

# Designated Engineering

Pre-packaged services that focus on a single workload delivered with expert advisory over the course of a few months

## Viva Glint Customer Experience and Deployment

### Strategic guidance and support to deploy Viva Glint, launch surveys, and optimize the platform

Drive business success and understand the voice of the employee with Viva Glint. Collaborate with Viva Glint Customer Experience experts to configure the platform for technical success, launch surveys that generate insights and inspire action, and improve internal capabilities that maximize your investment in the platform.



#### Business focus

#### Deploy Viva Glint, launch surveys, and optimize the platform

Deploy and optimize Viva Glint to improve employee engagement and gain quick, insightful employee feedback to inform decisions and drive business outcomes.

Configure and launch your Viva Glint survey programs across your organization.



#### Drive outcomes

##### Your priorities

**Receiving support** from Viva Glint experts to efficiently launch surveys.

**Preparing and managing** your data to ensure your Viva Glint reporting reflects your organizational structure.

**Providing quick and easy** availability of employee feedback to facilitate better engaged managers, HR leaders, and senior executives.

##### Outcomes we deliver

**Support to deploy** Viva Glint surveys (2 or 51) that are confidential and accessible across all devices, regions, and abilities.

**Guidance to improve** technical efficiency through better data management and platform optimization.

**Implementation of Viva Glint** features designed to surface insights, find focus, and drive change through managers and teams.

# Overview of services

Description of services that can be included in your Designated Engineering package

Your Microsoft account team will assess your organization's business and technology goals and design a specific package of services tailored to your needs.



## Assess and guide

### Viva Glint Advisory & Adoption

Help your organization with strategic support, program management, platform optimization, best practices and coaching. Work closely with a Customer Experience Program Manager to successfully execute on your People Success programs.

### Viva Glint Technical Workshop

Learn the technical aspects of the Viva Glint deployment. Get technical guidance to help you prepare and manage your data (e.g., setting up automated imports of employee data, preparing employee attributes) and ensure successful delivery of Viva Glint email invites.



## Configure and deploy

### Viva Glint First Survey Advisory

Get help with strategic support, best practices and coaching through your first survey launch. Get guidance through your first Viva Glint Survey launch from a Customer Experience Program Manager (CxPM). This support will take place during the period leading up to your first Viva Glint survey and will conclude after your survey administration period.

### Viva Glint Deployment and Initial Two Survey Launches

Gain help with the deployment and launch of 2 surveys on Viva Glint. A Solutions Architect will support your organization in configuring and launching your initial Viva Glint programs with best practices tailored to your organization's needs. This Viva Glint-led deployment includes configuration support for your initial 2 survey launches and a technical workshop to help you prepare and manage your data (e.g., setting up automated imports of employee data, preparing employee attributes).

### Viva Glint Next Three Survey Launches

Get help with the launch of 3 additional surveys on Viva Glint, building on the deployment and 2 survey launches delivered through the Viva Glint Deployment and Customer Experience Designated Engineering package. A Solutions Architect will support your organization in configuring and launching your Viva Glint surveys with best practices tailored to your organization's needs.



## Optimize

### Viva Glint Post Survey Platform Optimization

Get help with optimal platform utilization based on your specific organizational needs. Platform optimization may include the following:

- Retroactive data or hierarchy updates following a survey launch
- Updated attribute values, used when attribute values were entered incorrectly (misspelled) or if there are full changes in attributes such as new divisions that are being consolidated
- Discovery around your technical support need and execution for up to two weeks after survey close