

Modern Work FAQ - Viva

Frequently Asked Questions

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Microsoft Viva

Microsoft Viva Suite Licensing Overview

1. What is Microsoft Viva?

Microsoft Viva is an integrated employee experience platform that empowers people and teams to be their best. Microsoft Viva brings together all the tools employees need to be successful in today's world of work into one unified solution built for connection, insight, purpose, and growth. The Microsoft Viva Suite includes premium features in Viva Topics, Viva Learning, Viva Insights, Viva Goals, and Viva Engage, Viva Glint, Viva Pulse, and Viva Amplify (coming soon).

2. Through which channels is the Microsoft Viva available?

Microsoft Viva is available through Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), CSP, and Buy Online.

3. To which customer segments is the Viva Suite available for purchase?

Microsoft Viva is available to Commercial, WW Commercial Public Sector (non-US), Education (Faculty only), and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

4. Are there any pre-requisites for purchasing Microsoft Viva?

Microsoft Viva requires that users have any Microsoft 365/Office 365 suite, or any Exchange plan (K/P1/P2) + any SharePoint plan (K/P1/P2).

5. Which users need to be licensed for Microsoft Viva Suites?

Every user to which you want to make the Microsoft Viva capabilities available needs to be licensed. Customers may license only a subset of their users, however the products are designed and priced with tenant-wide coverage in mind. As of July 2023, all users to which you want to make the Glint capabilities available needs to be licensed (**with a minimum license requirement of 100 seats**).

6. Is there a seat minimum for the Microsoft Viva Suites?

There is not a seat minimum for purchasing Viva Suite, however the Viva Glint service has a minimum seat requirement of 100 (for best functionality and to ensure privacy/anonymity of its users). Any combination of Viva Suite and Glint standalone licenses will count towards the 100 seat minimum.

7. Is there a Microsoft Viva feature comparison available?

Yes, you will find feature comparisons, including a downloadable comparison table, can be found at <https://www.microsoft.com/microsoft-viva/pricing>.

8. **Can customers with one of the of the individual Viva module licenses step-up to Microsoft Viva Suite or Viva Workplace Analytics & Employee Feedback mid-term?**
9. **Yes. Where can I learn more about the new Viva Suites value and capabilities?**

Please refer to the Microsoft Viva [website](#) Microsoft Viva [Learn](#) page.

Viva Goals

10. **What is Microsoft Viva Goals and when did it launch?**

Viva Goals aligns teams to your organization's strategic priorities and unites them around the mission and purpose. It helps provide clarity on employees' work and how that work makes an impact on the business's most important priorities. With that alignment in place, teams then can focus on doing the work, making sound decisions, and driving the desired results for the business.

Viva Goals is the latest module of the Microsoft Viva employee experience platform and is designed to leverage the power of the OKR (Objectives and Key Results) framework.

Viva Goals launched on August 1, 2022.

11. **What is included in the new Viva Goals SKU?**

Learn about Viva Goals [here](#) and [here](#).

12. **Are there any pre-requisites for purchasing the Viva Goals SKU?**

- Viva Goals web app: N/A
- Viva Goals in Teams: Teams

13. **Through which channels is Viva Goals available?**

Commercial: Enterprise Agreement (EA)/Enterprise Subscription (EAS), CSP, or Buy Online.

Education: Enrollment for Education Solutions (EES), Education CSP, Education Buy Online.

14. **To which customer segments is Viva Goals available for purchase?**

Viva Goals is available to Commercial, WW Commercial Public Sector (non-US), Education, and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

15. **Is Viva Goals be included in the Microsoft Viva Suite?**

Yes.

16. **Is any of the new Viva Goals value included in Microsoft 365/Office 365 plans?**

No. A license for Viva Goals or the Microsoft Viva suite is required to get access to Viva Goals value.

17. **Is there a seat minimum for Viva Goals?**

No. All licensed Viva Goals users will get access to the respective components and capabilities.

18. **Which users need to be licensed for Viva Goals?**

Every user to which you want to make the Viva Goals capabilities available needs to be licensed. Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind.

19. **What if a customer only wants part of the Viva Goals service – can they buy individual components separately?**

No.

20. **Can Viva Goals customers step-up to Microsoft Viva suite mid-term?**

Yes.

Viva Learning

21. What is Microsoft Viva Learning and when will it be available?

Microsoft Viva Learning brings learning into the flow of work by simplifying the learning experience to promote a culture of growth and development. Discover, share, recommend, and track learning across the organization by connecting Learning Management Systems, 3rd party learning content, and your own custom-built resources into a center of learning in Microsoft Teams. Intelligent tools enable a highly personalized and relevant employee learning experience to close the skills gap and drive growth – both personally and professionally.

Viva Learning launched on November 2, 2021.

22. What is included in Viva Learning?

Learn more about Viva Learning [here](#).

23. Are there any pre-requisites for purchasing Viva Learning?

Viva Learning requires that user have Teams, so they must have a Microsoft 365/Office 365 plan that includes Teams.

24. Through which channels is Viva Learning available?

Viva Learning is available through the Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), Cloud Solution Provider (CSP), and Buy Online channels.

25. To which customer segments is Viva Learning available for purchase?

Viva Learning is available to Commercial, WW Commercial Public Sector (non-US), Education (faculty only), and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

26. Why is there no Student availability with Viva Learning?

Viva Learning is an enterprise offering built to empower teams and employees a place to share, assign, and learn from content libraries across the organization. Educational institutions can utilize Viva Learning to provide additional learning and internal trainings as they pertain to their faculty and staff only.

27. Is any of the Viva Learning value included in Microsoft 365/Microsoft plans?

Yes. Refer to [Microsoft Viva feature comparison](#) for details.

28. Is there a seat minimum for Viva Learning?

No. All licensed Viva Learning users will get access to the respective components and capabilities.

29. Which users need to be licensed for Viva Learning?

Every user to which you want to make the Viva Learning capabilities available needs to be licensed. Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind.

30. What if a customer only wants part of the Viva Learning service – can they buy individual components separately?

No.

31. Can Viva Learning customers step-up to Microsoft Viva suite mid-term?

Yes.

32. Where can I learn more about the value and capabilities of Viva Learning?

Please refer to the [Microsoft Viva Learning](#) Learn page.

Viva Insights

33. What is Microsoft Viva Insights?

Microsoft Viva Insights gives individuals, managers, and leaders personalized and actionable insights that help everyone in an organization thrive. In addition to new productivity and wellbeing experiences and insights in Microsoft Teams, Viva Insights will bring the power of Microsoft Workplace Analytics and Microsoft MyAnalytics together under the Microsoft Viva brand.

Viva Insights is designed to protect privacy. Personal insights are visible only to the individual, and for manager and leader insights, customers can rely on safeguards like de-identification, aggregation, or differential privacy by default. Viva Insights launched on October 1, 2021.

34. What is included in the Viva Insights pupm SKU?

Learn more about Viva Insights [here](#) and [here](#).

35. Are there any pre-requisites for purchasing Viva Insights?

Viva Insights requires that the user has an Exchange plan (K/P1/P2) via standalone or a Microsoft 365/Office 365 suite.

36. Through which channels is Viva Insights available?

Viva Insights is available through the Enterprise Agreement (EA), Enterprise Agreement Subscription (EAS), Enrollment for Education Solutions (EES), Cloud Solution Provider (CSP), and Buy Online channels.

37. To which customer segments is Viva Insights available for purchase?

The SKUs are available to Commercial, WW Commercial Public Sector (non-US), Education (faculty only), and Non-profit customers.

Availability in U.S. Government clouds (GCC, GCC-High, DoD) is yet to be determined.

38. Why is there no Student availability with Viva Insights?

Viva Insights is an enterprise offering that provides employee insights (time spent in meetings, emails, etc.). Educational institutions can utilize Viva Insights to collect additional insights as they pertain to their faculty and staff only.

39. What is the difference between Viva Insights and Education Insights?

Education Insights (for Education customers only) was built specifically for the education sector and provides data around student engagement, learning, and well-being. Viva Insights provides relevant insights specific to employee experiences and is available across the Commercial, Education, and Non-profit sectors.

40. Is there a seat minimum for Viva Insights?

No. All licensed Viva Insights users will get access to the respective components and capabilities.

41. Which users need to be licensed for Viva Insights?

Every user to whom you want make the Viva Insights capabilities available to must be licensed with Viva Insights. Customers may license only a subset of their users.

42. What if a customer only wants part of the Viva Insights service – can they buy individual components separately?

No.

43. Will personal insights continue to be included in Microsoft 365/Microsoft plans?

Personal insights will continue to be added value to all Microsoft 365 E3/A3/E5/A5, Microsoft E1/E3/A3/E5/A5, and Microsoft 365 Business Basic/Standard/Premium plans.

44. If there is seeded value included in F plans, can you please clarify and list out what is included?

45. Can Viva Insights customers step-up to Microsoft Viva or Microsoft Viva with Glint add-on mid-term?

Yes.

46. What is Viva Glint?

LinkedIn Glint leverages real-time people data to help global organizations increase employee engagement, develops employees, and improve business results.

47. Are there any pre-requisites for purchasing the standalone Glint SKU?

No.

48. To which customer segments is Glint available for purchase?

Glint is available to Commercial (including WW Commercial Public Sector) and Non-profit customers.

49. Does this mean that Microsoft Viva customers no longer have to purchase Glint separately via LinkedIn?

Correct.

50. Is any of the Glint value included in Microsoft 365/Microsoft plans?

No, customers must purchase the Glint standalone Lead Status SKU or the Microsoft Viva suite to receive the Glint value (minimum of 50 seats required for Glint service).

51. Is there a seat minimum for Glint?

Yes. A minimum of 50 seats is required to service Glint.

52. Which users need to be licensed for Glint?

Every user to which you want to make the Glint capabilities available needs to be licensed (with a minimum license requirement of 50 seats). Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind. Any combination of Viva Suite and Glint standalone licenses will count towards the 50-seat minimum.

Viva Employee Communications and Connections

53. What is the Microsoft Viva Employee Communications and Communities SKU and when will it be available?

The Microsoft Viva Employee Communications and Communities SKU initially brings together the premium capabilities of Viva Amplify, Viva Engage, and Viva Connections in a single solution to help keep everyone informed, included, and engaged.

What is initially included in the new Microsoft Viva Employee Communications and Communities SKU? Refer to the [Microsoft Viva feature comparison](#).

54. Is any of the new Microsoft Viva Employee Communications and Communities SKU value included in Microsoft 365/Microsoft plans?

Yes. Refer to the [Microsoft Viva feature comparison](#).

55. Is there a seat-minimum for the Microsoft Viva Employee Communications and Communities SKU?

No.

56. Which users need to be licensed for the Microsoft Viva Employee Communications and Communities SKU?

Every user to which you want to make the premium capabilities of Viva Amplify, Viva Engage, and Viva Connections available needs to be licensed. **This includes employees that will be receiving communications from Viva Amplify.** Customers may license only a subset of their users that will be using

the premium features or receiving communications, however the product is designed and priced with tenant-wide coverage in mind.

57. Can Microsoft Viva Employee Communications and Communities SKU customers step-up to Viva suite mid-term?

Yes.

Viva Workplace Analytics and Employee Feedback

58. What is Microsoft Viva Workplace Analytics and Employee Feedback?

Viva Workplace Analytics and Employee Feedback helps improve business outcomes with actionable insights and recommendations from Microsoft Viva. By combining employee feedback data from Viva Glint and Viva Pulse with data about organizational work patterns from Viva Insights, Microsoft Viva provides a comprehensive employee analytics and engagement solution to better support the employee journey.

59. How do Viva Glint, Viva Insights, and Viva Pulse work together as a part of the new Viva Workplace Analytics and Employee Feedback SKU?

Viva Glint, Viva Insights and Viva Pulse all collect meaningful data about employee experiences to improve it over time. As the products mature, they will drive value for employees and organizations by 1) generating deeper insights (combining survey feedback with behavioral signals), 2) leveraging these insights to drive manager actions within their teams, and 3) providing coherent and unified employee-centric reporting and analytics.

60. What is the difference between Viva Workplace Analytics and Employee Feedback and the previously available standalone of Workplace Analytics?

Viva Workplace Analytics and Employee Feedback is the new mini-bundled SKU containing Viva Insights (previously known as Workplace Analytics), Viva Glint, and Viva Pulse. Workplace Analytics was rebranded to Viva Insights on October 1, 2021.

61. Are there any pre-requisites for purchasing Viva Workplace Analytics and Employee Feedback?

Any Exchange Online plan (K, Plan 1, or Plan 2) via standalone or a Microsoft 365/Office 365 suite.

62. To which customer segments is Viva Workplace Analytics and Employee Feedback available for purchase?

Commercial (WW Commercial Public Sector (non-US)) and Non-profit customers.

63. Is any of the new Viva Workplace Analytics and Employee Feedback value included in Microsoft 365/Microsoft plans?

No. A license for Viva Workplace Analytics and Employee Feedback is required to get access to the value.

64. Is there a seat minimum for Viva Workplace Analytics and Employee Feedback or Viva Pulse?

No. However, there is a minimum seat requirement of 50 users to use the Glint service.

65. Which users need to be licensed for Viva Workplace Analytics and Employee Feedback?

Every user you want to make the Viva Workplace Analytics and Employee Feedback capabilities available need to be licensed. Customers may license only a subset of their users, however the product is designed and priced with tenant-wide coverage in mind, as the service is intended to provide employee sentiment and insights for an entire organization.

The Viva Glint service has a minimum seat requirement of 50 users for best functionality and to ensure privacy/anonymity of its users. Any combination of Viva Workplace Analytics and Employee Feedback, Viva Suite, or Viva Glint standalone licenses will count towards the 50-seat minimum.

Viva Pulse

66. What is Microsoft Viva Pulse?

Microsoft Viva Pulse empowers managers and team leads to seek regular and confidential feedback on their team's experience. Using templates, research-backed questions, and analytics, Viva Pulse enables teams to use their voice so they can help managers pinpoint what's working well and which areas to focus on over time. Viva Pulse also provides suggested learning and actions on relevant topics, making it easy for managers to address their team's needs.

67. How is Viva Pulse different from Viva Glint?

Viva Glint and Viva Pulse are complementary. Glint is a robust org-wide survey solution driven by leadership in service of company-wide objectives e.g., cultural change or a new strategic direction. Typically, HR works with leaders to administer these surveys on a quarterly, biannual, or annual basis and uses feedback to drive action for organization-wide programs.

Viva Pulse is an app for managers and project leads to send quick pulses to their direct teams whenever they need to better understand their team's experience. The data is confidential to managers and project leads. Managers and project leads can use Viva Pulse in between org-wide surveys on a continual basis to request feedback from their teams for their own insight so they can drive action. They have access to trend reporting over time. They can also use Viva Pulse to follow up on Glint results that they may have received or ask questions that are more specific to their individual team's needs. Managers and project leads can quickly request feedback at any point in time and employees can easily respond within the flow of work in a few minutes.

68. Through which channels is Viva Pulse available?

Viva Pulse standalone is available via Enterprise Agreement (EA)/Enterprise Subscription (EAS) only.

69. To which customer segments is Viva Workplace Analytics and Employee Feedback and Viva Pulse available for purchase?

Viva Workplace Analytics and Employee Feedback and Viva Pulse is available to Commercial (WW Commercial Public Sector (non-US)) and Non-profit customers.

70. Is any of the new Viva Pulse value included in Microsoft 365/Microsoft plans?

No. A license for Viva Pulse is required to get access to the value.

71. Is there a seat minimum for Viva Pulse?

No.

72. Which users need to be licensed for Viva Pulse?

Every user to which you want to make the Viva Pulse capabilities available (creating and distributing surveys) needs to be licensed. Customers may license only a subset of their users who require the service functionality.

73. Do all users responding to Viva Pulse surveys require a license?

No. Any user may respond to a given Viva Pulse survey without having a Viva Pulse license. Only users who need the ability to create and distribute Viva Pulse surveys will be required to have a license (i.e., managers and project leads).

74. Who will have access to Viva Pulse results?

The manager and/or project lead who initiated the Pulse survey. Results will be confidential to the user initiating the Pulse survey.

75. What is the minimum number of people that must respond for a manager to get their results?

3-5 people, however admins can set the minimum threshold higher.

76. Can Viva Pulse customers step-up to Viva Workplace Analytics and Employee Feedback or the Microsoft Viva Suite?

Yes.