Microsoft Viva Engage User Guide

This guide covers where to post in Viva Engage, different post types, scheduling a post, adding topics and closing a conversation.

Where to Post in Viva Engage

When you post in Viva Engage, you can either do it on your **storyline** or in a **community**.

Posts on your storyline can be seen by any staff or students at the University in their Viva Engage feed. If you have followers, they will see your posts preferentially, or they may have chosen to get a notification whenever you share a post.

Posts in a community will mainly be shown to people in that community. However, unless a community is set as private, anyone in the organisation may see its posts.

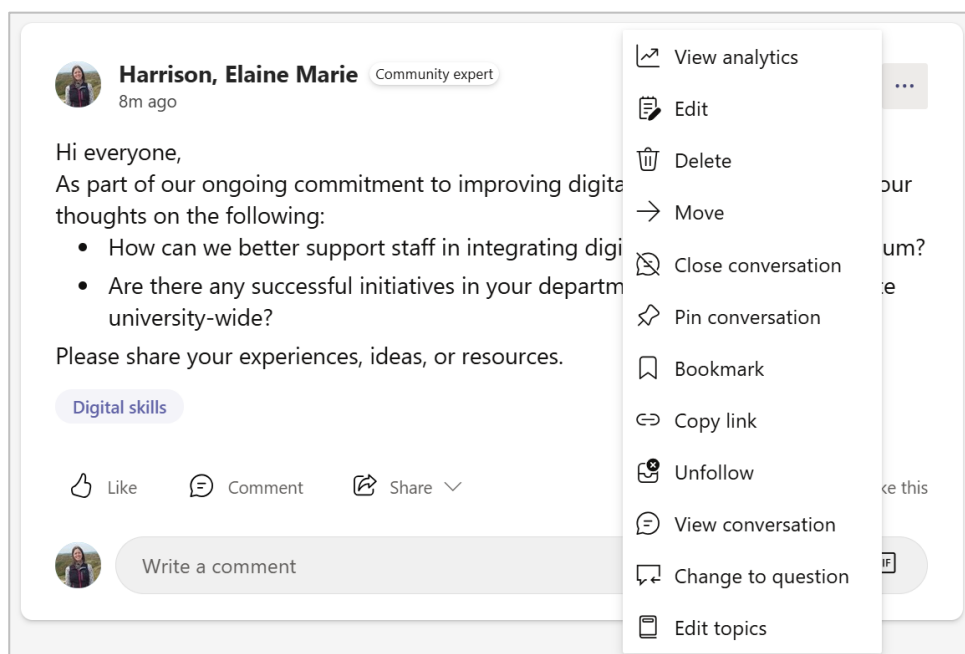Some communities are restricted so only admins can post.

Understanding Post Types and When to Use Them

Viva Engage offers several post types to suit different communication needs:

Discussion

Best for: General updates, sharing ideas, or starting conversations.
Features: Supports text, attachments, images, and video.

Question

Best for: Seeking input or expertise from colleagues.

> 💡 Questions can be marked with a Best Answer and upvoted by community members for visibility.
>
> Members with a 'Community expert' role can mark an answer as Verified.

Praise 🏅

Best for: Recognising and appreciating colleagues publicly.

Poll 📊

Best for: Gathering quick feedback or opinions from a group.

> 💡 Poll participation is private, so no one can see how individuals have voted.
>
> Overall results are visible to all participants.

Announcement 📢

Community admins, organisational leaders and their delegates can turn any of the above post types into an announcement by clicking the announcement button while drafting a post.

Viva Engage shows a message telling you how many people will be notified, and how they will be notified.

Best for: Important updates from leaders or community admins.

Types:

- Storyline Announcements (leaders and delegates)
- Community Announcements (community admins only)

Scheduling a Post
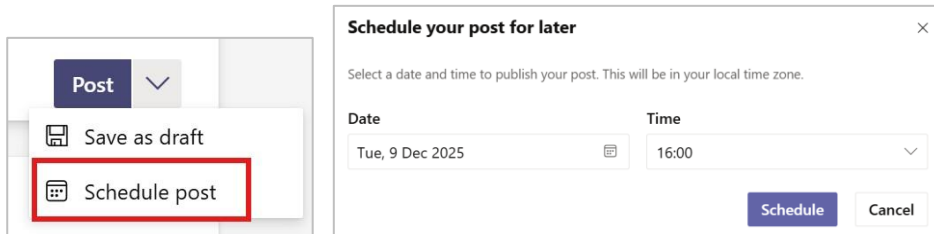
You can draft and schedule posts to publish at the right time:

1. Go to your Home feed or the community where you want to post.
2. Select the publisher window and choose your post type.
3. After writing your content, click the **down arrow** next to Post (or 'Ask' for a question) and select **Schedule post**.
4. Choose a date and time (up to 15 days in advance) and click Schedule.

To access your scheduled posts after creating them, click the **Drafts** button in the publisher window. You can edit the post, reschedule it or post now.

> Use scheduling for announcements or time-sensitive updates to ensure maximum engagement.

Adding topics

Users can add topics to posts to make it easier for people to find content that is of interest to them. User cans follow topics and subscribe to get notifications related to the topic.

To add a topic to a new post:

1. Open the publisher window and click the 3 dots.
2. From the menu choose Add topics.
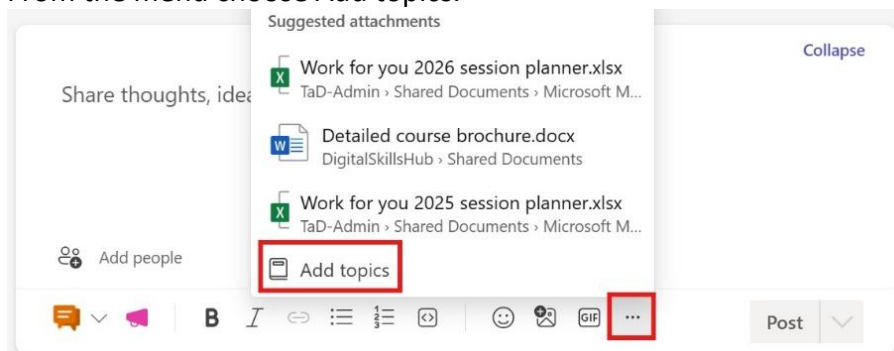
3. Start typing and either select a pre-existing topic or create a new topic.
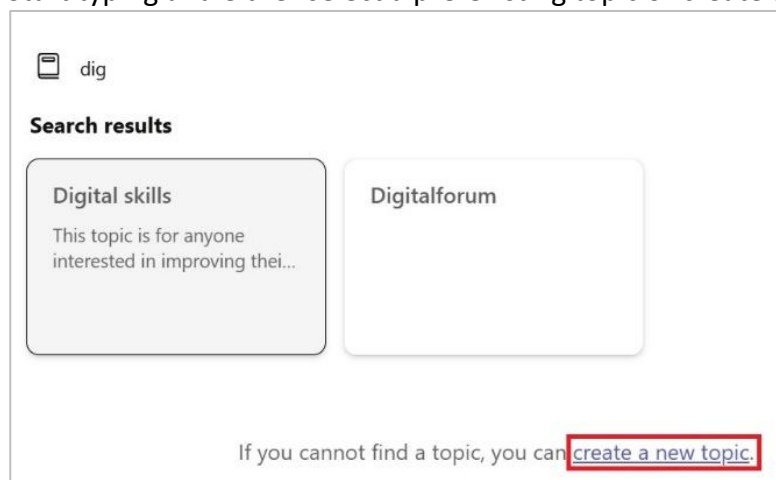
4. If you create a new topic, you will need to give it a name and short description.

You can also add topics to an existing post by clicking the 3 dots on the post and selecting **Add topics** or **Edit topics**.

Closing a conversation

If you want to stop any further comments on a post, you can close the conversation.
To do this, click the 3 dots on the post at the top of the conversation thread and select **Close conversation**.
Microsoft recommends posting a final message before the conversation is closed. For example, thanking people for their contributions.

There are various other ways to moderate content in Viva Engage, such as moving conversations or deleting specific messages.

Useful links

Get started with Viva Engage - Microsoft Support

Write and schedule posts, articles, and announcements in Viva Engage - Microsoft Support

Use topics in Viva Engage - Microsoft Support

Monitor engagement in Viva Engage with analytics - Microsoft Support