontline Workers) and company sizes. Specific pricing and packaging will be shared later this year.

Where can I access Microsoft Viva Learning?

Microsoft Viva Learning is available in private preview now with a small number of customers and partners. If you're interested in learning more and to see a demo, visit the [Microsoft Viva Learning blog](#) for more.

When will Microsoft Viva Learning be available?

Microsoft Viva Learning is available in private preview now with a small number of customers and partners. We expect to make the module generally available mid-2021.

What is different about Microsoft Viva Learning compared to LinkedIn Learning and Microsoft Learn?

Microsoft Viva Learning is part of the new Microsoft Viva Employee Experience Platform. Viva Learning curates learning content from different sources (including LinkedIn Learning and Microsoft Learn) so individuals can discover, search, share, and access all the learning content they have access to in one place.

Does Microsoft Viva Learning integrate with any of the other Microsoft Viva products/features announced today?

Yes, Microsoft Viva Learning will integrate with the other three modules within Microsoft Viva:

- Through an integration with Microsoft Viva Insights, Viva Learning helps employees find time to learn and block dedicated time on their calendars for learning activities.
- Through an integration with Microsoft Viva Connections, users will see learning courses surface in the Viva Connections dashboard.
- Through an integration with Microsoft Viva Topics, users will see learning suggestions within the Topic Center, along with other knowledge resources.

As Microsoft Viva grows, we will continue to look for ways to bring more of our experiences together to continue to help employees thrive.

Why is Microsoft Viva Learning being integrated into Microsoft Teams?

People are already using Microsoft Teams for meetings, chat, calling, collaboration, and business

processes, and now we're adding learning. By bringing Microsoft Viva Learning to the place where people are already working, we're making it easier than ever to learn as a natural part of your day.

What partners are you integrating with?

On February 4th, we are announcing integrations with an initial set of four content providers that will be available in private preview:

- o Skillsoft
- o Coursera
- o edX
- o Pluralsight

Microsoft Viva Learning users will have access to Microsoft's broad library of learning content from:

- o LinkedIn Learning
- o Microsoft Learn
- o Microsoft 365 Trainings

Starting in February, we will be previewing the Viva Learning app for Teams with a small number of customers and partners. The integrations with our initial set of four content providers will bring their world class content to the fingertips of Viva Learning users in Microsoft Teams. The Microsoft Viva employee experience platform is intended to integrate with the broad ecosystem of Microsoft partners. As we progress towards general availability, we are planning to announce additional partnerships and publicly available API details with Viva Learning for ease of partner integration. We will share additional information and guidance on partner integrations with Viva Learning in the future. To sign up for partner news and information on Viva Learning, fill out the form at <https://aka.ms/vivalearning>.

How does this relate to your broader skilling initiative?

Last year, Microsoft and LinkedIn announced an ambitious goal to help 25 million job seekers around the world gain the skills needed to be successful in the digital economy. We've helped millions of people so far, and we will have more to share on our impact in the coming weeks.

Our vision with skilling extends beyond skills for job [seekers](#) – to support people's success when they get hired. We believe employers have a vital role to play in helping their employees to skill and re-skill and Microsoft Viva Learning is a significant step towards making it easier for them to do so.