



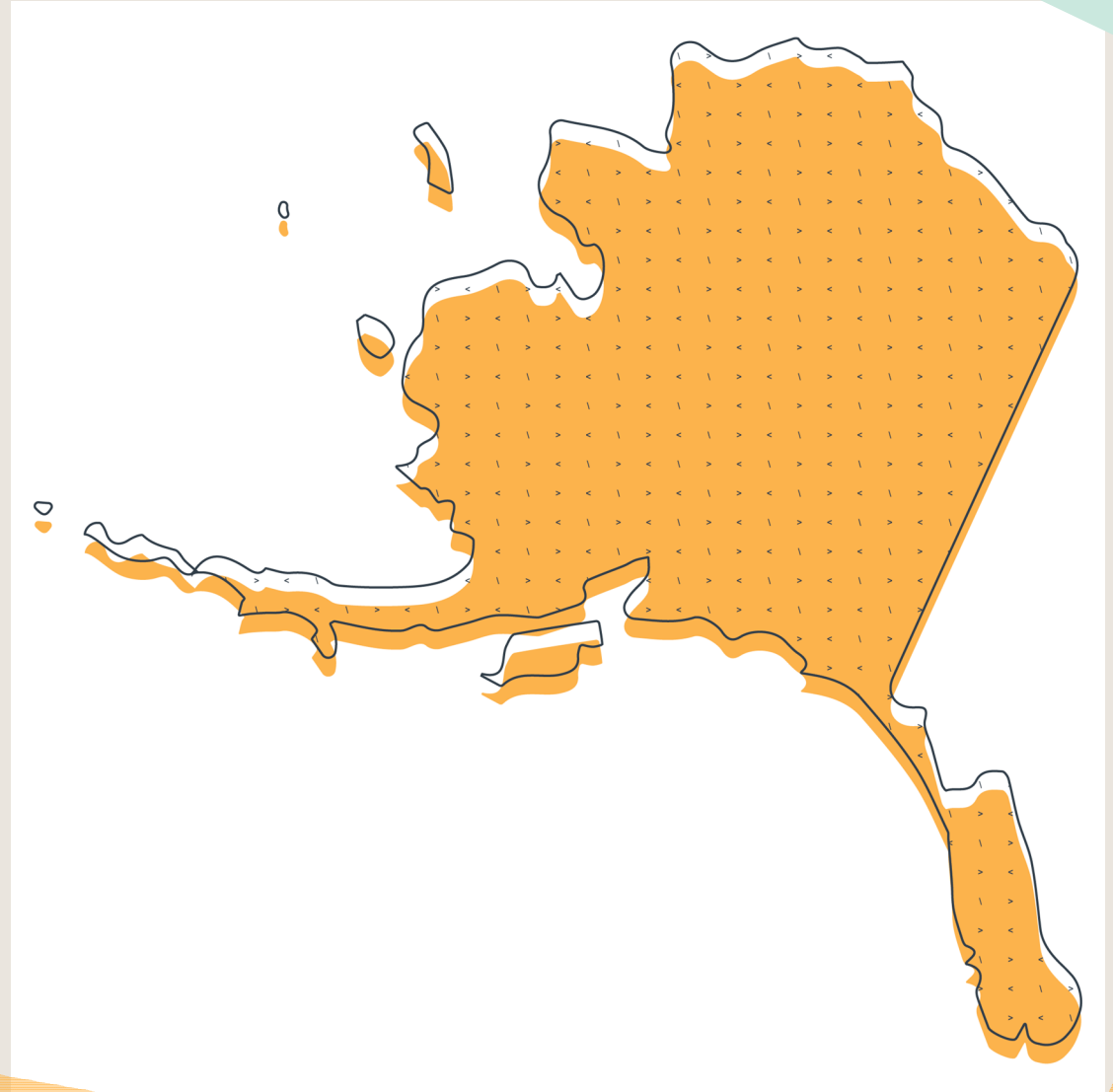
Microsoft Viva Topics: Upping your Knowledge Management Strategy

About Me

@vcmonkey

<https://www.highmonkey.com/blog>

- Originally from Alaska
- Celebrating 25 years of business
- Been reimagining websites since 1998
- Been digitizing the workplace since 2001
- User Experience Aficionado



Agenda

1

What is
Knowledge Management?

2

What is
Viva Topics?

3

Demo





How people *THINK* your KM should work

User asks question...



MAGIC
happens



User gets Answer



What is Knowledge Management?



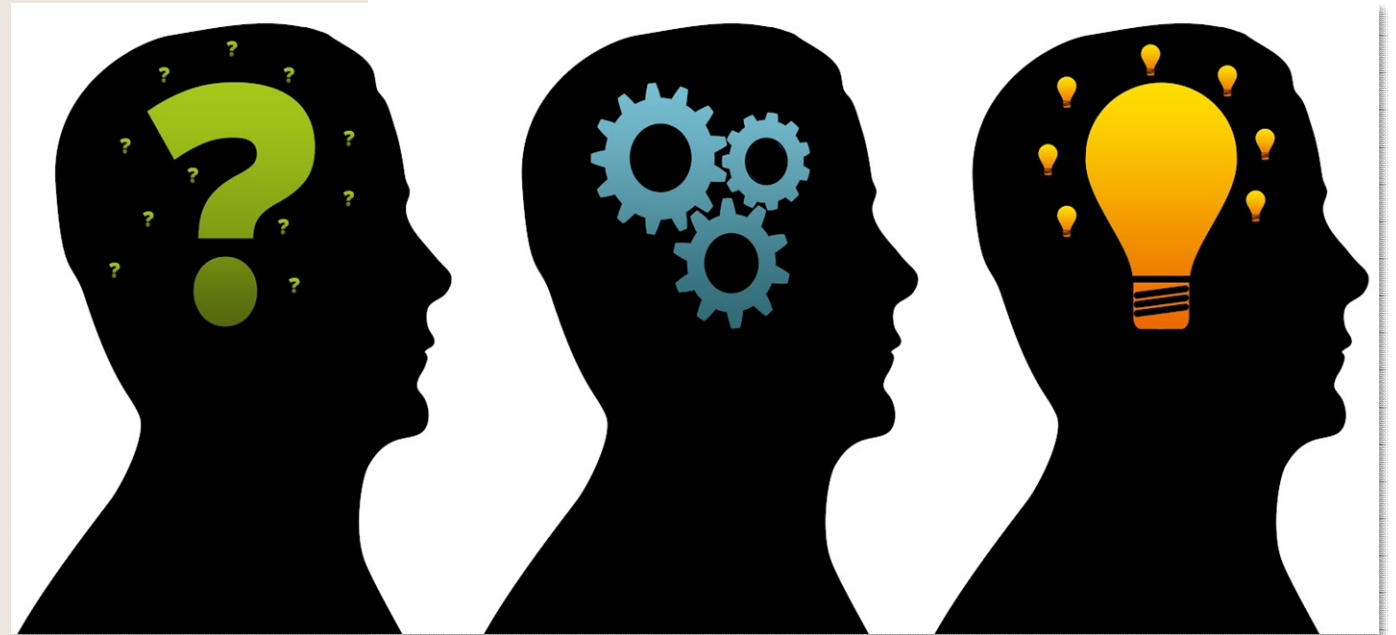
Knowledge management as a practice

Knowledge management (KM) is the process of identifying, organizing, storing and disseminating information within an organization



Knowledge management in goals

- Improve access to cross-organizational knowledge
- Capture knowledge before its lost
 - There is a soft value
 - There is a \$\$ value
- Enable and improve decision making
- Onboard more efficiently



Knowledge management in reality

- ***Too many cooks*** – efforts are fragmented
- ***Hurry up and wait*** – no clear direction
- ***Eat the whole cake first*** – trying to do so much, it never starts
- ***Oops we lost that*** - recognized after its too late



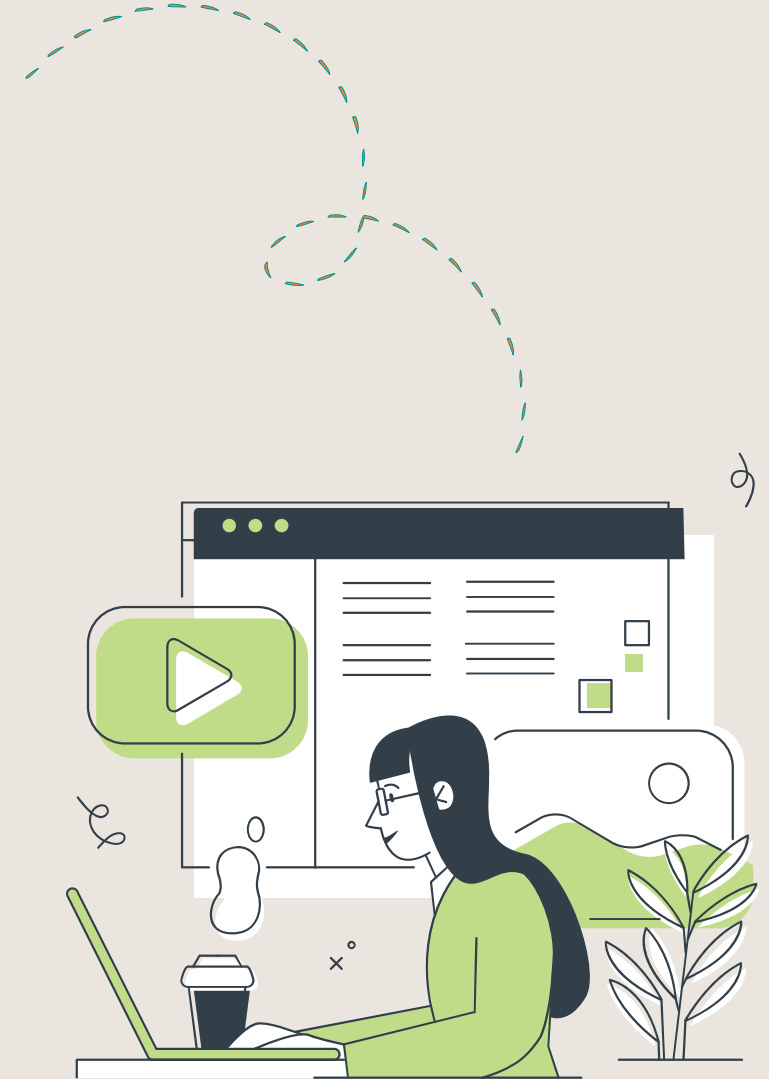
Knowledge management in 365

- Automate the identification of knowledge (manual too)
- Centralized storage for organization and management
- Microsoft Search-enabled dissemination





What is Viva Topics?



The Viva experience

Microsoft Viva is an employee experience platform that brings together communications, knowledge, learning, resources, and insights in the flow of work.

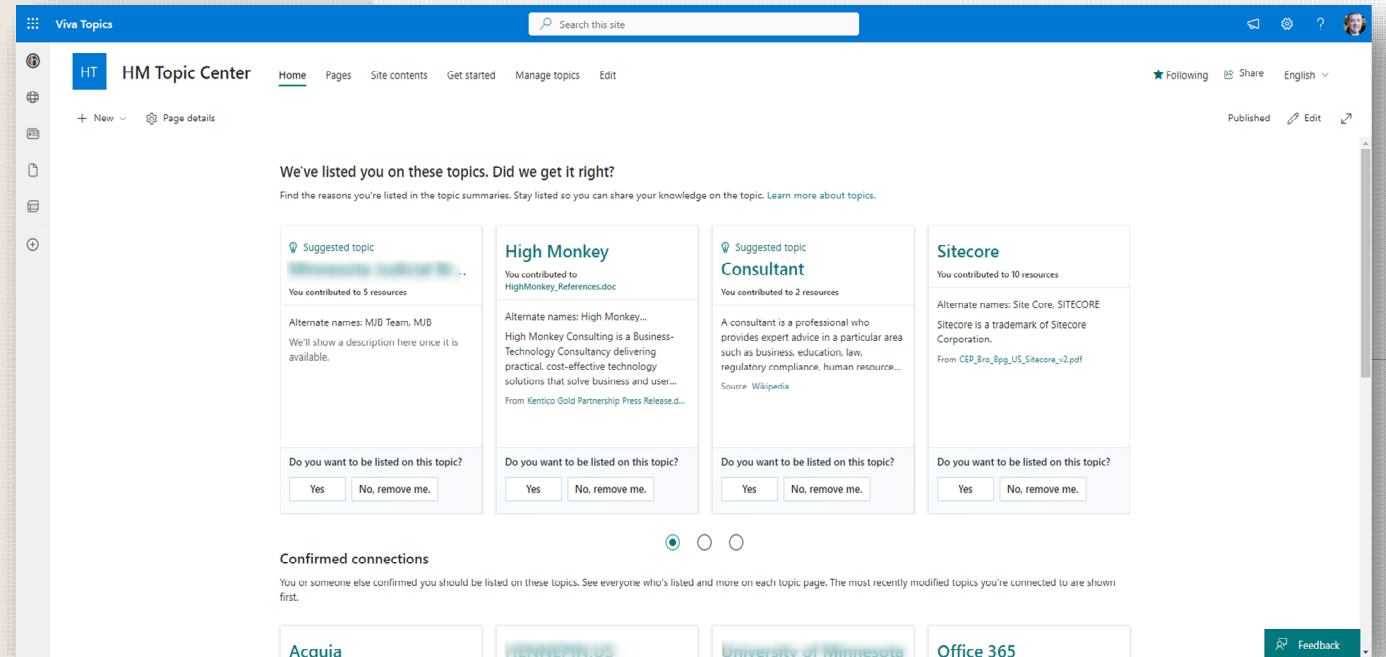
- MODULES

- Viva Connections
- Viva Insights
- Viva Learning
- Viva Topics
- Viva Goals
- Viva Engage
- Viva Sales

The screenshot shows the Viva Topics interface for the topic "Kentico". At the top, there is a navigation bar with "Kentico" and a search icon. Below this is a menu with options: "All", "Files", "Sites", "People", "News", "Conversations", "Images", "Power BI", and "3 more". A "Feedback" button is also visible. Underneath the menu, there are filters for "File type" and "Last modified". The main content area displays the topic name "Kentico" in blue, followed by a description: "Kentico is a Web Content Management System (WCMS) that simplifies the publication of content targeted for web sites and mobile devices." Below the description, it says "From Why Kentico CMS-V7.pptx". There are two columns of related items: "People (7)" and "Resources (10+)". Under "People", there are two entries: "Virgil Carroll" (Contributed to 4 resources) and "Joel Baglien" (Contributed to resources). Under "Resources", there is one entry: "Kentico_EMS" (Josh Kowalewski modified on July 1... Topic mentioned 4 times). A "See more" link is present below the resources. At the bottom, there is a notification bar that says "Viva Topics connected Kentico_EMS.pdf to this topic. Does that seem right?" with "Yes" and "No" buttons and a close icon.

Viva topics

Viva Topics automatically organizes content and expertise across your organization, making it easy for people to find information and put knowledge to work.



Topics admin

Topics managed

AVAILABLE NOW

- Topic discovery analytics
- Graph content indexed into topic cards

IN DEVELOPMENT / COMING ??

- Control topic highlighting in SharePoint

The screenshot displays the Microsoft 365 admin center interface for a tenant named 'High Monkey Consulting'. The left-hand navigation pane includes sections for 'All tenants', 'Home', 'Users', 'Teams & groups', 'Roles', 'Resources', 'Billing', 'Support', 'Settings', 'Domains', 'Search & intelligence', 'Org settings', 'Integrated apps', 'Partner relationships', 'Setup', 'Reports', 'Health', 'Admin centers', 'Security', and 'Compliance'. The 'Search & intelligence' section is currently selected, with a sub-menu containing 'Insights', 'Answers', 'Data sources', 'Customizations', and 'Configurations'. The 'Insights' sub-page is active, showing a 'Topics overview' section. This section includes a filter for 'Time period: Last 7 days' and a link to 'Learn more about insights for Viva Topics'. The overview displays the following statistics: 405 topics visible (1 fewer in the last 7 days), 405 discovered by Viva Topics (1 fewer in the last 7 days), 0 created by users (no change in the last 7 days), 0 hidden (no change in the last 7 days), and 0 removed (no change in the last 7 days). Below these statistics, there is a note that 'Knowledge managers can create, confirm, or remove topics in the topic center.' and two links: 'Go to the topic center' and 'Manage topic experiences'. At the bottom right, a status bar indicates 'Files processing for topic discovery' and '69K files processed'. A 'Help & support' button and a 'Give feedback' button are also visible in the bottom right corner.

Topics behind the scenes

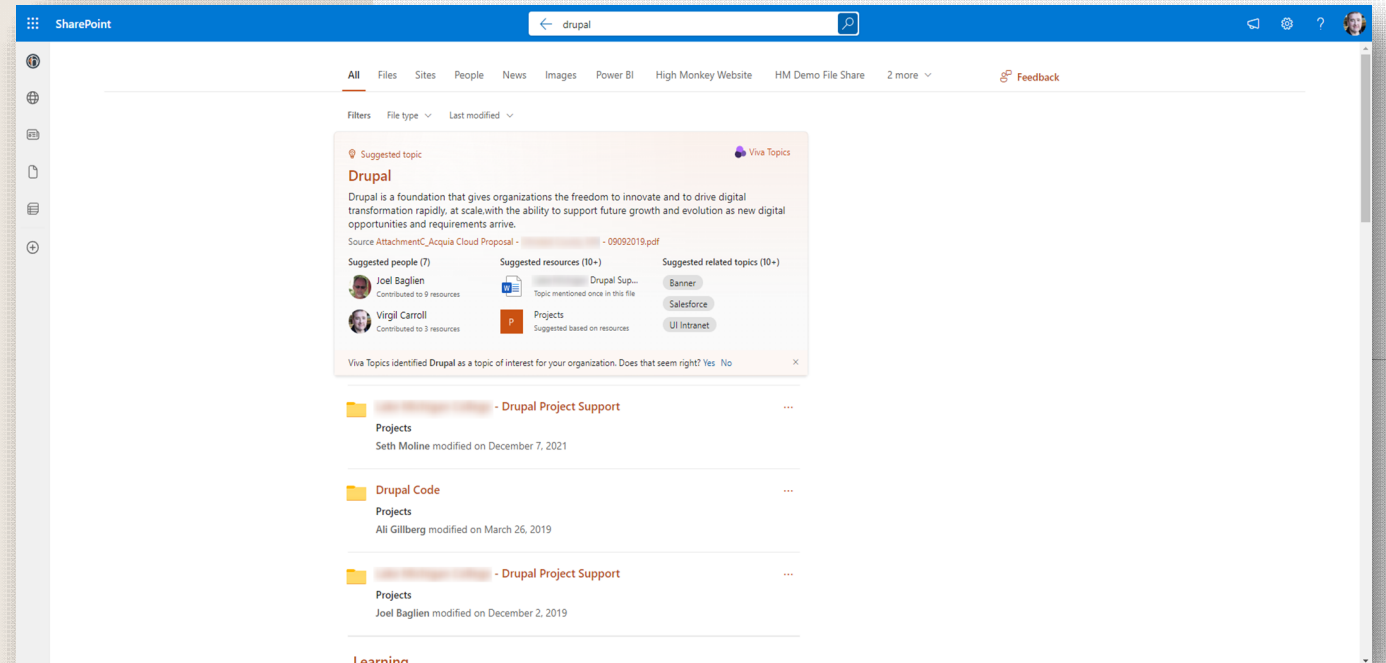
Topics automated

AVAILABLE NOW

- Search adds files & pages to Topic Pages
- Use Syntex taxonomy to generate topics
- Users can opt-in as suggested experts
- Sensitivity labels can exclude site from topic suggestion
- Graph content indexed into topic cards

IN DEVELOPMENT / COMING ??

- Resolve topic name similarities



Topic center

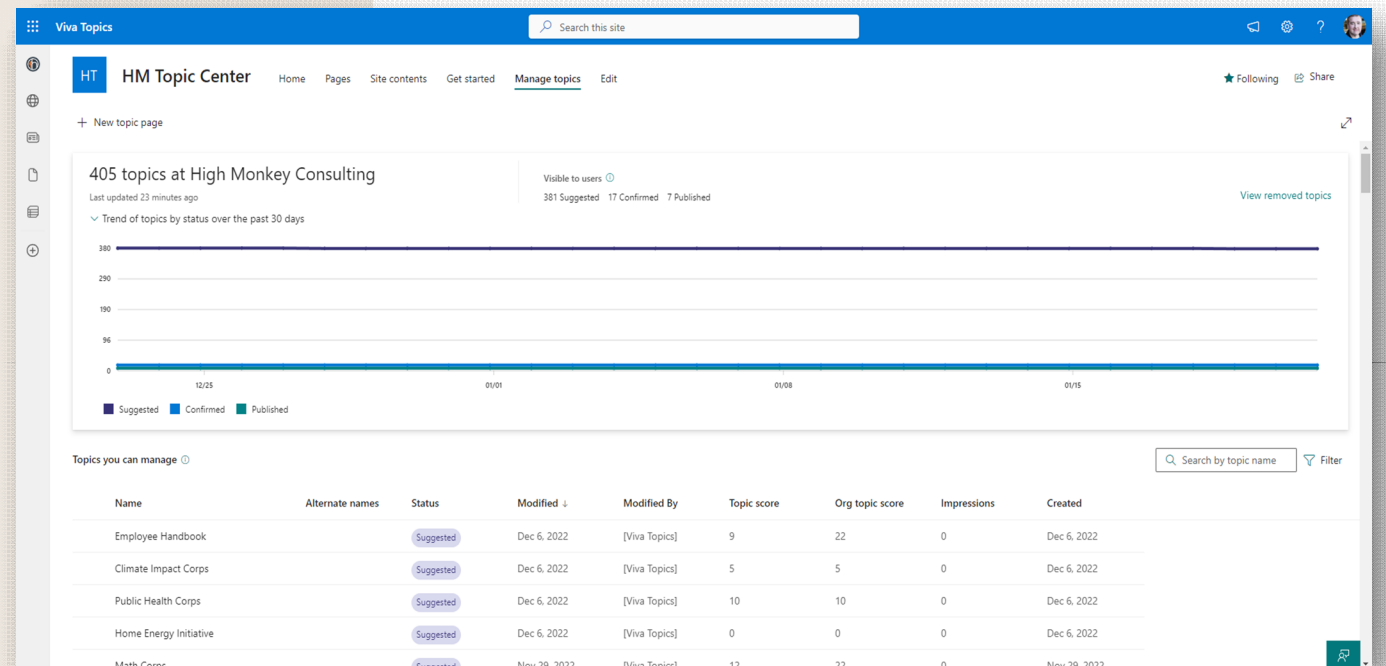
Knowledge managed

AVAILABLE NOW

- Add external links to Topics
- Sort and filter metadata columns
- Language support
- Topic categories

IN DEVELOPMENT / COMING ??

- Create topic segments based on information architecture
- Control topic highlighting in SharePoint



Topic cards & pages

Knowledge learned

AVAILABLE NOW

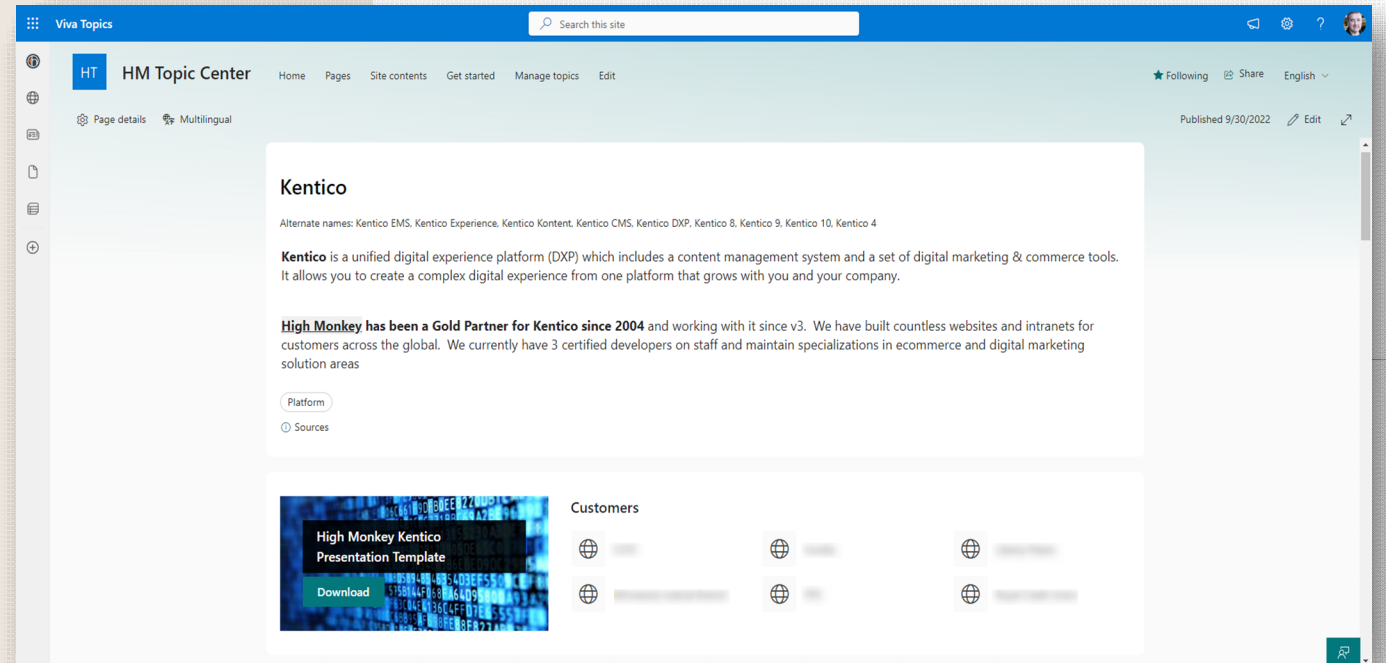
- Topics in Microsoft Search in Bing
- Add topic to Teams chat (not channel posts)
- Language support
- Topic cards in Viva Connections

ROLLING OUT

- Topics in Yammer

IN DEVELOPMENT / COMING ??

- Display connected topics on people profile cards (Outlook)
- Topics in Teams channels
- Topics in Outlook desktop



Search & topics: better together



DEMO

VIVA TOPICS





Please thank our sponsors



Submit session feedback



20 Years
IN THE MAKING

highmonkey
smart @ work

QUESTIONS?

Virgil Carroll

virgil@highmonkey.com

www.highmonkey.com

