

View email analytics in Outlook ^[1]

February 24, 2025 by [ES and UIS Communications](#) ^[2]

Teams phone update: In the latest Microsoft Teams update, the Calls icon was added to the left side navigation bar. Teams has always provided the option to call internally, but you'll need to wait until your department's migration to Teams Phone before using it for external calls. Visit the [UIS Teams Phone project page](#) ^[3] for more information.

Outlook's Viva Insights helps you work smarter with insights into your email and work habits. Its newest feature is email analytics. Learn how many people opened your email, the average time spent reading your email and whether the email was forwarded or an attachment opened.

Viva Insights email analytics are only available for emails that are:

- Sent to a minimum of 5 recipients.
- Sent within CU System.
- Less than 15 days old.




Using Viva Insights

1. Select an email.
2. If Viva Insights is not already displayed in your Outlook ribbon, click the **three dots icon** in the top right corner of the ribbon toolbar.








3. From the drop-down menu, select **Viva Insights**.


Move & Delete

-  Send to OneNote
-  Block >
-  Rules >


Respond

-  Meeting
-  Reply with IM
-  Reply All with IM
-  Forward as Attachment
-  Call | >

Find

-  Browse Groups


Speech

-  Read Aloud

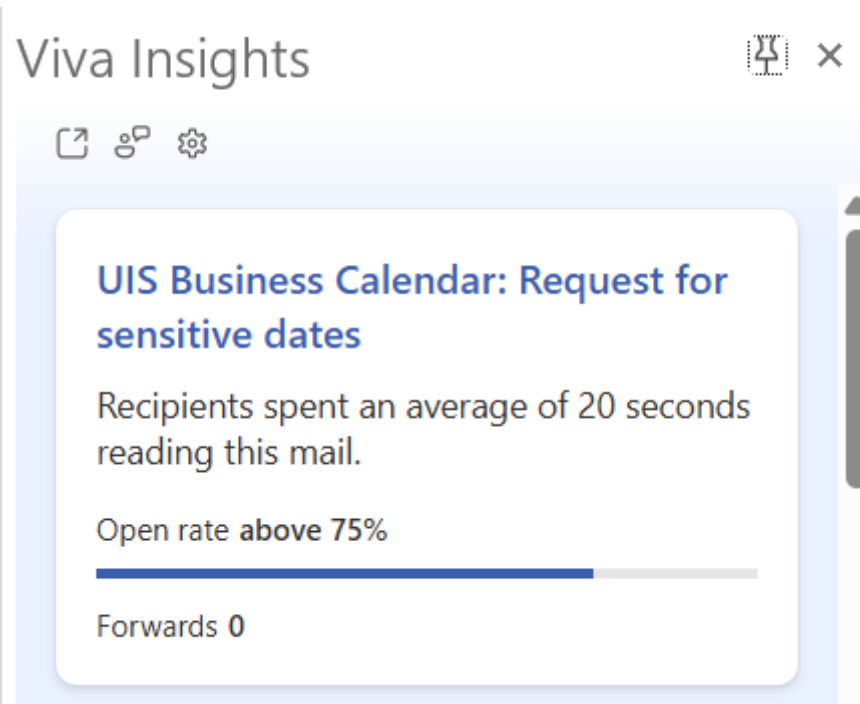
Protection

-  Report Message >

Add-in

-  Viva Insights

4. Review the analytics, including average time spent reading the email, the open rate and how many times it was forwarded.



TIP: If you haven't opened Viva Insights before, you will get a "Welcome!" message. Select **Get started** to view the analytics.

Outlook email [4], Microsoft [5]

Display Title:

View email analytics in Outlook

Send email when Published:

No

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