

DIGITAL CHAMPIONS

CHALLENGES

Within each campaign there is a set of three challenges (amount subject to change) where champions can demonstrate their learning and earn points to get on the leader board. The challenges will consist of a request to demonstrate something covered in that section of learning. For example, 'Train yourself on teams for free within Teams' For this we would accept a screen capture of the M365 Help app open in the team's learning area. This must be an image in order for it to save. It cannot be a word document for example.



How to complete the challenges

To complete the challenges, the champions can navigate to the Challenges tab within the teams' channel and from there select the challenge they want to complete from a drop-down menu. They are then able to upload an image to show they have completed the challenge.



Who approves the challenges

The challenges are reviewed and approved by the changing social DCAS (Digital Champions as a Service) Team members. If the challenge is approved, the points will be allocated, if it is rejected, the champion will receive a notification to make them aware. There is no limit to the number of times a challenge can be attempted.



What happens when they are completed (leader board points)

When a challenge is completed successfully and approved, a workflow will run to allocate 50 points to the champion. This will then synchronise up to the leader board for the champions to view.



Digital Champions "find a champ app"

The find a champion app is where the digital champions can be found and contacted to offer support to staff. They can search by the app they want support with and all digital champions who have self-certified will be shown. The order the champions are shown in is random to ensure no one person is consistently the first choice to be contacted.



How to contact us via the find a champion app

Navigate to the left handrail in Teams and select M365 help app. In the tabs along the top you will see "find a champion" that is where you would locate champions. You use the chat icon to start a new teams chat with us if you need assistance with the Microsoft app. When we help you, you can give us a like using the thumbs up icon. This like equates to 10 kudos points on the leader board.



How to give kudos in the find a champion app

To give kudos to a digital champion, you can navigate to the find a champion app and locate the champion. Each champion has a thumbs up button that you can click to give kudos. This can be for any reason such as help with a question, sharing something they have learned or any other support a champion could provide in that role.



Where does kudos end up?

Once a champion has been given kudos, this will convert into points that go onto the leader board. Each kudos will provide the champion with 10 points towards their total.

QUIZ APP

The quiz app is a way for champions to test their knowledge for a campaign and can be found in the campaign channel along the top set of tabs.

How to take a quiz

To take the quiz the champions should head to the campaign channel, for example "Knowledge and Growth", and go to the quiz tab, from here they can click through a set of multiple-choice questions to earn a badge upon passing.

What happens when you pass a quiz (75% pass mark)?

When you pass a quiz by achieving a score of over 75% you will be awarded a badge, the goal will be to get a badge for each campaign as we move through them.

Where the badges display

The badges will display on each champion's profile in the Quiz app under "profile" and can be seen under the find a champ app as well as on the leaderboard.

How to make sure you pass a quiz (webinars and self-paced)

To ensure champions pass the quiz they will have access to all the resources they need. This will include recordings of all the webinars held and access to self-paced learning materials from the Microsoft learning platform.

Self-certifying and what that does/where it appears

Self-certifying is where champions can select the applications in which they feel confident in providing support to their peers. This is done in the quiz app under "my profile" using the toggle buttons under each app displayed.

There is no pressure for a champion to certify in anything immediately but as they progress their learning, we encourage them to select up to 7 applications.

This will then display within the find a champion application and allow users to filter by those who have self-certified.

