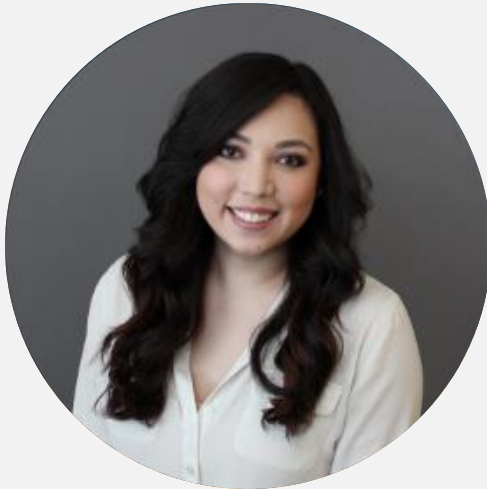




Agenda

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

Today's hosts



Kathryn Bowen
Sr. Program Manager,
Customer Empowerment
California, USA



Stephanie Smith
Principal Customer Experience
Program Manager
Nebraska, USA



Adam Landerfield
Sr. Customer Experience
Program Manager
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 the Microsoft Learn platform. The page is titled "Introduction to Microsoft Viva Glint" and is dated 12/03/2024. It features a video player with the title "An introduction to Microsoft Viva Glint and people success" and a thumbnail showing a dashboard with a large number "71". 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". The page also includes a sidebar with a "Filter by title" search bar and a list of topics such as "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", and "Troubleshoot".

Microsoft Viva | Viva Amplify | Viva Connections | Viva Engage | Viva Glint | Viva Goals | Viva Insights | Viva Learning | Viva Pulse

Learn / Microsoft Viva /

Introduction to Microsoft Viva Glint

Article • 12/03/2024 • 4 contributors

Microsoft Viva Glint is a people-driven platform that provides visibility into the health of your organization. Create a people-science based measurement strategy to assess employee engagement and translate insights into action. [Learn more here](#) and watch this video:

An introduction to Microsoft Viva Glint and people success

Get started

Use these guides to complete one-time setup tasks, collect ongoing feedback, find learning resources, and use support methods for issues and questions.

Tenant and platform setup	Ongoing measurement	Training	Get support
---------------------------	---------------------	----------	-------------

Tenant and platform setup

Complete one-time setup tasks to lay the foundation for your employee engagement and lifecycle measurement programs.

Additional resources

Training

Learning path

Design a

Learn how

and learn

Contribute

Microsoft

Associates

Demonstrate

identity and

identity

Doc

Microsoft

Discover

events to

features

Get support

Provided

Viva Glint

Subscribe

Show 5

Learn | Discover | Product documentation

Microsoft Viva | Viva Amplify | Viva Connections | Viva Engage

Filter by title

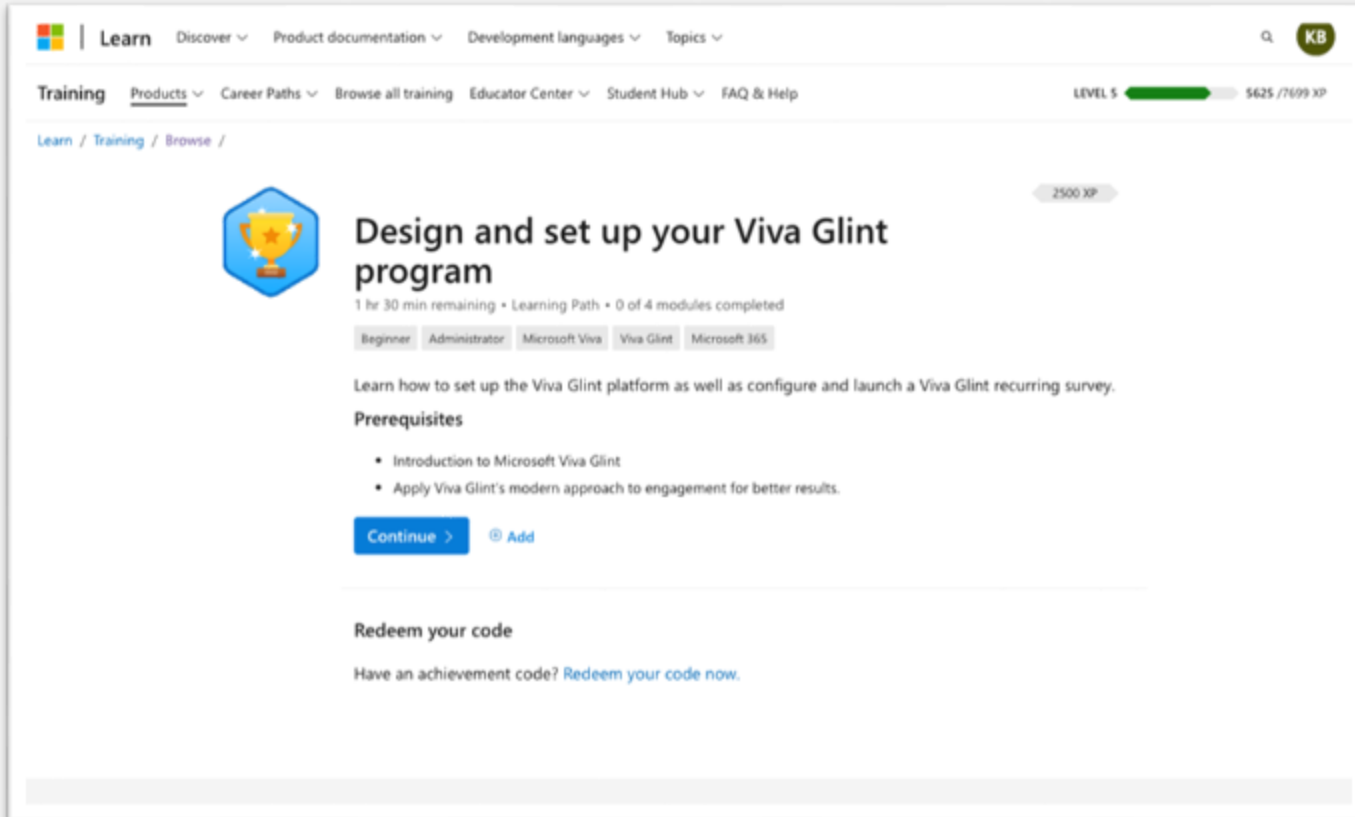
Introduction to Microsoft Viva Glint

- > 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

Viva Glint...

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 interface for a training module. At the top, there's a navigation bar with 'Learn', 'Discover', 'Product documentation', 'Development languages', and 'Topics'. Below this, a 'Training' section includes links for '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 / 7699 XP'. The main content area features a trophy icon and the title 'Design and set up your Viva Glint program' with a '2500 XP' badge. Below the title, it says '1 hr 30 min remaining • Learning Path • 0 of 4 modules completed'. There are tags for 'Beginner', 'Administrator', 'Microsoft Viva', 'Viva Glint', and 'Microsoft 365'. The description reads: 'Learn how to set up the Viva Glint platform as well as configure and launch a Viva Glint recurring survey.' Under 'Prerequisites', there are two bullet points: 'Introduction to Microsoft Viva Glint' and 'Apply Viva Glint's modern approach to engagement for better results.' At the bottom, there's a 'Continue >' button and an 'Add' button. A 'Redeem your code' section at the very bottom asks if the user has an achievement code and provides a link to 'Redeem your code now'.

Microsoft Learn | Discover | Product documentation | Development languages | Topics

Training | Products | Career Paths | Browse all training | Educator Center | Student Hub | FAQ & Help

LEVEL 5 5625 / 7699 XP

Learn / Training / Browse /

 **Design and set up your Viva Glint program** 2500 XP

1 hr 30 min remaining • Learning Path • 0 of 4 modules completed

Beginner Administrator Microsoft Viva Viva Glint Microsoft 365

Learn how to set up the Viva Glint platform as well as configure and launch a Viva Glint recurring survey.

Prerequisites

- Introduction to Microsoft Viva Glint
- Apply Viva Glint's modern approach to engagement for better results.

[Continue >](#) [Add](#)

Redeem your code

Have an achievement code? [Redeem your code now.](#)



The screenshot shows the details for the 'Microsoft Viva Glint Manager' badge. On the left is a circular badge icon with 'MICROSOFT VIVA GLINT' at the top, the Microsoft Viva logo in the center, and 'MANAGER' at the bottom. To the right of the icon, the title 'Microsoft Viva Glint Manager' is displayed, followed by 'Issued by Microsoft Viva'. Below this, a paragraph explains 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's a green button that says 'Earn this Badge'.

 **Microsoft Viva Glint Manager**

Issued by Microsoft Viva

This badge is awarded to Viva Glint managers who have demonstrated t and share Viva Glint results using Viva Glint's reporting and ACT framew for more information on Viva Glint's badge requirements and completio

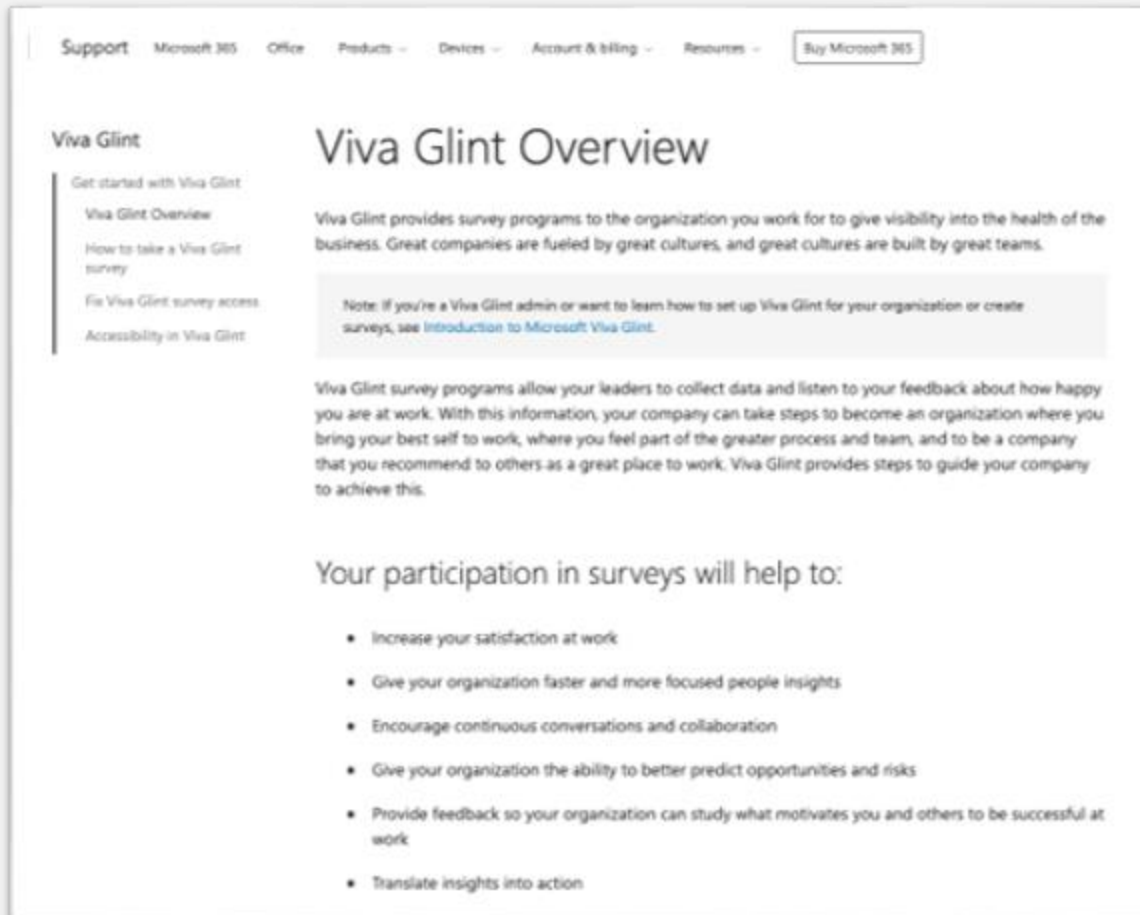
[Learn more](#)

Skills

[Data Analysis](#) [Employee Engagement](#) [Human Resource Management](#)

[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. A left sidebar lists 'Viva Glint' and its sub-topics: '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 is titled 'Viva Glint Overview' and contains a paragraph about the purpose of Viva Glint, a note for administrators, and a list of benefits for participants.

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.

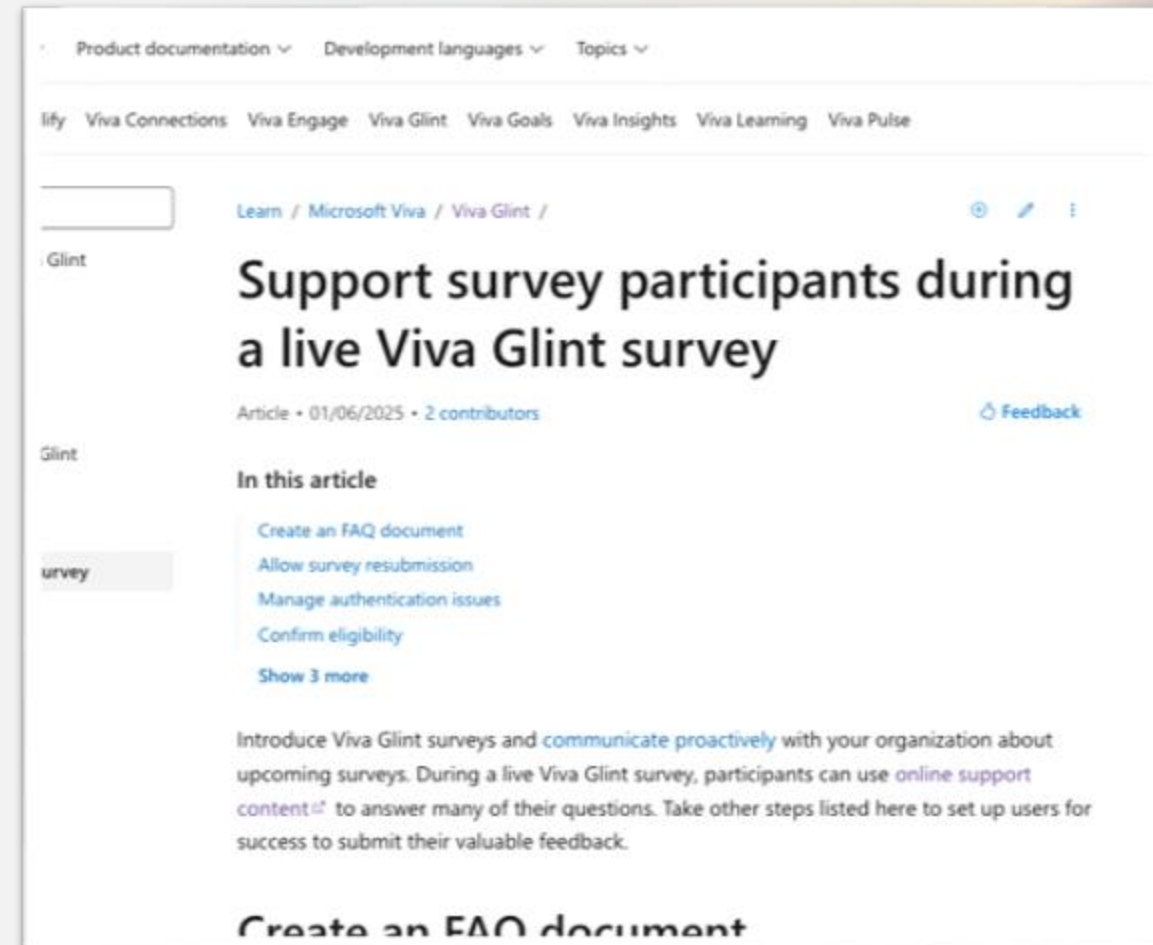
Note: If you're a Viva Glint admin or want to learn how to set up Viva Glint for your organization or create surveys, see [Introduction to Microsoft Viva Glint](#).

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 titled 'Support survey participants during a live Viva Glint survey'. The top navigation bar includes 'Product documentation', 'Development languages', and 'Topics'. A secondary navigation bar lists various Viva products: 'Viva Connections', 'Viva Engage', 'Viva Glint', 'Viva Goals', 'Viva Insights', 'Viva Learning', and 'Viva Pulse'. The article breadcrumb is 'Learn / Microsoft Viva / Viva Glint /'. The article is dated '01/06/2025' and has '2 contributors'. A 'Feedback' link is visible. A left sidebar shows a navigation menu with 'Glint' and 'survey' (highlighted). The article content includes a list of links for 'In this article' and a paragraph about introducing surveys and communicating proactively.

Support survey participants during a live Viva Glint survey

Article • 01/06/2025 • 2 contributors

[Feedback](#)

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!](#)

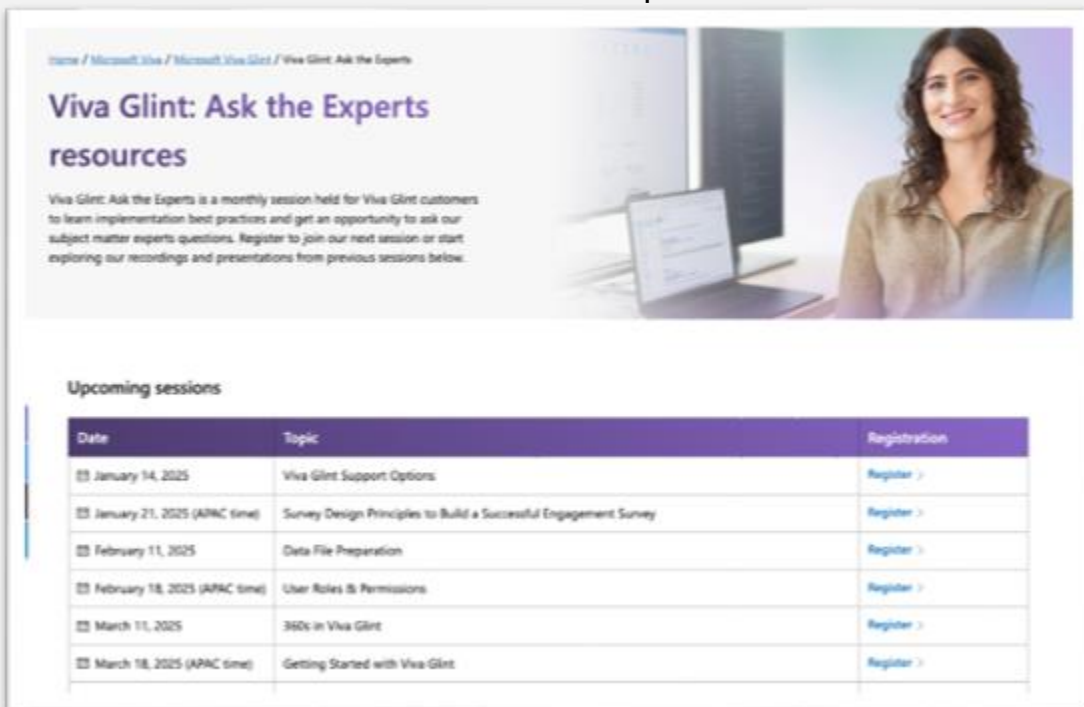
Cohorts

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.



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 Demko, Jennifer Stolt, Keith McGraw, Todd Crutchfield

September 10, 2024

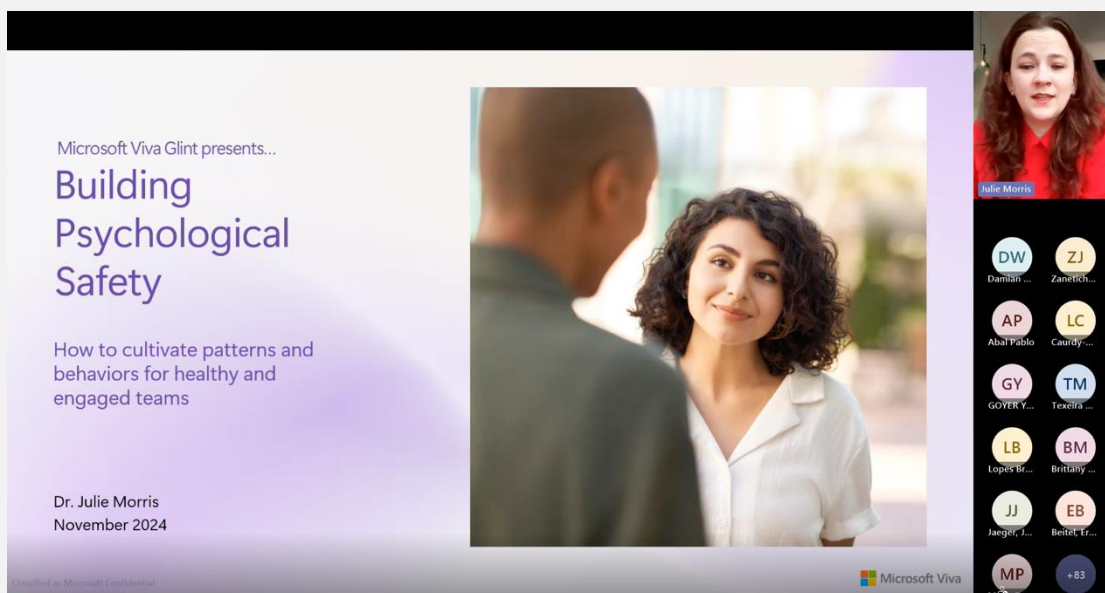
Speakers: Keith McGraw, Jennifer Stolt, Beth Demko, Todd Crutchfield

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