

Fall in Love with the New Yammer

Your Top Questions Answered

Q1: What is the New Yammer?

A: Yammer is about building **communities**, generating and sharing **knowledge**, and finding a place for leaders to drive **engagement** amongst people in their organizations. The New Yammer focuses on open, inclusive, discoverable conversation through private and secure integration with O365 applications such as Teams, Outlook, and SharePoint.

Q2: How do I get the New Yammer?

A: A preview is currently running, with a subset of customers trialling it now. Generally, the rollout plan will happen over the first half of 2020. You can expect to start seeing it from a general use standpoint in late May and June.

Q3: When can I get the New Yammer?

A: The new Yammer experience is fully rolled out on mobile as of the end of March 2020. The web experience of the new Yammer will roll out in the late May/June timeframe.

What's Next?

I'd like to present the new Yammer experience to my organisation in order to help drive the decision to adopt it instead of using another application. Do you have some presentation material we can use to help drive these discussions?

A: You can rewatch the webinar and download a copy of our **Complete Guide to Yammer** from www.yammerguide.com, which contains all the information you will need on your Yammer journey from launch through migration.

Functionality

Q4: Does the Outlook notifications integration work, only if you're O365? We use desktop Outlook - will it work still?

A: The Yammer Team is working on bringing it to the desktop app in the next quarter or so.

Q5: Have there been any analytics improved for the new Yammer?

A: The Yammer team is working to add insights into questions, questions and answers and unanswered questions within the context of the community working on and shipping in next quarter or two.

Q6: Can the Communities tab on the left of Teams be an administrative setting that puts it there automatically for everyone?

A: Yes

Q7: Does it have to be the IT Team who are Admins of the 'All company' page and how easy is it for IT to make internal champions admins of that All company page?

A: Today, anyone with "network admin" or "verified admin" rights in Yammer can be the admin of All Company. In the future, we are looking at enabling unique admins for All Company that do not have these other rights.

Q8: Do communities have sections on the right for pinned links, related communities, insights, SharePoint, etc. as before?

A: Yes, we'll still have those in the new Yammer. Things like related communities and the O365 Groups resources will be under the "About" tab of the community.

Q9: I love that feature 'pin conversation' - when will that be available?

A: Pin conversation is already available for mobile users and will be available with the rollout of the New Yammer web experience later in June.

Q10: What developments are coming to better manage post moderation on Yammer?

A: You'll have the ability to close conversations. You've always been able to delete or move conversations. Within the next quarter or two, we will also introduce the ability to limit who can start new conversations in All Company.

Q11: What's the future of the 'all company' feed?

A: All Company has new ways to customize it, such as the cover photo and avatar. Soon, All Company will be improved as a tool for company-wide communications. Within the next quarter or two, we will also introduce the ability to limit who can start new conversations in All Company, for organizations that want All Company to be driven by corporate comms.

Q12: When are inline thumbnails coming to videos in mobile apps? At the moment its more engaging to post YouTube videos to avoid the pink thumbnail that you get.

A: The Yammer team is working with authentication with the Stream team to bring that thumbnail through. The Stream team is working through this.

Q13: Please expand on the new search in Yammer

A: The Search experience in Yammer will be similar to other experiences in O365 - in the top header, with the ability to filter to a specific community or your entire network. It will also enable quick access to people and communities within your network. In the future, we'll look for more ways to integrate Yammer search with other entry points and apps across O365.

Q14: Will the new Yammer services be housed in the EU or UK at some point?

A: Yammer services are in the EU. You can transition if you have been in the US. There are no immediate plans for the UK at the moment. You can choose to store in the US or in the EU. WM Reply has done this many times where they can help transition your data.

Adoption

Q15: Can I migrate from Workplace by Facebook to Yammer?

A: Yes, WM Reply has a tool that can do that for you to help move everything over to the New Yammer.

Q16: We are thinking about launching Yammer in a hurry. What are your Yammer top tips and what is the rollout time?

A: Question where you want it to go and what success would look like. Then think about how you want to position it, how are you going to create awareness? Think of the different audiences you're communicating to. Then think about content, a bit of structured content to start is great. Assess the technological abilities of the users you are working with. The best practice is to just keep using continuous action over time and you will see results so as for a time frame, it depends on the community.

Q17: There has been a surge in Yammer usage given current events and enforced remote working but how can they sustain and capitalize on the momentum when they return to office working? 80% of our teams are in the same office how do we keep it up?

A: More people will be exposed to the benefits of Yammer than previously. Put the challenge back to your teams – use Yammer and engage with the employees to ask how we could keep this engagement up when we are back in the office.

Q18: Do you think there to be stronger adoption of Yammer when it comes into Teams?

A: Yammer has been put on a clear trajectory of building community sharing knowledge and creating a two way conversation with leadership. There is no other app in the O365 that does this quite like Yammer, in fact Yammer usage has increased more than 2X since the launch of Microsoft Teams. Usage increase in the last two months makes work from home so much more palatable with Yammer, live events, new communities etc.

Q19: How do other companies handle misinformation when it is shared on Yammer?

A: Moderators should be verifying post content, especially external links, and removing them if they are not appropriate. Within the next quarter, Yammer will be releasing a "Report a Conversation" feature that can be enabled if you wish to let users report such information directly.

Q20: As Yammer grows, we admins might need more tools to properly moderate content.

A: We are planning to roll out a "Report a Conversation" option and an associated workflow which might help. But hear you completely, we will focus more on this in the coming months.

Q21: Many of our colleagues don't realise they should post using the Q&A question type is it possible to have a retrospective convert to a post to change that to a Q&A In the new Yammer?

A: Yammer is making questions more apparent in the feed to encourage people that the capability is there. The Yammer team is looking to allow people to retroactively convert a post into a question type. They are working to make the admin be able to set the community to the default question post type. Users could change this but it is set in the community as standard.

Q22: In these uncertain times Yammer has an important role to play in connecting businesses as their people are remote working or working differently from what they usually do. What advice / tips would you give to make Yammer work as hard as possible to connect a workforce against the current backdrop?

A: Thinking about what's relevant at the moment helps. Sometimes communities will create very organic content based on their situation. Posts don't always have to be work related but you can always get that content in as well. People are using Yammer to deal with operational issues to connect people who would not normally have access to talk to the front line workers. Yammer has really increased dramatically for frontline workers.