**Briefing email from Microsoft Viva**

**Sample User Feedback Surveys**

## Introduction

The following surveys can help you understand how ready your organization is for the daily Briefing email from Microsoft Viva. After a pilot and initial rollout, you can measure success after your rollout is complete. With this feedback data, you can take informed next actions to increase your chances of maximizing user value and long-term adoption.

The following feedback surveys can help with the different rollout milestones.

* [Predeployment survey](#_Pre-deployment_survey_questionnaire)
  + Audience: Your entire organization
  + Goal: Establish a baseline of user readiness and awareness
* [Post-pilot survey](#_Post-pilot_survey) 
  + Audience: Pilot users
  + Goal: To get an understanding of how pilot users feel about their experience with Briefing
* [Post-deployment survey](#_Post-deployment_survey)
  + Audience: Your entire organization
  + Goal: To measure satisfaction following your full rollout of Briefing

## Predeployment survey

*The following questions help with the predeployment milestone.*

1. **What productivity tools do you use today to triage and track your tasks?** (check all that apply) *(required, multi-select)*

* Planner
* To Do
* Visual Studio
* Flagged or categorized emails
* Microsoft Viva
* Other \_\_\_\_\_\_\_

1. **How familiar are you with the Microsoft Viva brand and product offerings?** *(required, single-select)*

* I don’t know what Microsoft Viva is.
* I know a little bit about what Microsoft Viva is, but I have not used it
* I know what Microsoft Viva is, and I use it occasionally
* I know what Microsoft Viva is, and I use it regularly

***Branching guidance****: Show questions 3-5 if a user answers question 2 with anything except “I don’t know what Microsoft Viva is”*

1. **Have you heard of the Briefing email from Microsoft Viva?** *(required, single-select)*

* No, I have never heard of it
* Yes, I have heard of it, but I don’t know what it is
* Yes, I have heard of it, and I am familiar with what it does

1. **How likely are you to recommend Microsoft Viva to a friend or colleague?** *(required, single-select)*

* Extremely likely
* Somewhat likely
* Neither likely nor unlikely
* Somewhat unlikely
* Not at all likely

1. **Please share any feedback about your experiences with Microsoft Viva that most directly influenced your recommendation.** *(optional, Open text)*

## Post-pilot survey

*The following questions help with the post-pilot milestone.*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Indicate your level of agreement with the following statements, as they relate to the daily Briefing email from Microsoft Viva. | | | | | | |
|  | **Completely agree** | **Somewhat agree** | **Neutral** | **Somewhat disagree** | **Completely disagree** | **N/A or Did not use** |
| Nobody besides me can see the information in my Briefing email. |  |  |  |  |  |  |
| The information in my Briefing email is private and secure. |  |  |  |  |  |  |
| The task suggestions I see in Briefing are helpful. |  |  |  |  |  |  |
| The file suggestions I see in Briefing are helpful. |  |  |  |  |  |  |
| The meeting suggestions (tasks and files) I see in Briefing help me be more prepared for meetings. |  |  |  |  |  |  |
| The suggestions I see in Briefing help me be more prepared for the day ahead. |  |  |  |  |  |  |
| Booking focus time helps me protect my time for independent work. |  |  |  |  |  |  |
| The Briefing email is an improvement to my workday. |  |  |  |  |  |  |

If you answered **Somewhat disagree** or **Completely disagree** to any of the above statements, please explain. *(Open text)*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Indicate your level of agreement with the following statements, as it relates to your pilot experience with the daily Briefing email from Microsoft Viva. | | | | | | |
|  | **Completely agree** | **Somewhat agree** | **Neutral** | **Somewhat disagree** | **Completely disagree** | **N/A or Did not use** |
| My organization gave me enough information (communication, resources, and training) to effectively use Briefing. |  |  |  |  |  |  |
| I received the Briefing email on a regular basis. |  |  |  |  |  |  |
| I opened the Briefing email on a regular basis. |  |  |  |  |  |  |
| I opened document suggestions in the Briefing email on a regular basis. |  |  |  |  |  |  |
| I marked documents as “Done” on a regular basis. |  |  |  |  |  |  |
| I marked documents as “Not related” on a regular basis. |  |  |  |  |  |  |
| I opened emails related to task suggestions on a regular basis. |  |  |  |  |  |  |
| I marked suggested tasks as “Done” on a regular basis. |  |  |  |  |  |  |
| I marked suggested tasks as “Not a task” on a regular basis. |  |  |  |  |  |  |
| Our help desk could answer all my questions. |  |  |  |  |  |  |
| The Briefing email is easy to use. |  |  |  |  |  |  |
| I want to learn more about how the Briefing email can benefit me. |  |  |  |  |  |  |

If you answered **Somewhat disagree** or **Completely disagree** to any of the above statements, please explain. *(Open text)*

**How likely are you to recommend Microsoft Viva to a friend or colleague?**  *(required, single-select)*

* Extremely likely
* Somewhat likely
* Neither likely nor unlikely
* Somewhat unlikely
* Not at all likely

**How likely are you to recommend Briefing to a friend or colleague?**  *(required, single-select)*

* Extremely likely
* Somewhat likely
* Neither likely nor unlikely
* Somewhat unlikely
* Not at all likely

**Please share any additional feedback regarding your pilot experience and/or Briefing.** (Open text)

## Post-deployment survey

*The following questions help with the post-deployment milestone and build upon feedback captured in the pre-deployment survey.*

**How satisfied are you with your Briefing experience?** *(single select)*

* Very satisfied
* Somewhat satisfied
* Neither satisfied nor dissatisfied
* Somewhat dissatisfied
* Very dissatisfied

**Please share any feedback about your experience with Briefing that most directly influenced your level of satisfaction.** *(Optional, Open text)*

**How often do you plan to use Briefing?** *(single select)*

* Daily
* A few times a week
* Unsure

**How are you using Teams?** (check all that apply)*(multi-select)*

* Audio call
* Video call
* Chat
* Meetings
* Collaboration
* Unsure

**If you are not using or don’t plan to use Briefing, help us understand why.** (check all that apply)*(required, multi-select)*

* I already use other tools for time management and task tracking
* The information shown in the Briefing email was not helpful
* The information shown in the Briefing email was not accurate
* I don’t understand how the Briefing email would benefit me
* I have data privacy or security concerns
* I tried it but had technical issues or a bad experience
* Our Support team was unable to assist me with questions

**How likely are you to recommend Briefing to a friend or colleague?**  *(single-select)*

* Extremely likely
* Somewhat likely
* Neither likely nor unlikely
* Somewhat unlikely
* Not at all likely

**Please share any feedback on your experience with Briefing that most directly influences your recommendation.** *(not required, Open text)*