

MICROSOFT EMPLOYEE EXPERIENCE (AKA VIVA)



VIVA | Principales desafíos en las organizaciones con modelos híbridos



¿QUE ES UNA PLATAFORMA DE EXPERIENCIA DE EMPLEADO?

Es una forma de reforzar la cultura de empresa y cuidar a los empleados

Conocimiento y Aprendizaje

¿Como adquieren conocimientos y se forman mis empleados?

Alcanzar tu propósito

¿Cuáles son mis objetivos?
¿Están claros para mis empleados?

Cultura y comunicación

Noticias, eventos, novedades, ¿Cómo mantengo a mis empleados informados?

Bienestar y analítica

¿Por qué no somos data driven con nuestros empleados?

Ventas

¿Puedo ayudar de alguna forma a mejorar mis procesos de venta?

Lo que importa es la **Gente**

Productividad y colaboración: email, chat, movil, video, mensajería

VEAMOS ALGUNOS DATOS

Conexión

El 83% de los empleados vienen a la oficina simplemente para conectar con otros compañeros

Análisis

El 75% de los empleados (y el 80% de los managers) piensan que no pueden dar suficiente feedback

Propósito

El 81% de los empleados dicen que es importante que sus managers les ayuden a priorizar el trabajo

Crecimiento

Al 76% de los empleados les costaría más decidir moverse si recibieran más ayuda y formación en su empresa actual

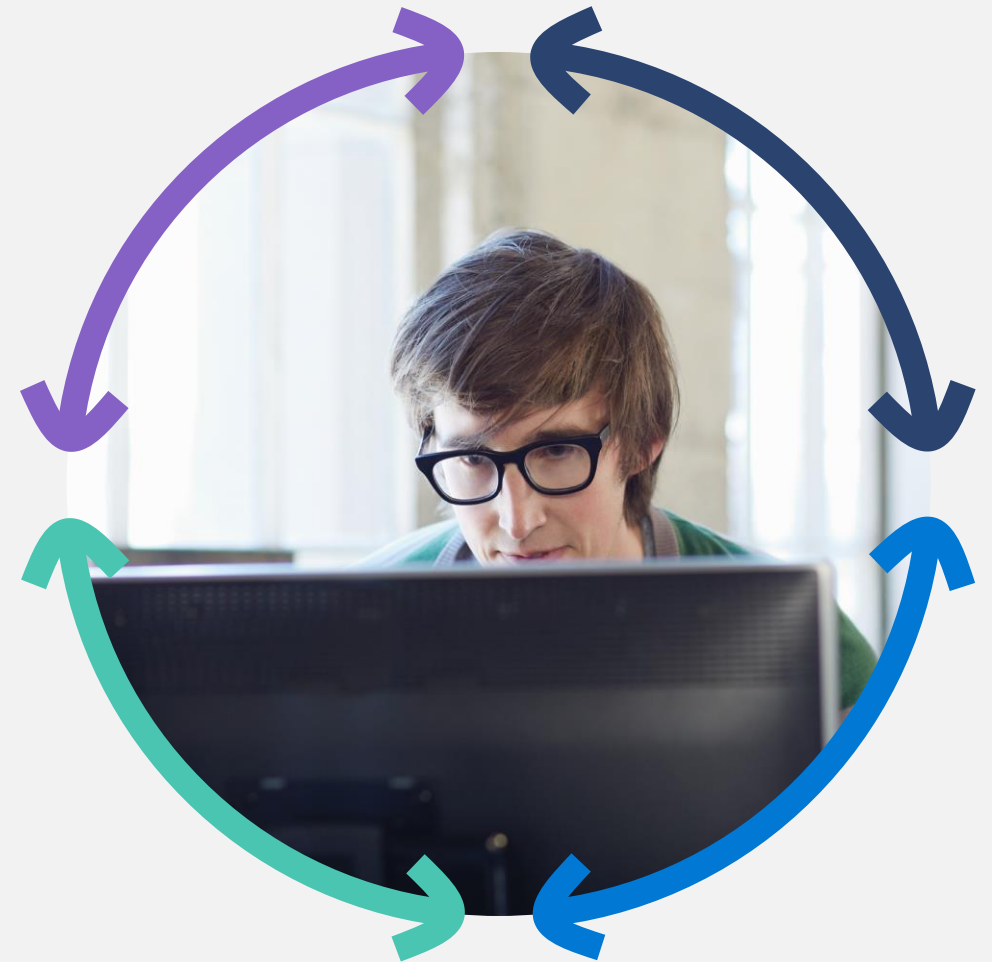


PERO VER TODO ESTO PUEDE SER DIFICIL

El 34% de las empresas ha invertido en seis o más herramientas para experiencia de empleado¹

El 68% de los empleados las encuentran obsoletas o irrelevantes¹

El 94% de los líderes quieren un sistema más sencillo¹



LA EXPERIENCIA DEL EMPLEADO, IMPACTA AL NEGOCIO

Involucrar al empleado

Solamente el 15% de los empleados en todo el mundo se sienten involucrados con su empresa¹

Retener talento

Los empleados muy involucrados tienen 12 veces menos probabilidades de abandonar la compañía que aquellos que no lo están²

Mejorar el rendimiento

Las organizaciones con empleados muy involucrados tiene un rendimiento un 23% superior³



EMPLEADO VS. MANAGER VS. EMPRESA

¿Que preocupa a los empleados?

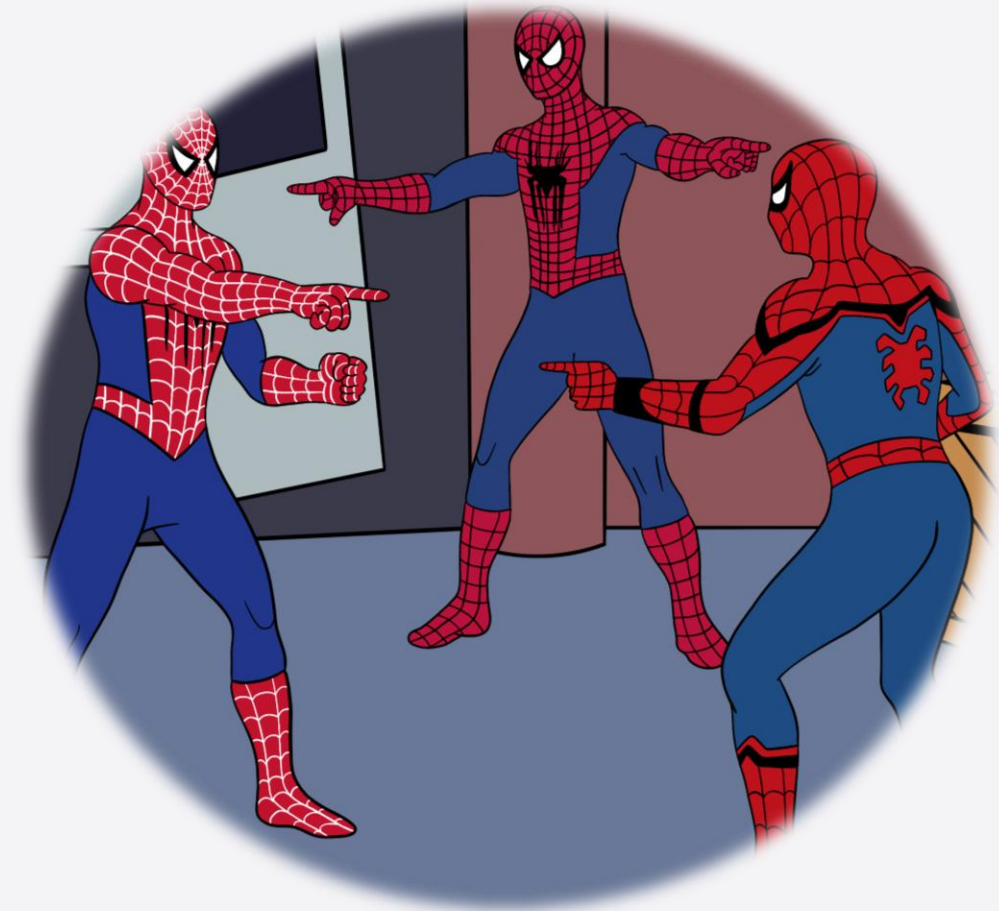
- Conciliación
- Carga de trabajo
- Formación

¿Y a los managers?

- Productividad
- Control
- Efectividad

¿Y a la empresa?

- Resultados
- Retención de talento



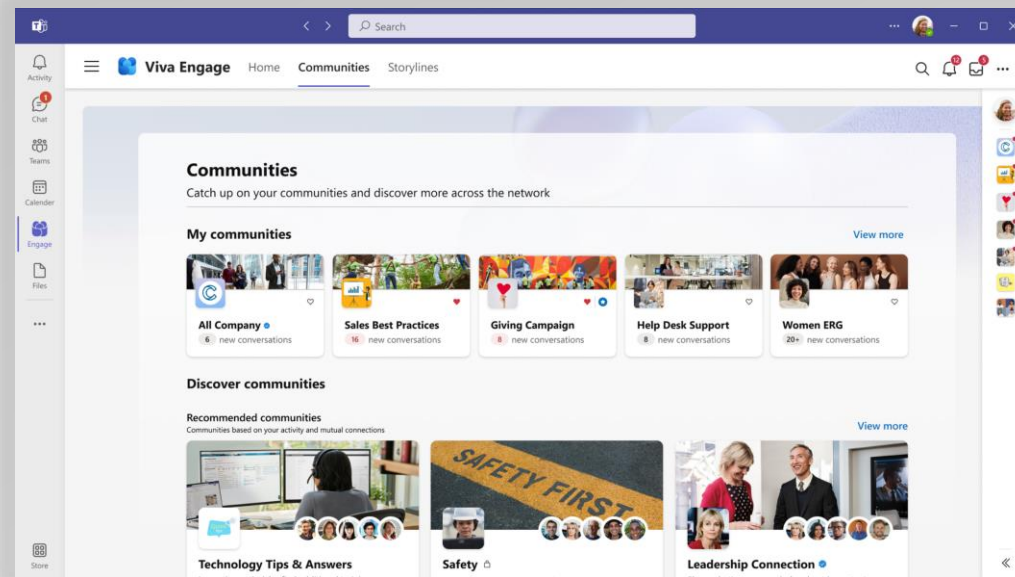
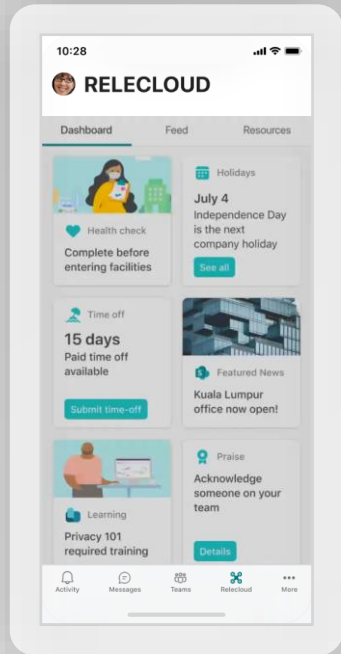
¿QUÉ NOS OFRECE MICROSOFT VIVA?



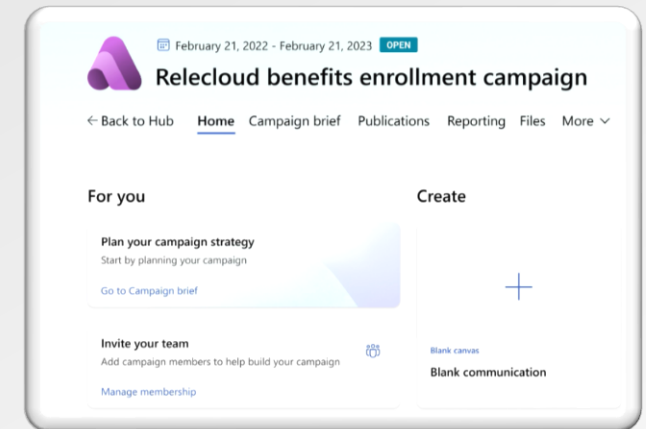
CONECTAR CON LOS EMPLEADOS

EN TODAS LAS PLATAFORMAS

CREANDO COMUNIDAD

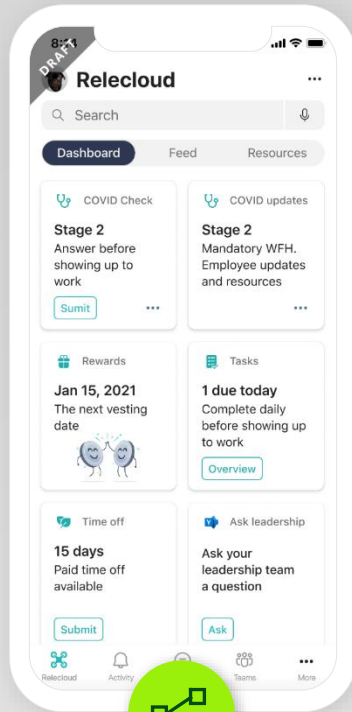


Y MANTENIÉNDOLOS INFORMADOS

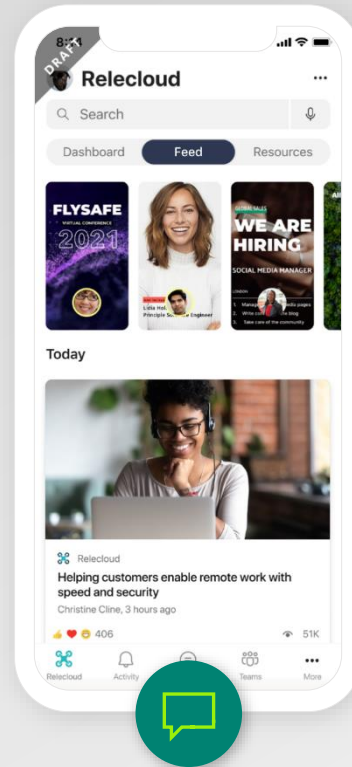


VIVA CONNECTIONS

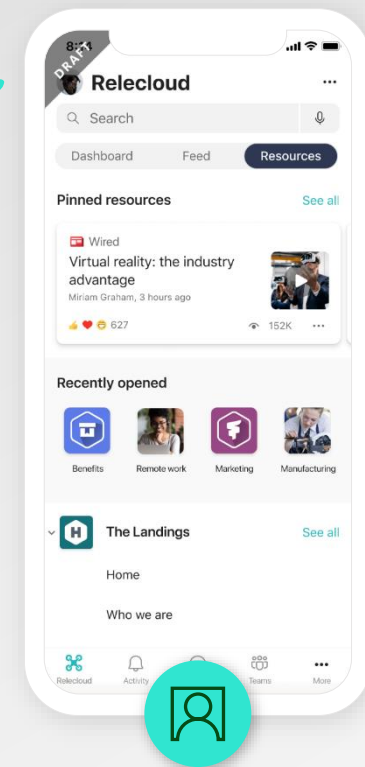
DASHBOARD



FEED



RESOURCES



TARJETAS PERSONALIZADAS

TARJETA

TÍTULO E ÍCONO DINÁMICO

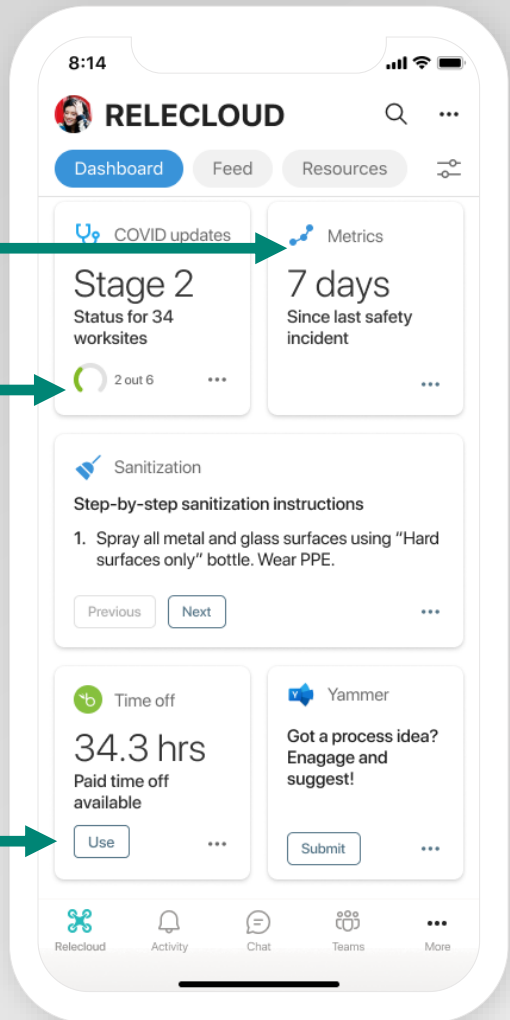
1

DESCRIPCIÓN DINÁMICA

2

BOTÓN DINÁMICO

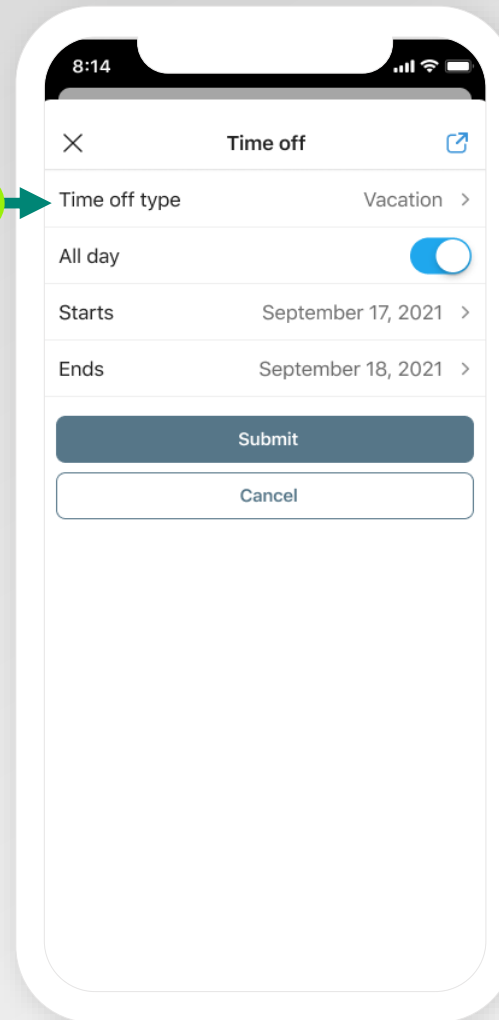
4



ADAPTIVE CARD CON MÚLTIPLES VISTAS

5

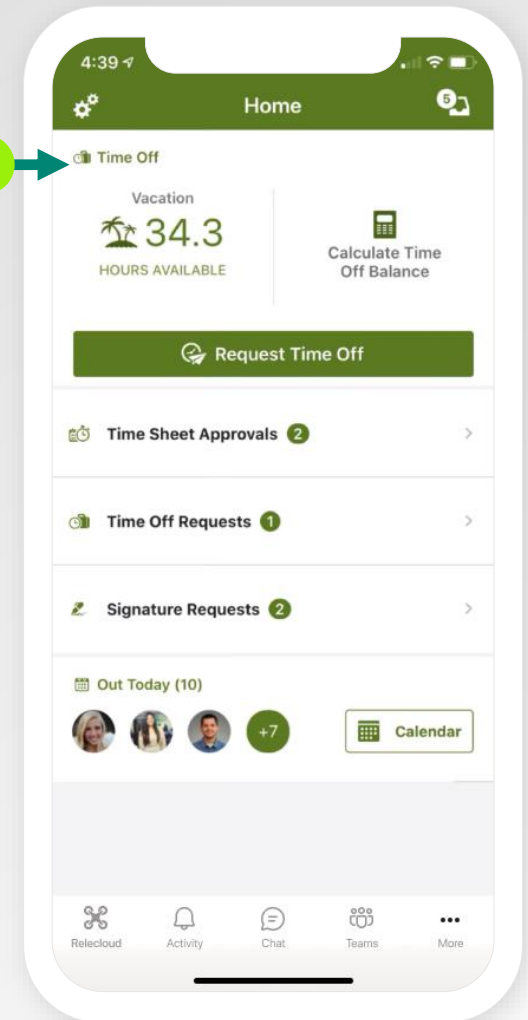
VISTA RAPIDA



ENLACE A LA APP

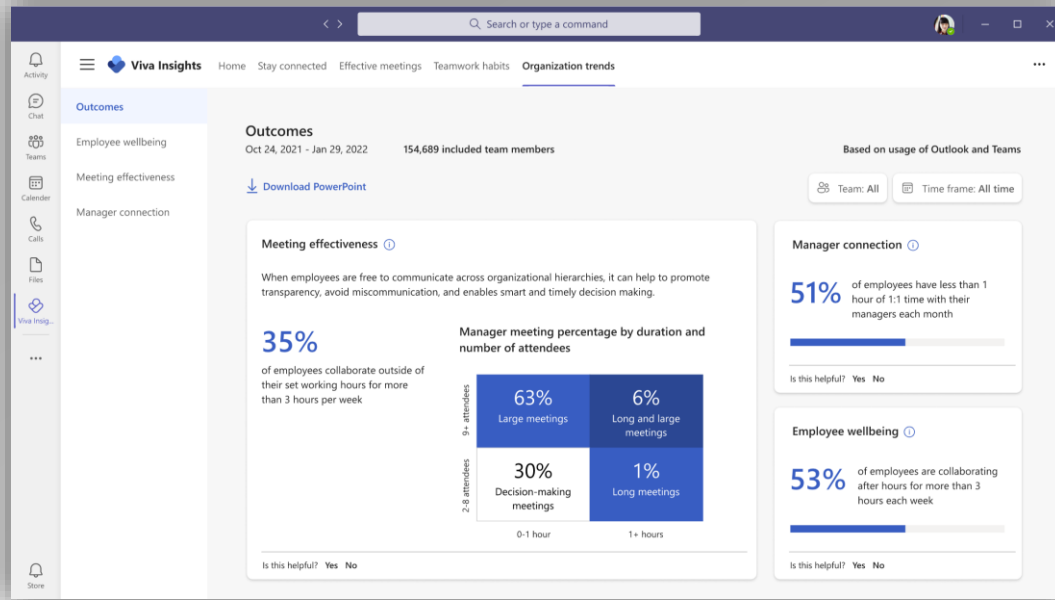
6

APP

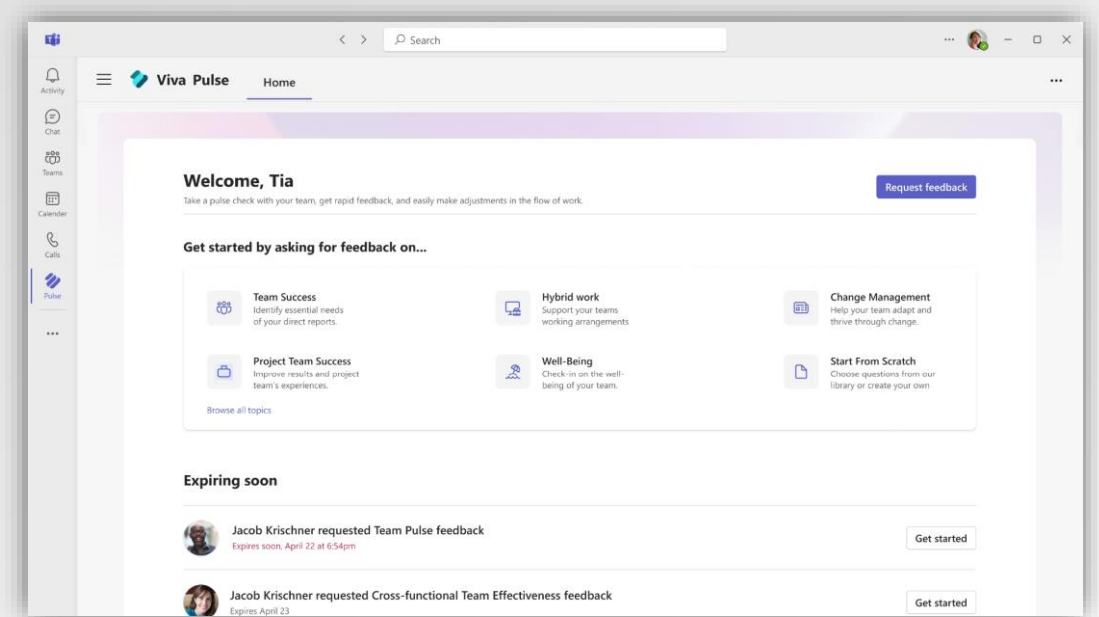


DESCUBRIR COMO TRABAJAMOS

¿CÓMO COLABORAMOS?



¿QUÉ OPINAN MIS EMPLEADOS?



VIVA INSIGHTS

INCLUIR DATOS DE ORIGENES DE TERCEROS

How is collaboration load impacting after-hours?

Weekly collaboration hours

Average hours per week per person

11.8 hours in meetings, 7.5 hours in email, 1.7 hours in Teams, 2.3 hours in Zoom calls, 23.2 hours in collaboration, 58% of workweek spent in collaboration*

● Meetings ● Email ● Teams chats & ad-hoc calls ● Zoom ad-hoc calls



After-hours collaboration

Average hours per week per person

1.1 hours in meetings, 1.6 hours in email, 0.2 hours in Teams, 1 hour in Zoom calls, 4.1 hours in after-hours collaboration

● Meetings ● Email ● Teams chats & ad-hoc calls ● Zoom ad-hoc calls



What to examine

- Which organizations have the highest after-hours collaboration?
- Where (if anywhere) do correlations appear to exist between percentage of workweek in collaboration and after-hours collaboration hours?
- Do any patterns appear to exist between predominance of certain collaboration types (meetings, emails and Team chats & ad-hoc calls, and Zoom ad-hoc calls) and after-hours collaboration time?

Why it matters

- High levels of collaboration during working hours can force spillover collaboration into after-hours time, eroding employee morale and contributing to burnout over time.
- * Assuming a standard 40-hour workweek.

How are the engagement models with external stakeholders evolving?

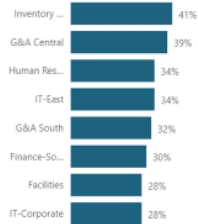
Note: This page only includes the last 4 weeks for both current and baseline metrics.

Farming vs hunting relationships

Select the domains you'd like to include

29%

of employees had an increase in number of farming* domains



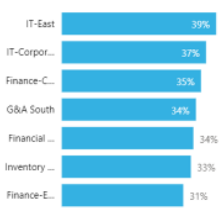
*When an employee collaborates with a customer domain for one hour or more each month, it is considered a farming relationship.

Select domain

All

30%

of employees had an increase in number of hunting* domains



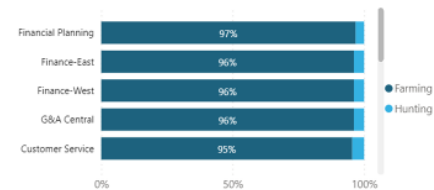
*When an employee collaborates with a customer domain for less than one hour each month, it is considered a hunting relationship.



of employees had more farming relationships than hunting relationships.

Baseline is 92%

Distribution of employees that primarily hunt or farm in each group



Why it matters

In this pandemic, sales cycles may take more time to close because of customer's refocus on higher order priorities. Employees may be devoting extra time, effort, and resources to generating leads and finding new prospects. On the other hand, employees may be spending more time with existing customers to maintain strong relationships and building custom solutions to cater to specific needs. Track changes to see how you can best support your sales employees.

GENERAR REPORTS PERSONALIZADOS

ENFOCARNOS EN LOS OBJETIVOS

Viva Goals My OKRs My Team OKRs **Company OKRs** Chat About

Relecloud Video Games

OKRs Projects Dashboards

Period: Q2 2022 Belongs to: This Team Layout: Basic New

OKR Title	Level	Status and progress	Owner	Due date
▼ Become the best gaming platform in North America	COMPANY	Behind 50%	[Avatar]	Jun 30
▶ Achieve 150 million monthly active users	PRODUCT	On track 60%	[Avatar]	Jun 30
▶ Reach 90% user retention	MARKETING	Behind 50%	[Avatar]	Jun 30
▶ Ship the next version of gaming platform by 6/1 to improve user engagement	PRODUCT	Behind 50%	[Avatar]	Jun 30
▶ Increase reach of our gaming platform	MARKETING	On track 72%	[Avatar]	Jun 30
▶ Be recognized as the best place for top talent to work	COMPANY	At risk 34%	[Avatar]	Jun 30
▶ Increase profitability by 200%	COMPANY	On track 60%	[Avatar]	Jun 30

+ Add an item

Viva Goals My OKRs **My team OKRs** Organization OKRs Chat About

Product Team

OKRs Projects Dashboards

OT Ship next version of gaming platform by 6/1

PROGRESS Behind 50%

TYPE WHEN Organization Annual 2022 (Jan 1 - Dec 31)

A Enable group play feature

PROGRESS On track 60%

TYPE WHEN Product Annual 2022 (Jan 1 - Dec 31)

A Improve engagement by 5%

PROGRESS Behind 58%

TYPE WHEN Product Annual 2022 (Jan 1 - Dec 31)

A Build a new user research team

PROGRESS At risk 40%

TYPE WHEN Product Annual 2022 (Jan 1 - Dec 31)

A Deliver ability for peer-to-peer connections

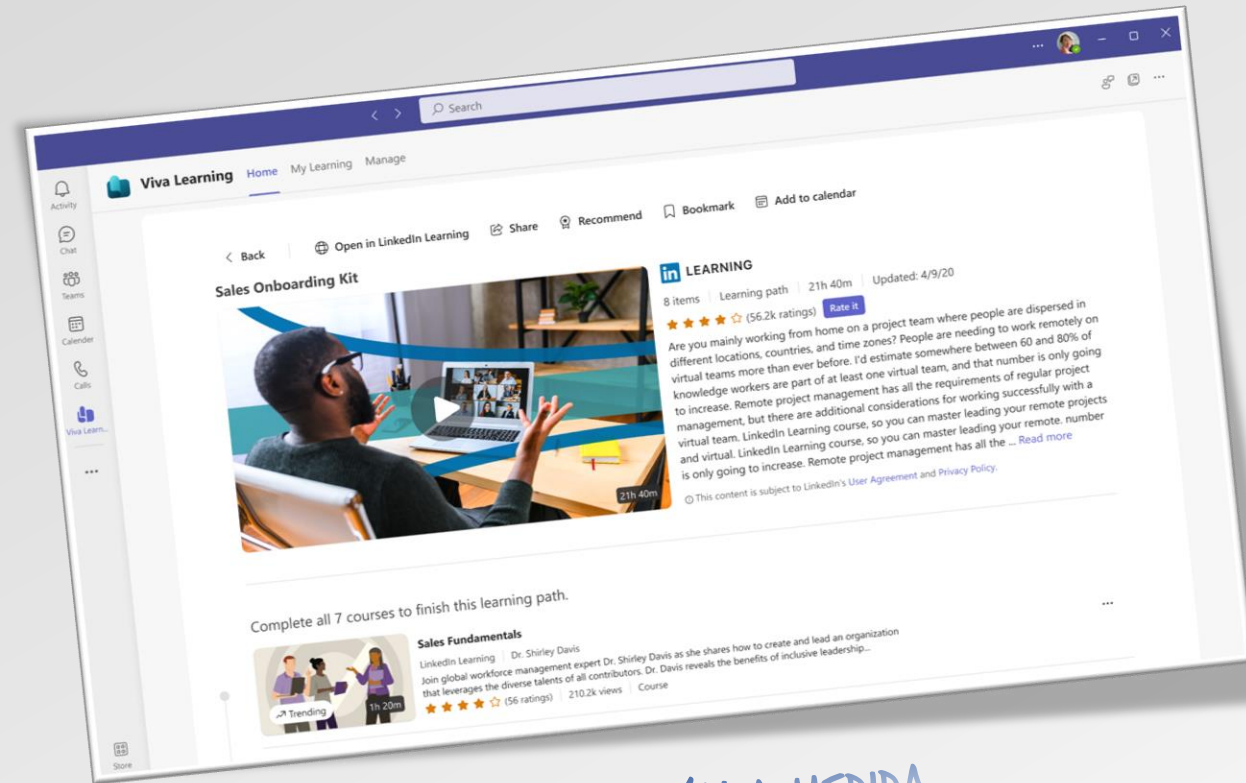
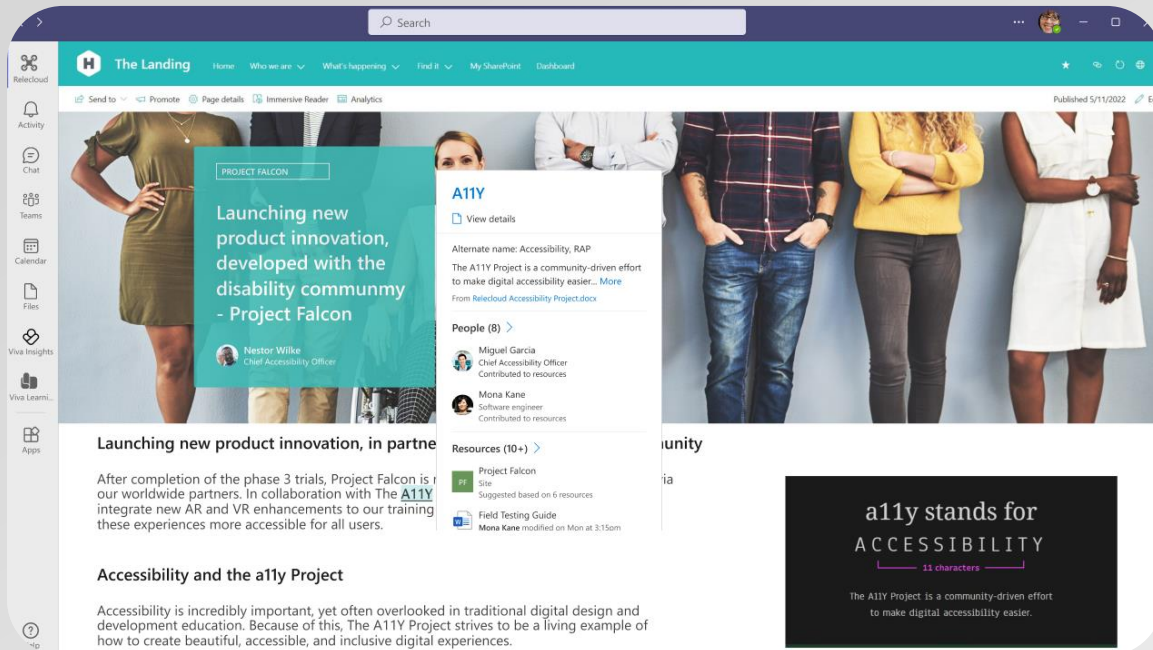
PROGRESS On track 80%

TYPE WHEN Product Annual 2022 (Jan 1 - Dec 31)



PONER EL CONOCIMIENTO AL ALANCE DE TODOS

EN CUALQUIER ESCENARIO

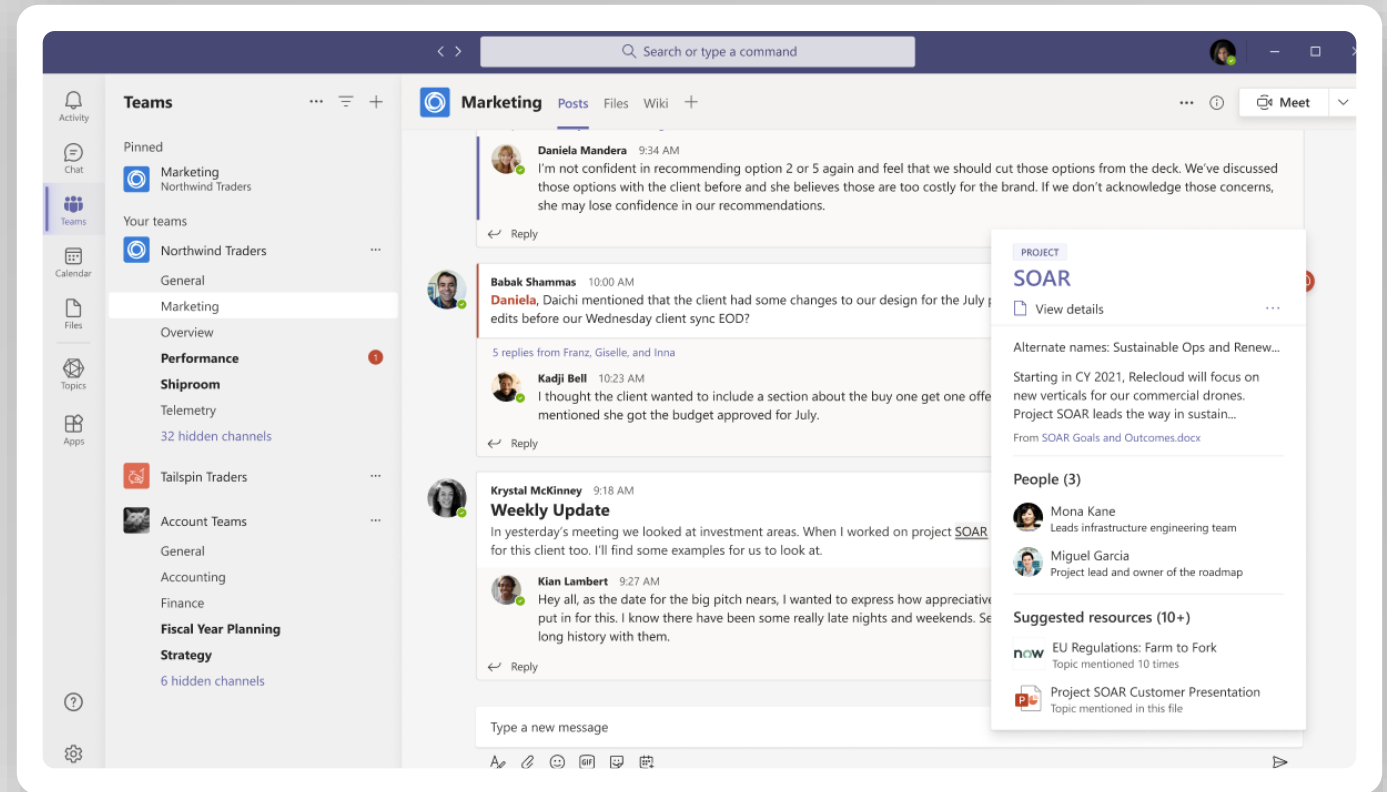


Y CON FORMACIÓN A MEDIDA



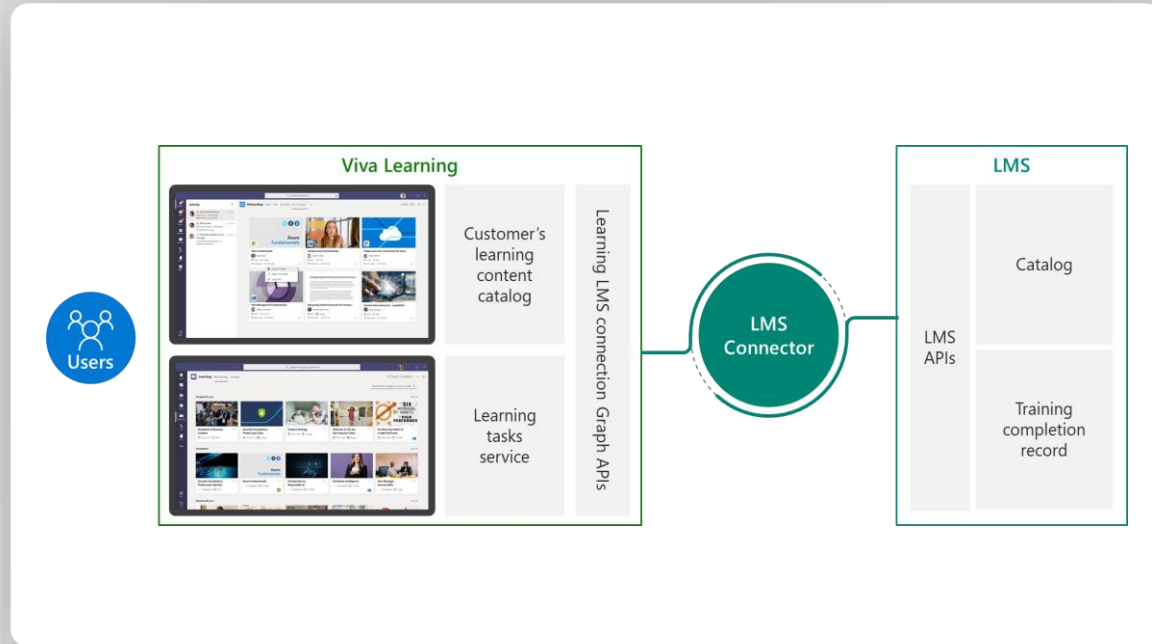
VIVA TOPICS

PON EL CONOCIMIENTO ALLÍ
DONDE LOS USUARIOS LO NECESITAN



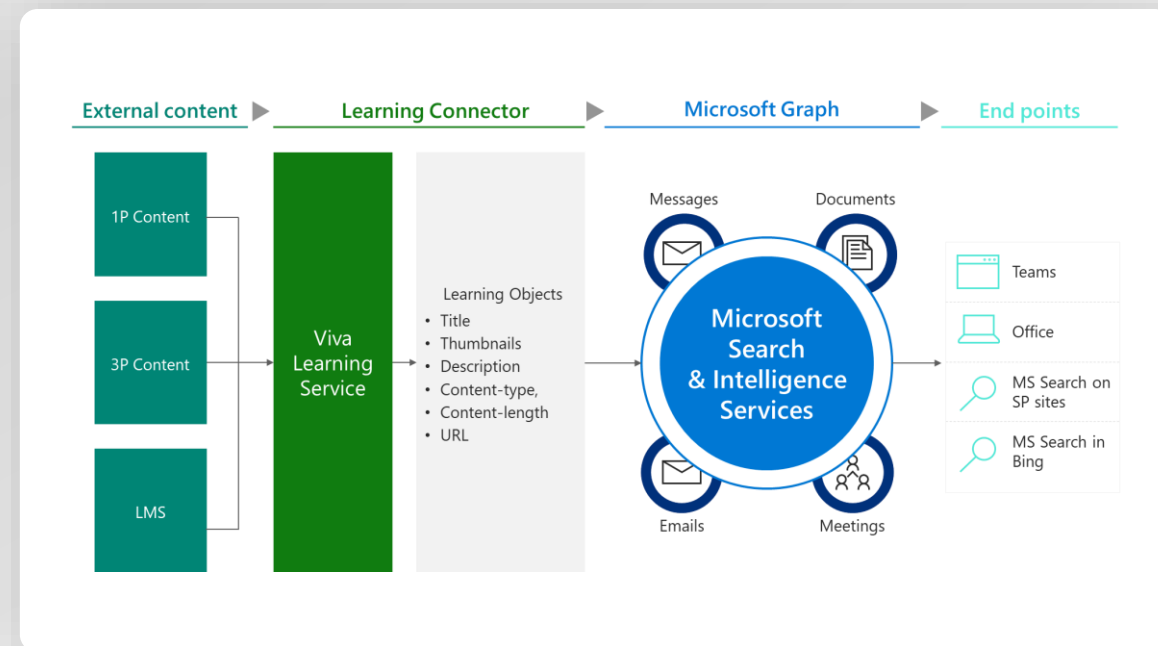
Introducing Microsoft Syntex

VIVA LEARNING



CONECTA CON TU LMS

EXTIENDE EL ALCANCE POR TODO M365



Y MEJORAR LOS PROCESOS DE VENTA

The screenshot displays the Microsoft Teams interface for an "Intro meeting". The top navigation bar includes "Intro meeting", "Chat", "Files", "Details", "Attendees", and "Viva Sales". A search bar is located in the top right corner. Below the navigation bar, there are tabs for "Details", "Notes", "Action items", and "Mentions".

The "Action items" section contains a list of tasks with "Add task" buttons:

- 01:24 Get the customer the new discount proposal
- 01:24 Schedule Phone Call with Customer
- 01:24 Send meeting summary till end of day
- 01:24 Send the pricing table until friday

The "Transcript" section on the right shows a list of messages:

- 01:04 Daisy Phillips: Sure, I can do that
- 01:08 Inna Laar: I'd love to find out more about how **CLEAN** can help me with my **AML processes**.
- 01:10 Daisy Phillips: Great, that's why I'm reaching out.
- 01:15 Daisy Phillips: so we have a new auto detection capability included in our latest release, would it interest you?
- 01:17 Inna Laar: Yeah sure I'd like to learn more and understand if you have any **offers** for bulk licensing?
- 01:20 Daisy Phillips: OK. great. So next step I will send you an email with our

At the bottom, a meeting timeline is visible, showing segments for "Greetings and introduction", "Price", and "Closing". A playhead is positioned at 00:35. Below the timeline, there is a sentiment analysis legend: Positive (blue), Neutral (grey), and Negative (red). Playback controls and a volume icon are also present.



Y MEJORAR LOS PROCESOS DE VENTA



The screenshot displays a Microsoft Teams meeting titled "Sales Analysis Review". The interface includes a top navigation bar with a search bar and window controls. On the left, there is a sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Apps. The main area shows a video call with six participants: Serena Davis, Aadi Kapoor, Ray Tanaka, Danielle Booker, Charlotte de Crum, and Krystal M... The video player shows a progress bar at 11:23 / 1:48:42. Below the video, there are tabs for "Speakers", "Topics", and "Chapters". A list of speakers is shown at the bottom left, including Mona Kane, Babak Shammass, and Daniela Mandera. On the right side, there is a "Meeting content" section with links to "Sales report Q4...", "Capacity stats list...", and "VanArsdelPitchDe...". Below this, there are tabs for "Notes", "AI Notes", "@ Mentions", "Transcript", and "Chat". The "AI Notes" section is active, displaying "Your personal AI suggested notes and tasks" and a "Share to Notes" button. The "Suggested notes" section lists three items:

- ▶ **Serena** wants to look at the sales report before she and **Beth** spend more budget on the campaign. 5:00
- ▶ **Beth** explains that they are on track for new product release in December. But they will need to keep an eye on advertisement budget. She will follow up on that. 5:05
- ▶ **Beth** explains that they are managing the capacity well. They could be a problem if they get more popular. **Babak** is going to double check on that. 5:34

The "Suggested tasks" section lists two items:

- ▶ Beth will follow up on advertisement budget.
- ▶ **Jon Shammass** will double check with **Amanda** regarding the ETA for the release of the new product.

Y MEJORAR LOS PROCESOS DE VENTA



The screenshot displays the Outlook web interface. The main window shows an email draft titled "Delivery Date Request for XL Airpot" addressed to Toby Miller. The draft text reads: "Hi Kelly, Hope you are well! I am ver...". The interface includes a top navigation bar with "Home", "View", "Help", "Message", "Insert", "Format text", and "Options". A sidebar on the left shows the "Inbox" with several messages, including one from "Microsoft Viva" and "Microsoft Teams". On the right, the "Viva Sales" sidebar is active, showing "Highlights" and "Dynamics 365" sections. The "Create a draft reply" section offers suggestions: "Reply to an inquiry", "Offer a discount", "Make a proposal", "Address a concern", and "Suggest your own". Below this, "External contacts on this email" lists "Toby Miller, Managing Director • Fabrikam, Inc.". The bottom of the interface shows the "Send" button and a "Draft saved at 7:07 PM" notification.

Y MEJORAR LOS PROCESOS DE VENTA



The screenshot shows the Outlook web interface. The main window displays an email titled "Request for a proposal" from Mia Steele. The email body contains AI-generated text: "Hi Mia, Thank you for your email. I am glad to hear that you had a great break over the holidays. I am happy to provide you with a proposal for the Airpot XL coffee machines. As we discussed, the total price for 10 units is \$4990. I believe that this is a fair price for the machines, and I am confident that they will be a great addition to the Alpine Ski House. Thank you for your time, and I look forward to hearing from you soon. Regards, Kelly Krout". A sidebar on the right shows the "Viva Sales" extension with a "Create a draft reply" button and a note: "Suggested content is AI generated—please make sure it's accurate and appropriate before sending." The bottom of the draft shows a "Send" button and a "Draft saved at 5:29 AM" notification.

EN RESUMEN, CONSEGUIR MÁS CON MENOS



Viva Connections

for keeping everyone connected to the org



Viva Insights

for privacy-protected data about work life



Viva Topics

for finding intrinsic knowledge and experts



Viva Learning

for gaining targeted skills in the flow of work



Viva Goals

for goal setting and OKR management



Viva Engage

for digital communities and connections



Viva Pulse*

for leaders to collect confidential feedback



Viva Amplify*

for leaders to elevate their messages



¿PREGUNTAS?

