

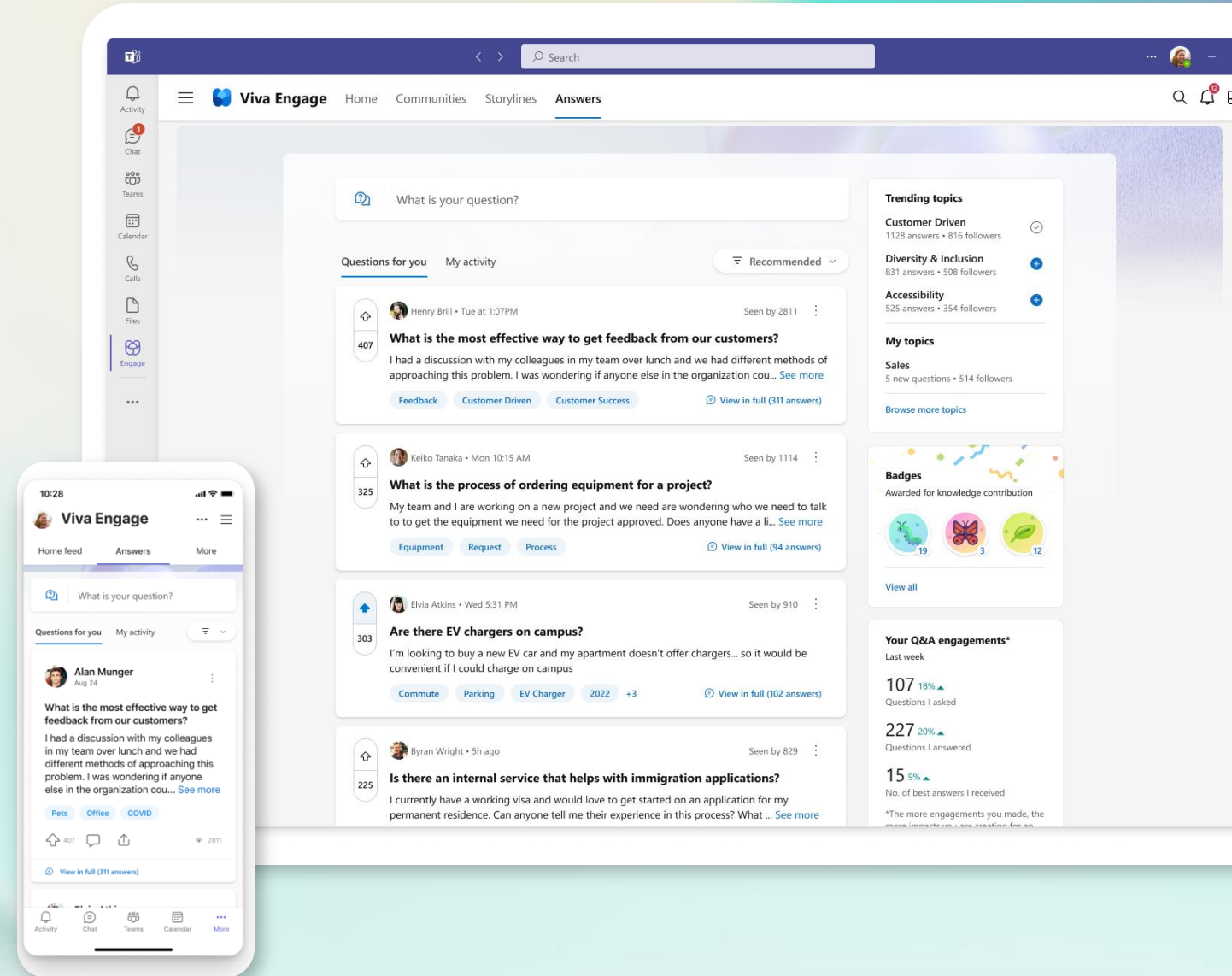
# Answers in Viva

# Quick Start Guide

Updated Aug 2023

# Contents

1. Welcome to your Answers in Viva
2. Getting started
3. Getting familiar – the first five questions
4. Expand participation – 20 questions
5. Accelerate growth – 100 questions
6. Drive Answers adoption with Viva Engage
7. Further suggestions



# 1. Welcome to Answers in Viva

## Welcome to Answers in Viva!

This guide is your trusted roadmap to get comfortable and confident with Answers, showcase its value, and seamlessly integrate with other Viva Engage capabilities.

Our goal is to get over 100 questions into Answers in Viva.

Let's navigate this path together and supercharge your organization's knowledge management through Answers in Viva.



# Find your team – who you need:

You will need to recruit some help during this getting started phase.

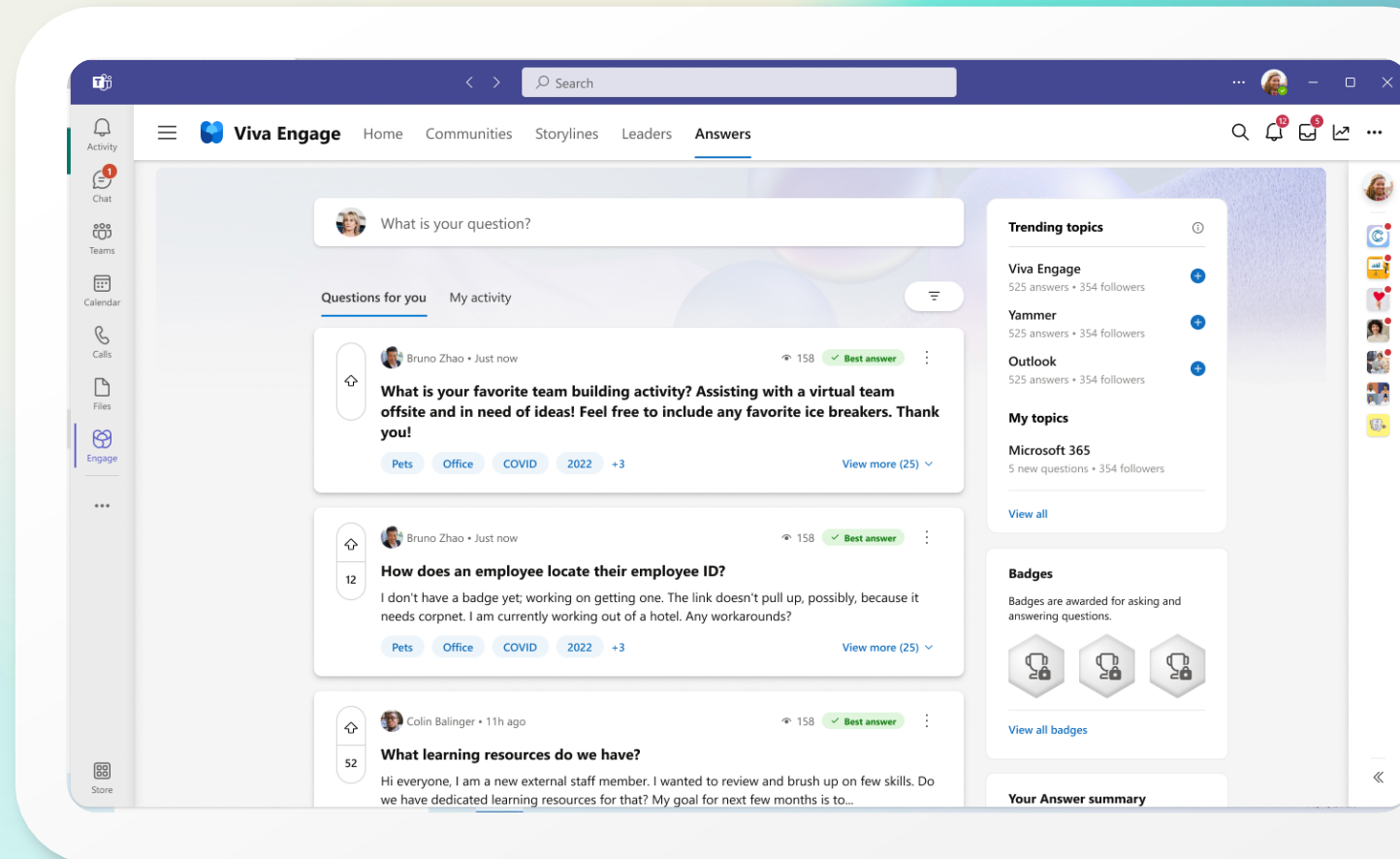
Initially, you will need:

- 1 Viva Engage Admin (to help with setup)
- 1 Answers Admins and
- 5 initial Champion testers (can be the same people)

Shortly after, you will need:

- A friendly community with 20+ active members
- A senior leader supportive of Answers in Viva

Read more about Answers admin roles [here](#)



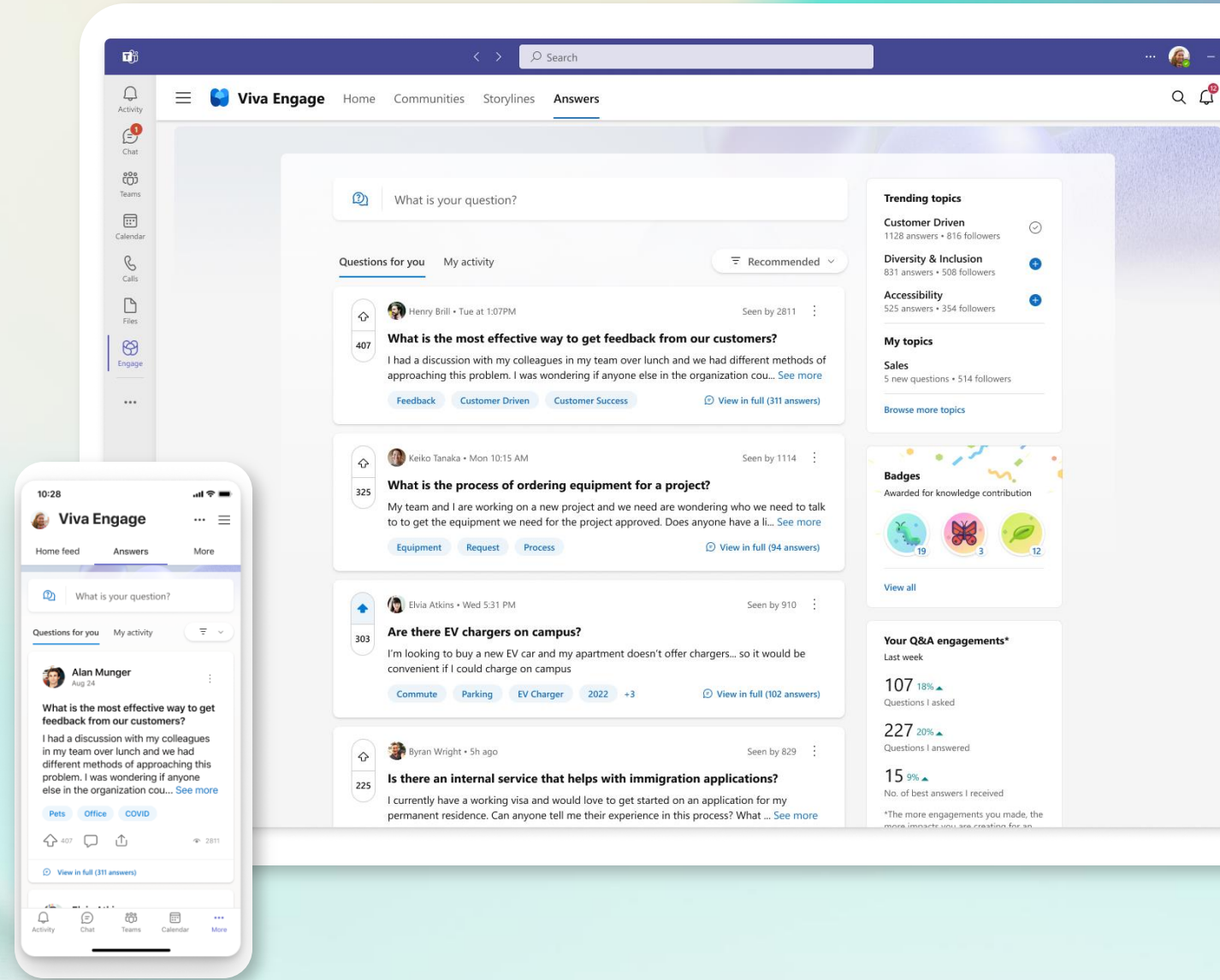
# 2. Getting started

There are a few quick steps to ensure you are ready to get started in your journey.

Make sure at least one of your team is assigned the Answers Admin role. This role will give you the ability to administer Answers including:

- mark best answer
- feature topics
- approve suggested topics
- see global insights
- delete and close Answers posts

Read more about Answers admin roles [here](#)



# Enable Rewards and Recognition

**Viva Engage admins can turn on rewards and badging in Answers in Viva.**

Badges are a great way to tap into people's motivation to help others. They can help you to recruit those early adopters.

Viva Engage admins can also leave this up to the user to modify in their settings, if they would like to gain badges on their profile as based on participation in Answers.

The screenshot shows the 'Rewards and recognition' settings page in the Viva Engage interface. The page is titled 'Feature management > Rewards and recognition'. Under the heading 'Rewards and recognition', there is a section 'Configure badges' with the description 'Let users earn badges for asking and answering questions within the answers feature'. Three radio button options are available: 'On' (selected), 'User preference', and 'Disabled'. Below these options, a note states: 'Changing this setting might change user experiences. Users who had previously selected their badge preferences might need to reset them.' A 'Save' button is located at the bottom right of this section.

Below the settings, there is a section titled 'Answers badges' with the subtitle 'Awarded for asking and answering questions'. This section displays five badge cards, each with an icon, a name, a level, and a requirement:

- Seeker | Level 1**: Questions with 3 upvotes. Icon: A green caterpillar on a leaf.
- Seeker | Level 2**: Questions with 10 upvotes. Icon: A green caterpillar on a leaf.
- Scholar | Level 1**: Answers with 3 upvotes. Icon: A green sprout growing from a brown seed.
- Scholar | Level 2**: Answers with 10 upvotes. Icon: A green sprout growing from a brown seed.
- Best answer**: Answer selected as best answer. Icon: A gold medal with a blue ribbon.

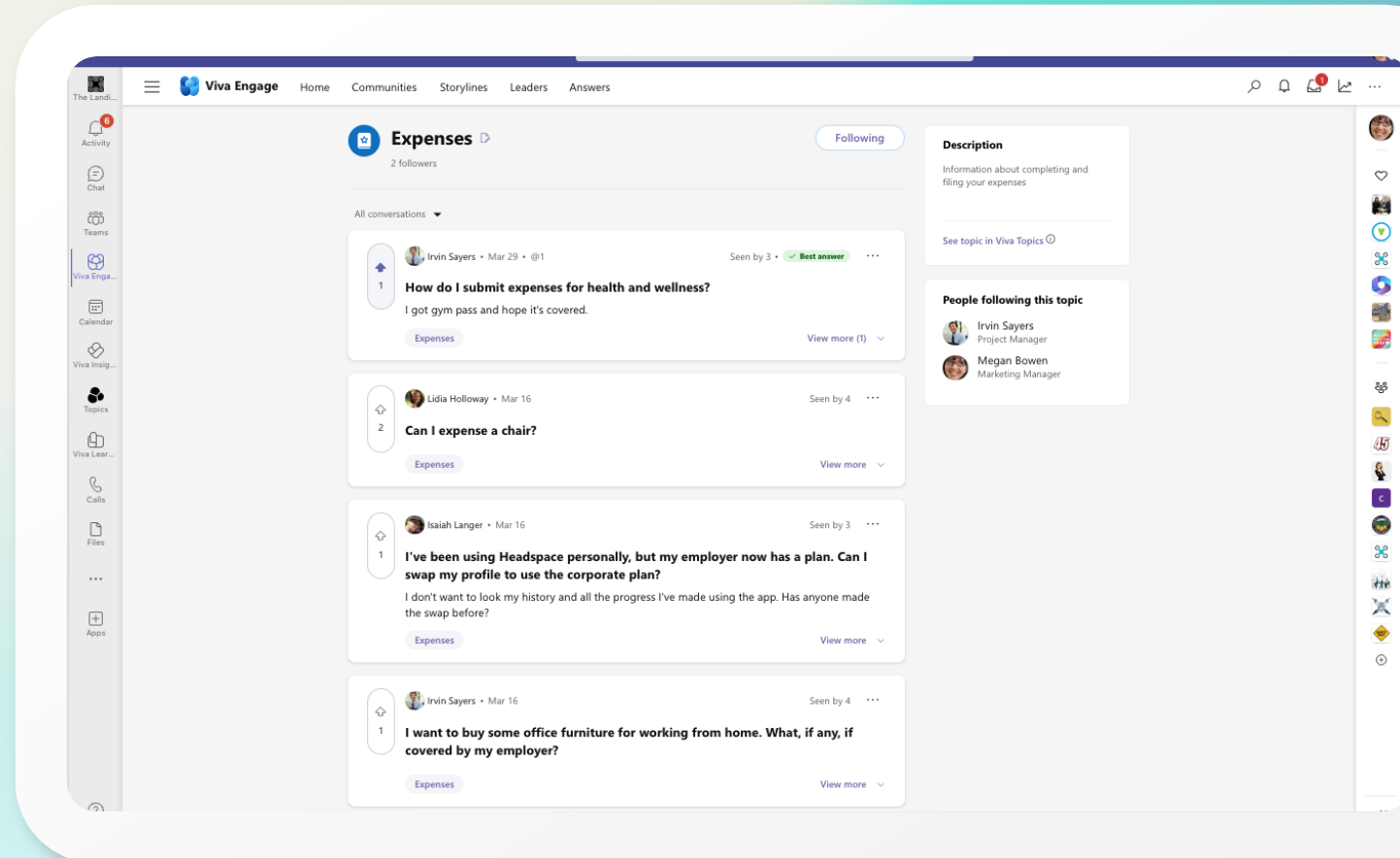
# Choose starting topics

When you post a question in Answers, you are required to add topic. Topics are labels that allow Answers to categorize similar questions and help champions find questions they can answer.

If you are already using topics in Viva Engage, these will be available in Answers.

We recommend picking five topics to get started. You will use these in your questions on the next page.

We recommend champions follow the topics for which they are a champion. They should also click on the topic and bookmark that topics page URL for easy access.



# 3. Getting familiar – the first five questions

The first step is for you and at least five others (suggestion: all the answers admins) to try out Answers.

Book a one-hour meeting with this group.

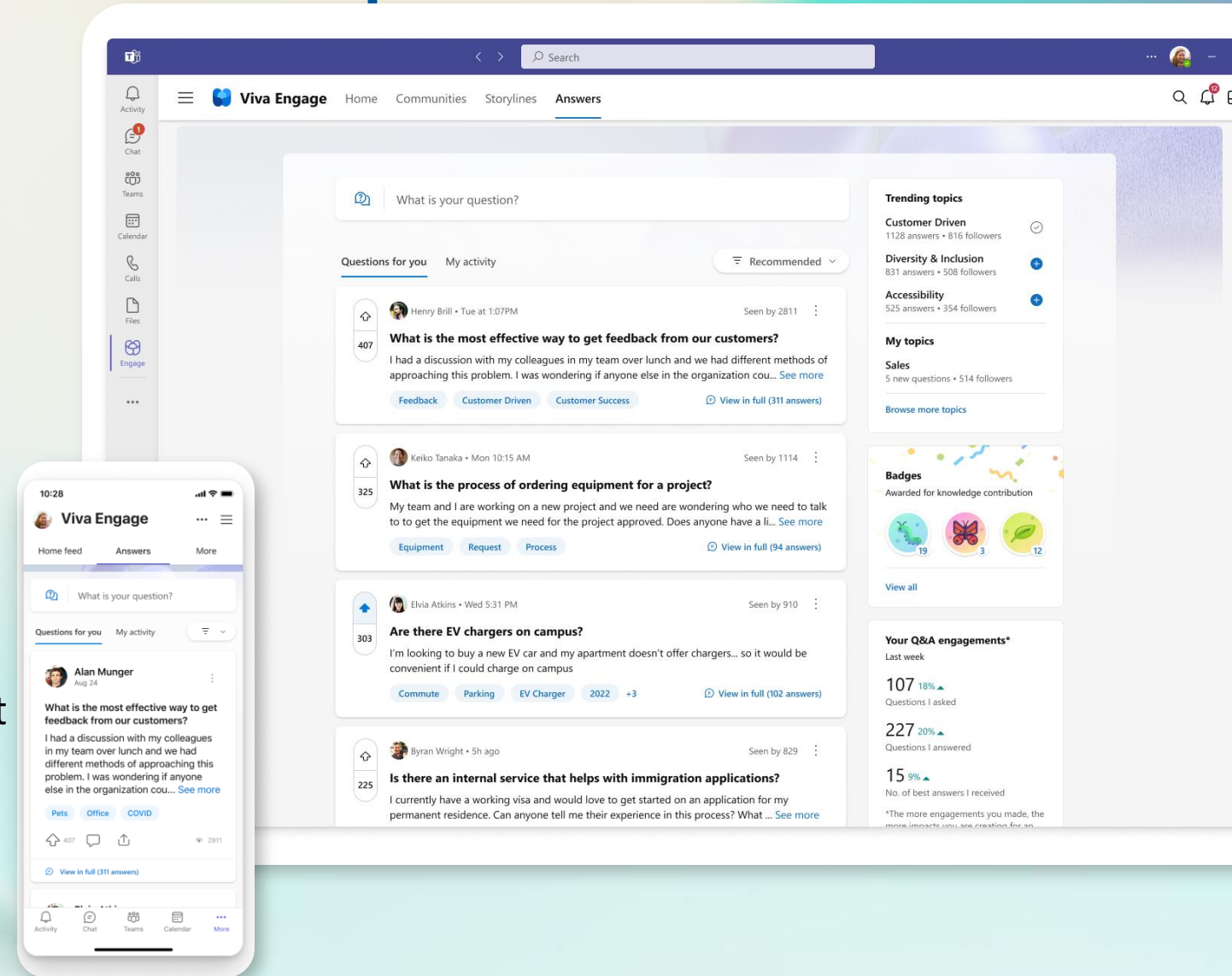
Each take turns posting *at least* one question in Answers. Even better, post a few more questions.

Discuss what topics you will use for the initial questions and add those topics.

Then everyone head to Answers > Questions for you > filter by "All Questions" and "Sort by Recent question".

Answer the questions you all posted earlier in the meeting.

Make sure to [upvote and mark "Best Answer"](#) too



# 4. Expanding participation: 20 questions

Now it's time to expand your test group. Let's find another 15-20 people to be our early adopters.

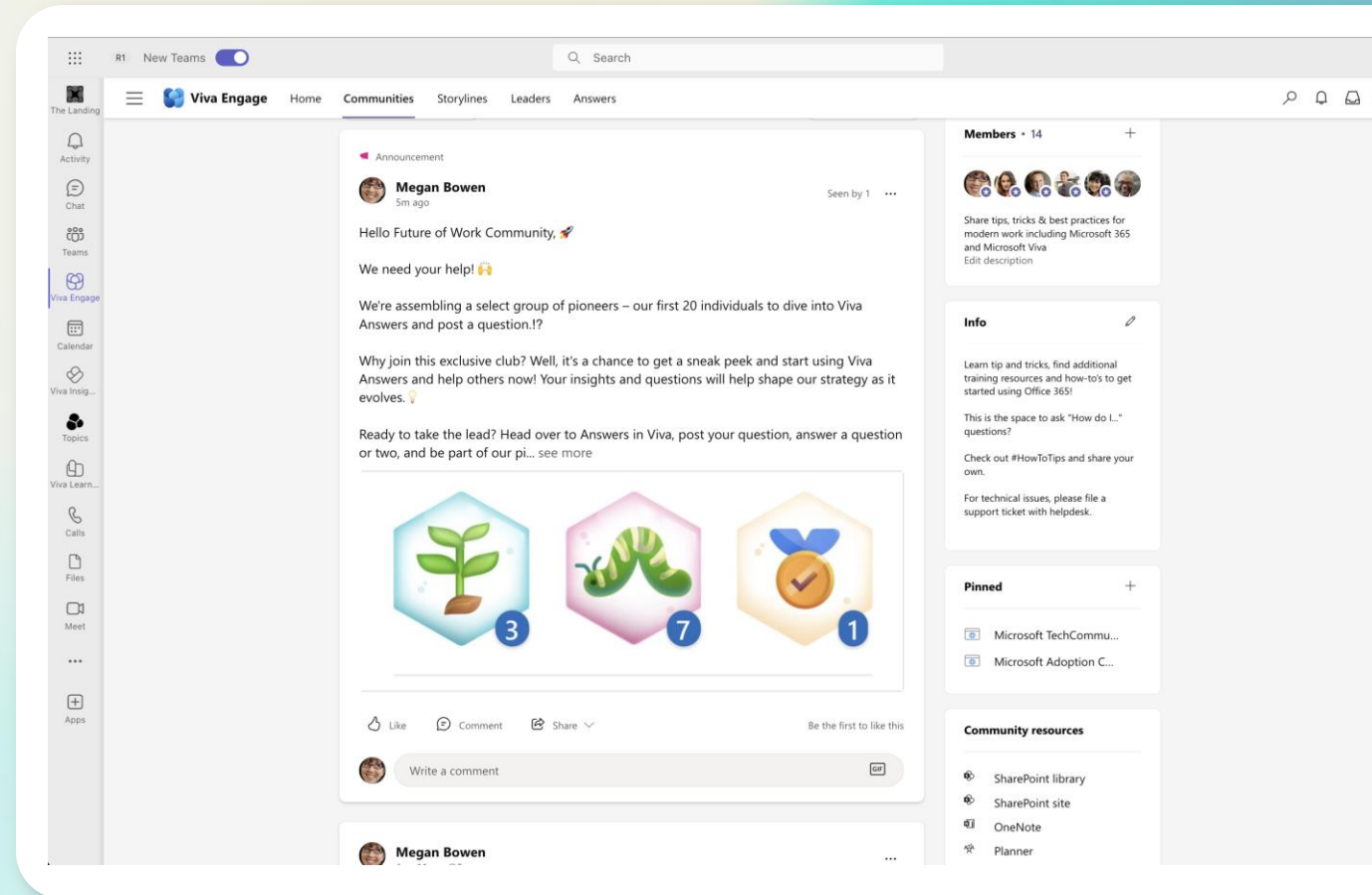
The easiest way to do this: find an active, friendly community and make an announcement!

We've included an example announcement on the next page.

We also suggest you host a live session with your recruits. During the session, showcase Answers (using the examples you created previously) and help everyone on the call ask at least one question.

You could use a second announcement to recruit champions to *answer* questions too!

You might like to use the slides in our [Answers in Viva Adoption Playbook](#) for your live sessions.



# Sample community announcement :

Hello [enter name] Community, 🚀

We need your help! 🙌

We're assembling a select group of pioneers – our first 20 individuals to dive into Viva Answers and post a question. 🗣️

Why join this exclusive club? Well, it's a chance to get a sneak peek and start using Viva Answers and help others now! Your insights and questions will help shape our strategy as it evolves. 💡

Ready to take the lead? Head over to Viva Answers, post your question, answer another, and be part of our pioneer group. Put your thoughts, feedback, and suggestions back in this community. 🗣️

And guess what? 🎉 We'll also be hosting an info session on [enter date], where you can learn more about Answers in Viva and how you can play a vital role. Don't miss out!

Let's explore, learn, and make our mark together. ✨

# Second example Announcement:

Hello again [enter name] Community,

Your active participation in enriching Answers in Viva is incredibly valuable. Answers use is taking off 🚀 with *[insert some data of interest, perhaps # of questions asked]*!

We need your expertise again! 🙌

Are you knowledgeable in a certain field? Step up as a champion on Answers!

Here's how: Go to Answers, find your topic, + 'Follow' (you will then see relevant questions in "Your Questions"), click on the topic, and bookmark URL. Check daily to help answer questions and help others 🤝.

🎓 Earn Scholar badges! Share successes within our community.

Help enlighten many minds with your mastery. Together, shape Viva Answers into a top source of wisdom. ✨

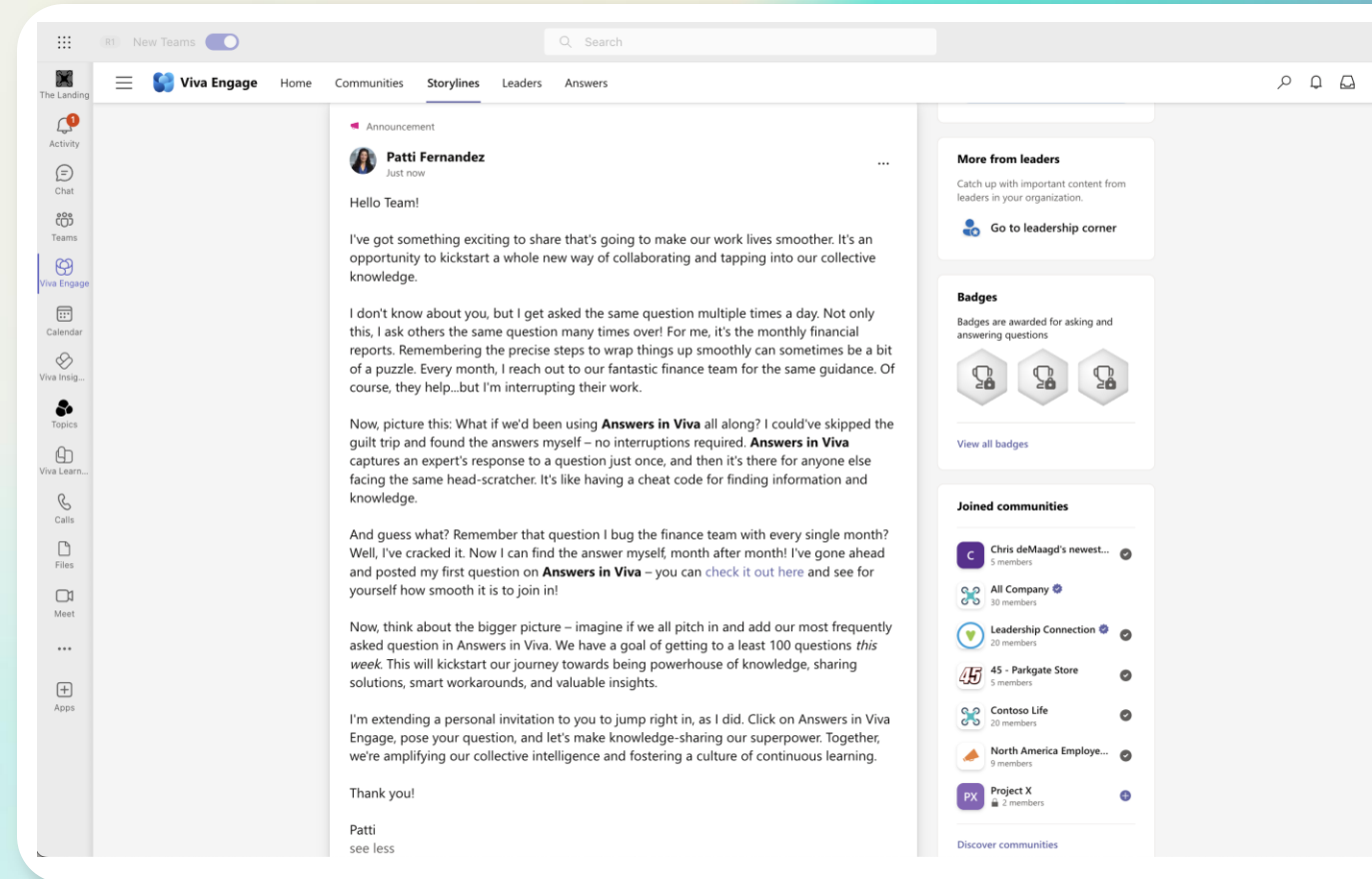
Thanks for driving Viva Answers' success! 🍷

# 5. Accelerate growth: Leadership Announcement

To get 100+ people posting questions we need to expand the scale of our adoption efforts. Viva Engage offers other capabilities that will help make this easier.

We suggest you find a lead or leader in your organization who will make an announcement post on their storyline or a large community.

This post will help get people engaging with the leader and Answers in Viva.



# Sample announcement text:

Hello Team!

I've got something exciting to share that's going to make our work lives smoother. It's an opportunity to kickstart a whole new way of collaborating and tapping into our collective knowledge.

I don't know about you, but I get asked the same question multiple times a day. Not only this, I ask others the same question many times over! For me, it's the monthly financial reports. Remembering the precise steps to wrap things up smoothly can sometimes be a bit of a puzzle. Every month, I reach out to our fantastic finance team for the same guidance. Of course, they help...but I'm interrupting their work.

Now, picture this: What if we'd been using **Answers in Viva** all along? I could've skipped the guilt trip and found the answers myself – no interruptions required. **Answers in Viva** captures an expert's response to a question just once, and then it's there for anyone else facing the same head-scratcher. It's like having a cheat code for finding information and knowledge.

And guess what? Remember that question I bug the finance team with every single month? Well, I've cracked it. Now I can find the answer myself, month after month! I've gone ahead and posted my first question on **Answers in Viva** – you can check it out here [insert link] and see for yourself how smooth it is to join in!


Now, think about the bigger picture – imagine if we all pitch in and add our most frequently asked question in Answers in Viva. We have a goal of getting to a least 100 questions *this week*. This will kickstart our journey towards being powerhouse of knowledge, sharing solutions, smart workarounds, and valuable insights.

I'm extending a personal invitation to you to jump right in, as I did. Click on Answers in Viva Engage, pose your question, and let's make knowledge-sharing our superpower. Together, we're amplifying our collective intelligence and fostering a culture of continuous learning.

Thank you!

# Sample senior leader question and answer(s)

### Question details

 Patti Fernandez • 25m ago Seen by 2 • **Best answer**

**What is the correct process for finalizing monthly executive financial reports?**


I have to finalize the executive financial reports every month. The process is quite complicated and uses different systems. Please can you outline the process so that I can finish my reports this month?

I ask this of our finance team *every month* so I'm using Answers to allow our team to Answer it *once* and I'll be able to find it next month.

Financial Reports



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**Best answer**




 Megan Bowen 7m ago

Great question Patti! It's not a simple process. But here is the process to follow:





- assign yourself as the signee for Report 1
- complete the financial sign off for Report 1
- assign yourself as the signee for Report 2
- complete the sign off for Report 2
- [repeat this process for any other reports]
- in your email inbox, find each email that was generated by the sign offs (there will be **one email per report**)
- click the submit button each email
- finally, head to the finance reporting tool
- add your name in the "attestation" line (only one place - all the reports will be grouped together now)
- hit "complete"

2 | **Best answer** |   ...



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 Patti Fernandez 6m ago   1





This is perfect - thank you Megan Bowen.

  |   ...

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 Adele Vance 4m ago  1

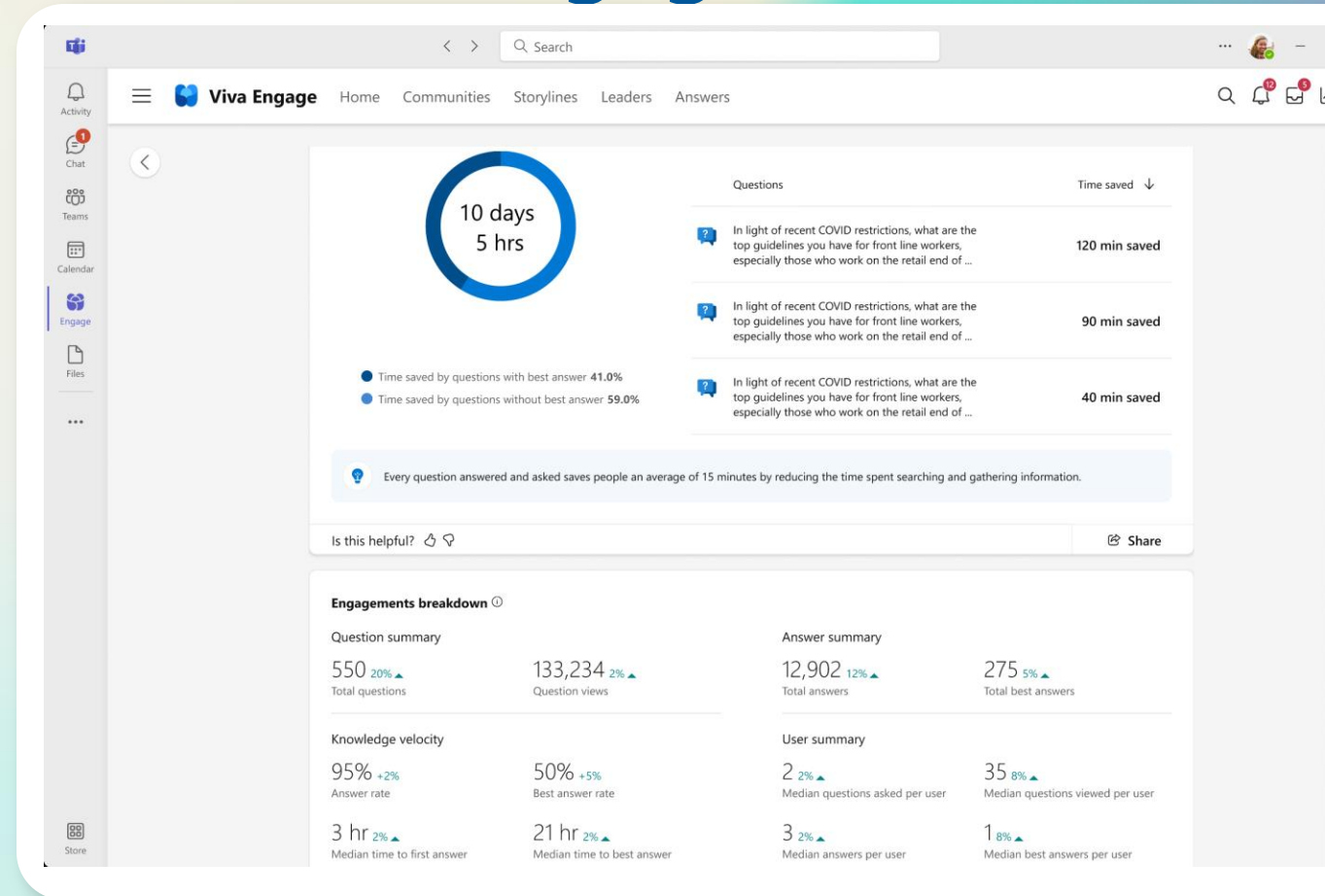
This seems such a convoluted process. We should look to make this much simpler with Power Automate. [Nestor Wilke](#) is this something we can make easier for the leadership?

  |   ...

# 6. Drive Answers adoption with Viva Engage

You can use other capabilities in Viva Engage and Answers in Viva to recruit more people to adopt Answers.

1. Check your Answers Analytics to see how your adoption work is going.
2. Ask other community managers to share the Answers in Viva story and ask their members to participate
3. Find other leaders who will join the enthusiasm and make storyline or community posts with links to the questions they are posting.
4. Find popular FAQs and use your champions to get the questions and answers into Answers.
5. Thank and Praise people frequently for contributing questions and answers.



# 7. Further Suggestions

If your users want suggestions of what to post in Answers, this might help:

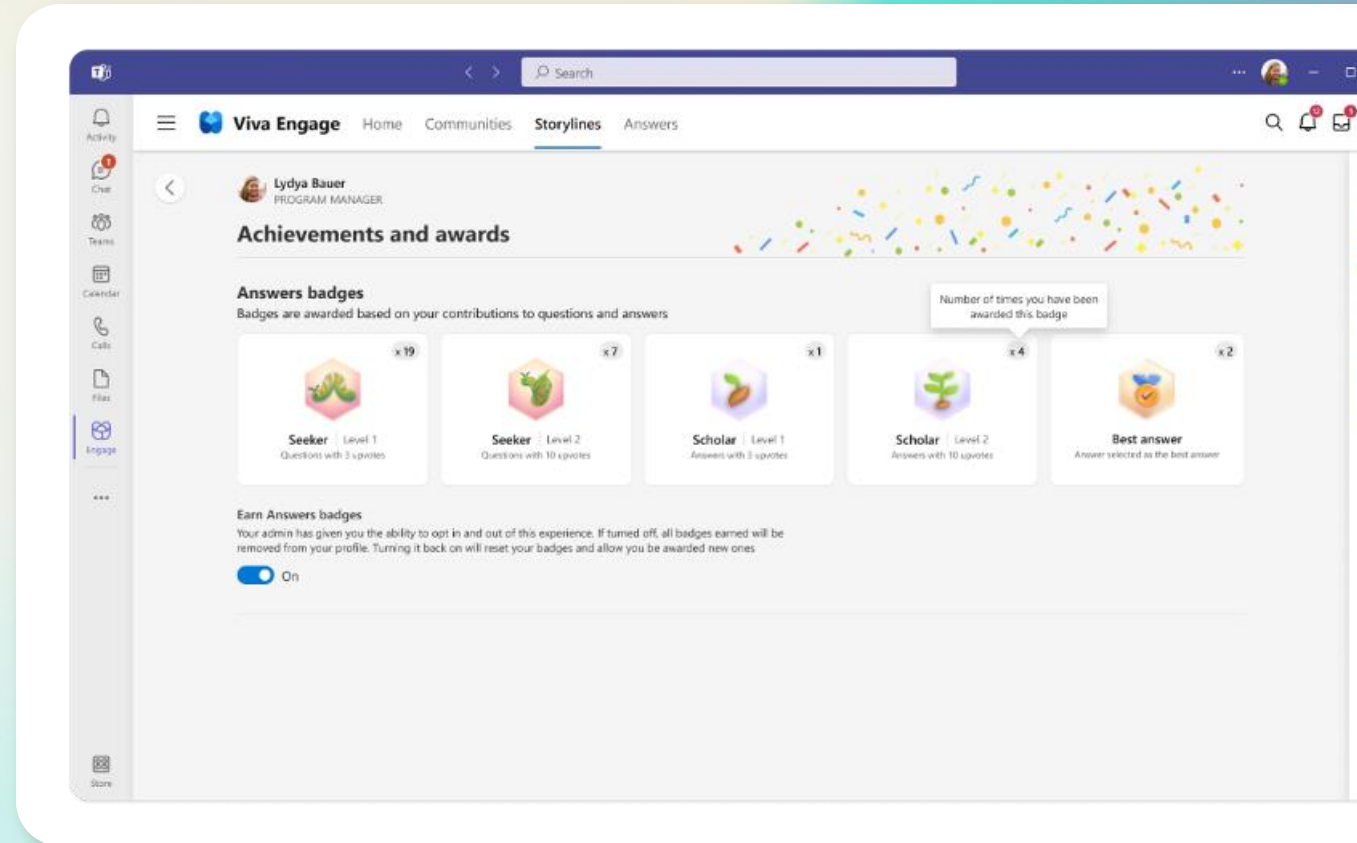
Questions I ask all the time

Questions I am asked all the time

Questions I hear others ask all the time

Or

If you own or frequently use an FAQ, take that FAQ and cut and paste the questions into Answers. Then find a colleague or FAQ owner to post the answers, which could include a link back to the FAQ.





Thank you!