

Microsoft Viva

# Microsoft Viva Topics

Scenario catalogue



# Viva Topics departmental scenarios

## Human Resources



## Sales & Customer Service



## Operations



## Product and Service Development



# Human Resources



**New employee and role onboarding:** Provide new employees with the knowledge they need to onboard and accelerate their time to productivity

**In context learning:** Enable employees to learn about topics relevant to their jobs in the flow of their work

**Knowledge transfer:** Capture and transfer the knowledge of employees leaving the organization

**Merger & acquisitions:** Provide new employees with knowledge to integrate more quickly into acquiring company

# Sales & Customer Service



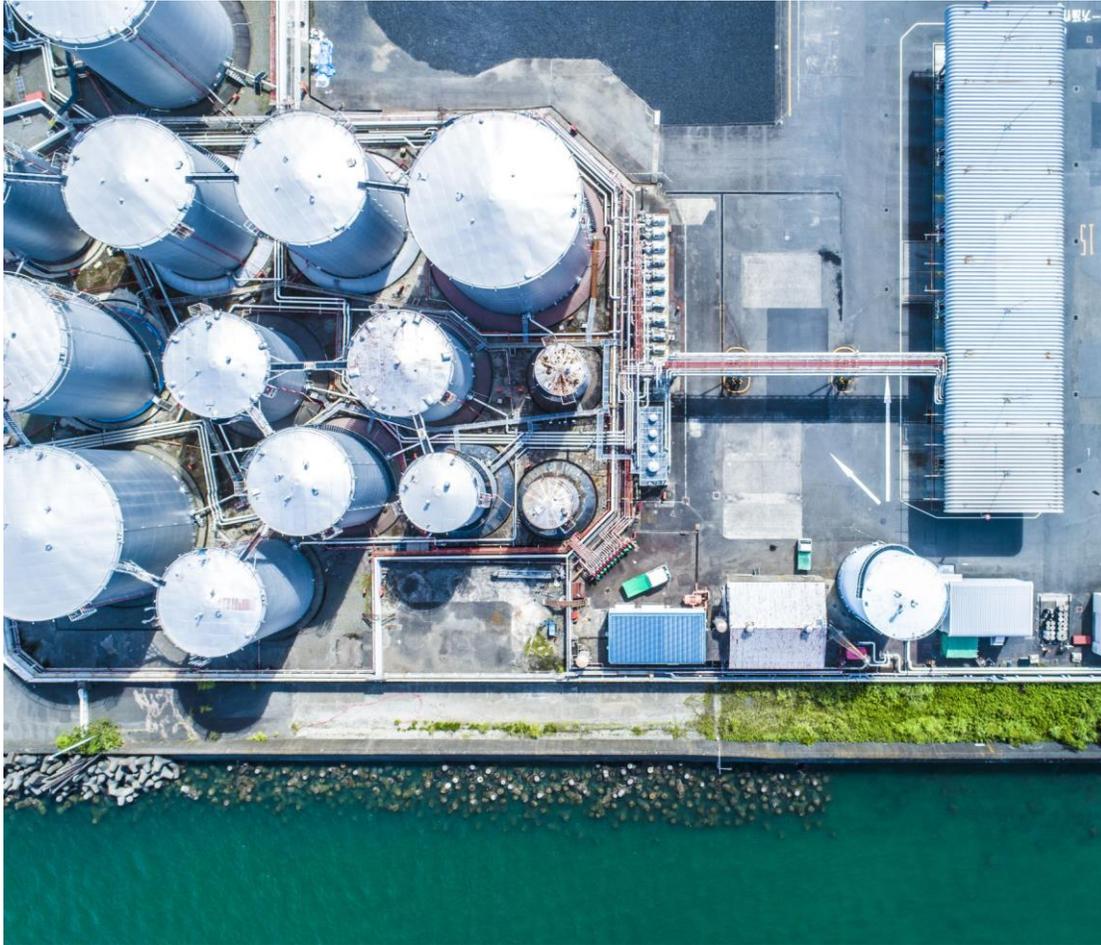
**Sales enablement:** Improve sales outcomes and reduce proposal production time by helping salespeople find SMEs and reuse existing content and knowledge

**Product and service knowledge base:** Help employees learn about company products and services with easy access to product details, announcements, roadmaps, and a place to ask questions

**Customer knowledge base:** Help sales executives, account managers, and support reps serve customers in a more effective manner by providing easy access to a customer knowledge base

**Customer support and expertise:** Provide reps with knowledge and the ability to find SMEs for improved issue resolution outcomes and efficiency

# Operations



**Asset knowledge base:** Provide employees with one place to go to find comprehensive and up-to-date information related to organizational assets

**Process and procedure knowledge base:** Help employees understand organization processes and procedures

# Product & Service Development



**Knowledge networks**: Enable employees with a common interest in a topic to share knowledge, connect, learn, solve and create together

**Service delivery**: Improve project or engagement efficiency by democratizing access to project IP and expertise

# New employee and role onboarding



Provide new employees (and existing employees starting a new role) with the knowledge they need to successfully onboard and accelerate their time to productivity

*Provide new-to-role employees with all the knowledge they need in one place*

*Help new hires learn when they need to, in the flow of their work*



## New Account Executive Onboarding

Megan Bowen  
Marketing Manager

### Welcome to your next journey!

We are so excited to have you join the Contoso sales organization as a new Account Executive. To help you onboard successfully to your new role we have assembled a set of topics that will help you get up to speed quickly.

- The Contoso basics:
- [Contoso overview](#)
  - [Policies](#)

### Account Executive specific onboarding topics:

- Customers:
  - [Blackthorn](#)
  - [Digital Printer Services Bundle](#)
  - [First Up Consultant](#)
  - [NDI](#)
- Offerings:
  - [Assurance services](#)
  - [Digital Printer Services Bundle](#)
  - [Digital Services Initiative](#)

### Blackthorn

Alternate name: Blackthorn Inc.  
From You, July 20

Blackthorn is our top commercial banking customer with headquarters in Toronto, Canada. Blackthorn is a heavy equipment manufacturer with offices and factories in 50 countries around the world.  
Updated by You, July 20

#### Pinned people

Joni Sherman Paragon Blackthorn Senior Account Executive	Pradeep Gupta Accountant Blackthorn Account Manager	Nestor Wilke Director Blackthorn Executive Sponsor
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#### Pinned files and pages

Name	Modified	Modified by	Pinned by	View count
Blackthorn Sales Pitch sites > US/Sales > Shared Documents > Customers > Blackthorn	February 23	Pradeep Gupta	Megan Bowen	

#### Suggested files and pages

Name	Modified	Modified by	Activity	View count
Blackthorn Overview sites > Contoso > Shared Documents > Projects > Blackthorn	December 9, 2020	Joni Sherman	Topic mentioned 3 times	
Blackthorn Pitch Deck-FINAL sites > Contoso > Shared Documents > Products > Blackthorn	May 14	Nestor Wilke	Topic mentioned 4 times	

Contoso Electronics | SharePoint | Search this site

Sales and Marketing | Published 5/13/2021

Gamma 7 helps customers improve efficiency. The project is typically managed by an architect, depending on current priorities and available resources.

Gamma 7 exceeds industry standards. The **Rainier** facility is not only applied to software

Improve performance with Gamma 7. Competitive marketing can be applied to any project, for example.

### Rainier

[View details](#)

Alternate name: Rainier Project  
The Rainier Project is a sales initiative by internal operational staff to create workplace safety guidelines.

#### People (3)

- Nestor Wilke  
Contributed to resources
- Allan Deyoung  
Contributed to resources

#### Resources (10+)

- Rainier Proposal  
Nestor Wilke modified May 14
- Weekly Rainier status report  
Nestor Wilke modified May 14

Should this highlight be here?

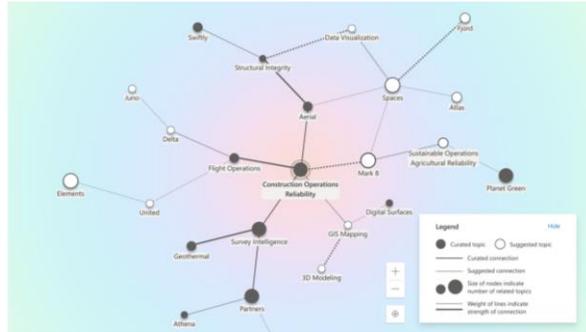
# In context learning



Enable employees to learn about topics relevant to their jobs in the flow of their work

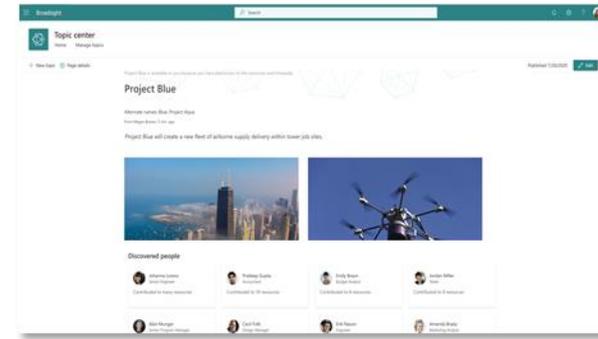
## Automatically generate knowledge to help people learn

Use AI to index existing content sources and experts to automatically organize and maintain knowledge that can be used to help employees learn



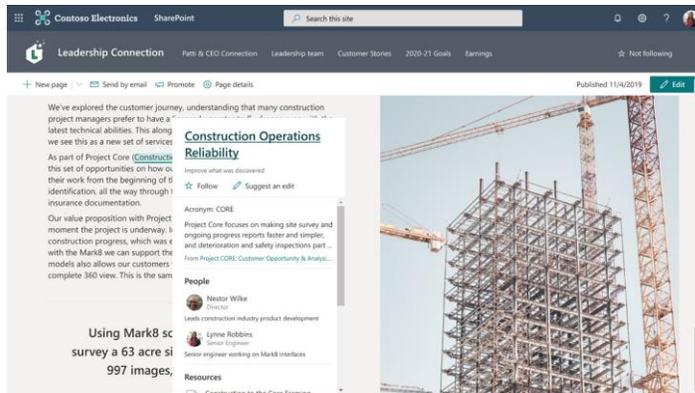
## Make it easy for experts to contribute knowledge

Viva Topics makes it easy for experts to refine AI generated topics and organize them so they can be used as learning content



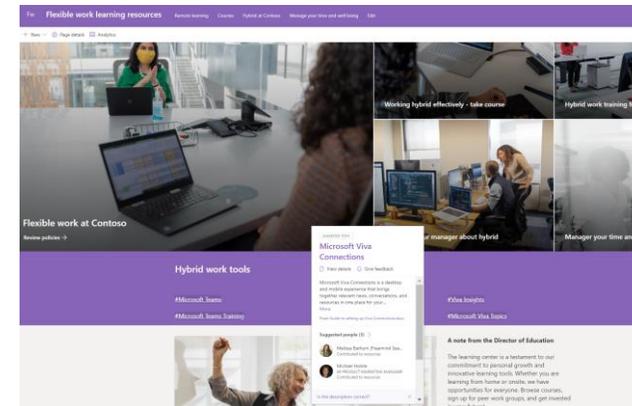
## Enable micro-learning

The average employee only has 24 minutes a week to learn<sup>1</sup>. Viva Topics enables front line and information workers to find the right micro-learning at time of need, in the flow of work



## Supplement formal learning with Topics

Learning & Development teams don't always have the expertise or time to meet all organizational learning content needs. Viva Topics can be used to meet informal learning needs or supplement formal learning initiatives



1. Source: [A new paradigm for corporate training](#), Josh Bersin

# Sales enablement



Improve pursuit outcomes and reduce proposal production time by providing salespeople with access to the knowledge they need to turn prospects into customers

*Provide sales reps with easy access to best-in-class proposals and content so they can avoid recreating the wheel*

## Assurance services

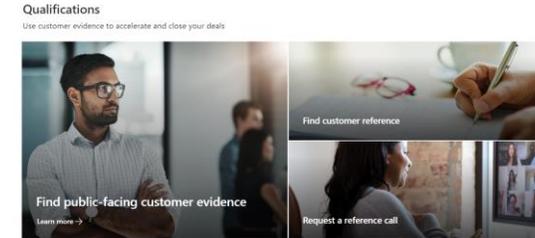
Alternate name: audit, accounting advisory, forensic services  
From System Administrator, 20 hours ago

Our assurance services help instill confidence in businesses and public markets. Contoso assurance services include audit, financial accounting advisory services, and forensic services. Our professionals serve the public interest thru high-quality audit services with integrity, professionalism and trust.

Updated by System Administrator, 20 hours ago



*Help rep's close deals faster by getting answers to their questions from experts*

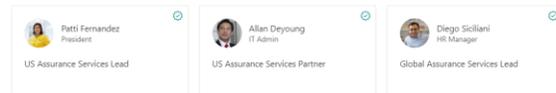


Find and ask the assurance services experts your questions



*Enable sales reps to connect with the experts they need to close deals*

### Pinned people

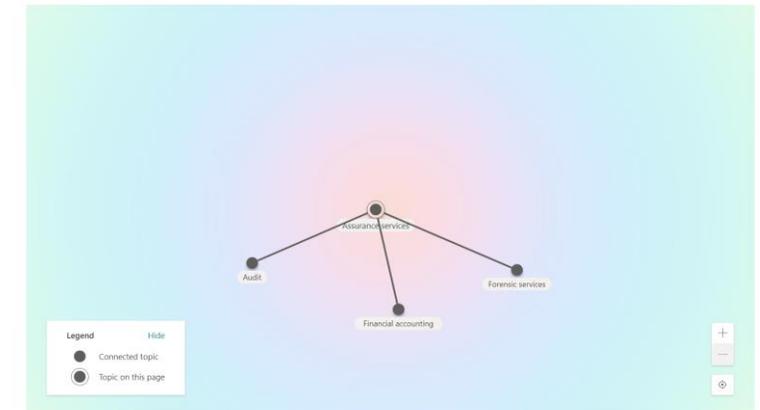


### Pinned files and pages

Name	Modified	Modified by	Pinned by	View count
Assurance services budgetary estimate sites > USSales > Shared Documents > Assurance services	August 17	Megan Bowen	Megan Bowen	2 views
Contoso Assurance Services customer presentation sites > USSales > Shared Documents > Assurance services	August 17	Megan Bowen	Megan Bowen	4 views
Contoso Assurance Services proposal template sites > USSales > Shared Documents > Assurance services	August 17	Megan Bowen	Megan Bowen	1 view
Contoso Assurance Services Statement of Work sites > USSales > Shared Documents > Assurance services	August 17	Megan Bowen	Megan Bowen	1 view
0-20 - Joint DEO 2.0 Datasheet_FY22 sites > USSales > Shared Documents > Digital transformation	June 25	Megan Bowen	Megan Bowen	
20-40 - Joint DEO 2.0 Staffing Plan_FY22 sites > USSales > Shared Documents > Digital transformation	June 25	Megan Bowen	Megan Bowen	

*Enhance customer conversations by helping sales reps discover related topics*

### Related topics



# Product and service knowledge base



Help employees learn about company products and services with easy access to product details, announcements, roadmaps, and a place to ask questions

## Contoso Mark 8

Alternate names: Mark 8, compact quadcopter, M8

From You, 12 hours ago

Launched on June 1, 2020 the Contoso Mark 8 is packed with features you once thought possible only on much larger platforms, into a compact quadcopter that is snappy, agile, and captures stunning high resolution 8K images and video

Updated by You, 12 hours ago



 Contoso Mark 9 roadmap	 Get answers	 Contoso Mark 8 News	 Approved images
 Product specifications	 FAQ	 Demo	 Contoso Mark 8 compete

Improve the effectiveness of salespeople by providing them access to product knowledge and experts

Turn employees into evangelists by keeping them informed about the company's products

Ensure consistency and quality of product marketing, sales, delivery and customer support by providing employees with approved assets and best of breed IP

## Contoso Mark 8 Community

Post to Yammer

 <b>Megan Bowen</b> 7 minutes ago <p>Anyone have the latest pricing sheet for Contoso Mark 8?</p>	 <b>Adele Vance</b> Last reply 18 days ago <p>It was great to meet so many of you at last week's sales conference! I came away with s...</p>
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[View more](#)

## Contoso Mark 8 News

[+](#) Add [v](#)

 <b>Contoso Mark 8 at Orlando Drone Conference</b> Hello! Last week the Contoso Mark ... Megan Bowen 2 minutes ago	 <b>Mark 8 software update 1.3</b>
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# Customer knowledge base



Help sales executives, account managers, support reps and marketers serve customers in a more relevant and effective manner by providing easy access to a customer knowledge base

## Blackthorn

Alternate name: Blackthorn Inc.

From You, about an hour ago

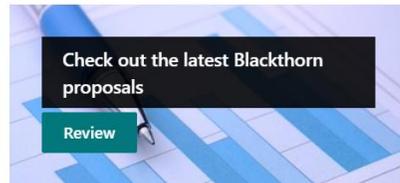
Blackthorn is our top commercial banking customer with headquarters in Toronto, Canada. Blackthorn is a heavy equipment manufacturer with offices and factories in 50 countries around the world.

Updated by You, 18 minutes ago



Meet the Blackthorn account team

Meet



Check out the latest Blackthorn proposals

Review



Replay the latest monthly account status call

Watch



Get up to date on the latest Blackthorn news

Read



Learn about the manufacturing industry

Learn



Join the Mfr Community to share best practices.

Engage

### Latest Blackthorn account news

[See all](#)

### What's happening at Blackthorn



The Landing

Washington scheduled update to drone laws

As a company, it is important for us to stay updated on the...

Provisioning User May 11



The Landing

FlySafe Conference propels commercial drone industry forward

For the seasoned drone enthusiasts, new hobbyists, to...

Provisioning User May 11



Contoso  
@Contosolnc

We ❤️ @MeganBowen365! Nice to see how her profile works inside of Contoso Inc. People are the future, and Megan is our soothsayer 🧙.

Thanks, Megan and Mark, for sharing all the people experiences in @Microsoft365. <https://twitter.com/mkashman/status/1385746637616680961>

Increase customer satisfaction through salespeople and customer service reps that are knowledgeable about the customer and their industry

Customer-facing teams can more easily access curated content about customers and their industries

Accelerate learning and time to productivity for new salespeople, account managers or consultants joining an account

Keep employees up-to-date about the customer account

# Asset knowledge base

Provide employees with one place to go to find comprehensive and up-to-date information related to organizational assets

## Gas plant

Alternate name: KGR, GP132

From You, 31 minutes ago

The Contoso gas plant is one of the most advanced, integrated gas production systems in the world, producing LNG, domestic gas, condensate and LPG. The facility is located 1260 kilometres north of Perth, Western Australia and covers about 200 hectares. The KGP has an export capacity of 16.9 Mtpa, with five LNG processing trains; two domestic gas trains; six condensate stabilisation units and three LPG fractionation units.

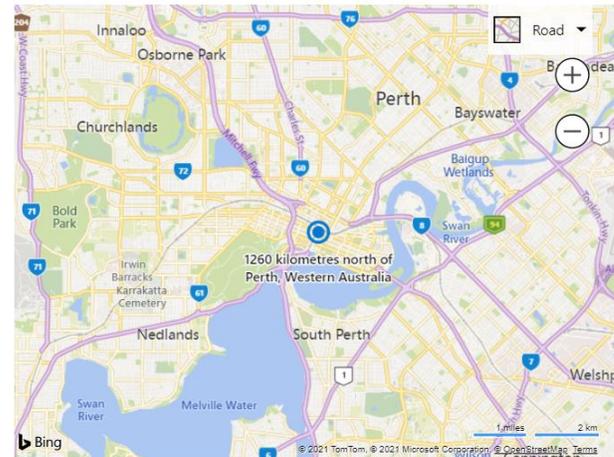
Updated by You, 31 minutes ago



GP123

### Location

1260 kilometres north of Perth, Western Australia  
Perth, Australia



### Key Stats:

- Commenced operations in 1984
- 5 MTPA operating capacity
- One of the world's largest liquefied natural gas (LNG) producers, supplying oil and gas to Australian and international markets from offshore gas and condensate fields in the Carnarvon Basin, off the Pilbara coast of Western Australia.

### Pinned people

 <p>Allan Deyoung IT Admin Gas Plant Operations Director</p>	 <p>Pradeep Gupta Accountant Gas Plant Controller</p>	 <p>Christie Cline Buyer Safety manager</p>
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### Pinned files and pages

Increase productivity by helping employees easily find asset related information

Reduce time spent manually collating information relating to a single asset

Provide employees with one place to go to find all the up-to-date information related to an asset

# Knowledge networks

Product

Enable employees with a common interest in a topic to share knowledge, connect, learn, solve and create together

*Foster innovation, accelerate learning and break down knowledge silos*

## Digital transformation

Alternate names: Digital transformation community of practice, Digital enablement, DT  
From [multiple sources](#)

Digital transformation is how an organization reimagines its strategy and operation using technology to create new value. This is usually through the creation or modification of business strategy, cultures, processes, products and/or customer experiences.

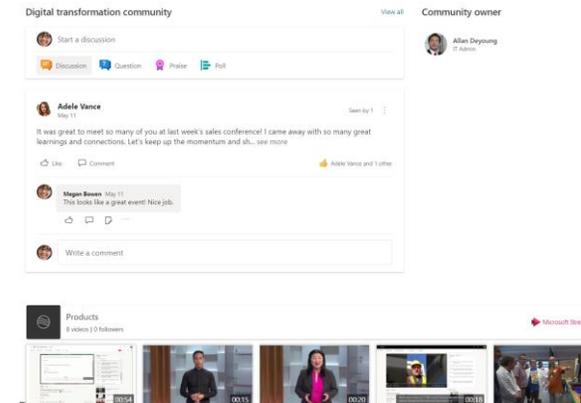
Updated by You, 54 minutes ago

### Welcome to the Contoso Digital Transformation Community!

We want to uncover and highlight unique perspectives on digital transformation that exist within different teams and organizations inside Contoso. Explore the resources, engage with the community, exchange best practices and collaborate with your colleagues on digital transformation.



*Facilitate networking and help people find and learn from experts*



*Drive reuse across product, discipline, function or departments*

