

COMMUNICATE

Beginner

10 MIN

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Let survey respondents polish feedback in-line.

Turn on the in-survey Copilot rephrasing experience so respondents can clarify open-text comments before they submit.

MICROSOFT 365

Viva Glint

WORKS WITH

Copilot

Business Outcome

Open-text survey responses come in clearer and more usable, cutting the time analysts spend interpreting vague comments.

Workflow Steps

Step 1: Enable the in-survey rephrasing feature

Viva Glint

In the Viva Glint survey builder, turn on the Copilot rephrasing option before launch, then check every open-text question in the preview to confirm the rephrase prompt actually appears on each one — don't assume it applied everywhere just because you toggled it once.

Step 2: Test it as a respondent would

Copilot

Walk through the survey yourself, write a rough open-text answer, and use the rephrase option to confirm it clarifies wording without changing the actual sentiment or content.

PROMPT

Rephrase this comment for clarity without changing its meaning or softening the concern: "the tooling here is honestly a mess and nobody has fixed it in months"

Step 3: Confirm rephrasing preserves respondent intent

Viva Glint

Check that the rephrase suggestion keeps the respondent's actual point and tone — the goal is clarity, not sanitizing legitimate criticism into something vaguer.

Step 4: Launch the survey

Viva Glint

Roll the survey out with the rephrasing option live, and let respondents accept, edit, or ignore the suggested rewording as they choose.

✓ Check the work

- Test the rephrasing feature yourself before launch to confirm it clarifies rather than dilutes feedback.
- Spot-check a sample of submitted comments post-launch to confirm meaning wasn't lost in translation.
- Confirm respondents can always submit their original wording if they decline the suggestion.

Expected Outcome

A live engagement survey where respondents can rephrase their own open-text comments for clarity before submitting.



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