Announcement email

Send 1-2 weeks before launch

**We recommend you copy the content below into your internal communication template.**

Subject

**Get ready! <service name> Softphone and <service name> Desktop is coming to your computer soon.**

Content

At **<company>** we are always looking for ways to simplify and improve our company’s collaboration services, keep teams connected and improve relationships with customers and partners regardless of where we are working from.

We are excited to announce on **<date>** we are launching **<service name>**.

The next step is to transition from your **<service name>** phone to a new software-based **<service name>** phone solution. The new way of working using your **<service name>** means you will make and receive calls through your computer (laptop or desktop) wearing a compatible headset.

**<Add information on any additional features available.>**

Important things for the new way of working:

1. You will see the **<service name>** Softphone icon on your computer prior to the launch, we’ll let you know when the service is live and ready to use ***OR*** You will need to download **<service name>** from **<insert information>**.
2. For most employees the new Softphone will replace your physical desk-phone.
3. Your desk phone number will be migrated and remain the same. ***OR***Your existing number will be replaced with a new number **<insert information>**.
4. To call a colleague internally you will search for their name instead of dialling a number.
5. [Learn more](https://www.globalservices.bt.com/en/my-account/bt-support-centre) on your new service with quick start guides, top tips and on-demand training. **<This links to a list of all BT services. We recommend you change this link to the service page you are launching.>**
6. **<service name>** Desktop will replace your existing **<insert application>.**
7. You also have access to: ***(Applicable for Supervisors only)***

* **<service name>** self-serve portal
* **<service name>** Supervisor
* **<service name>** Analytics Provisioning & Reporting
* **<service name>** Management Supervisor

Learn more **<insert information>** about the above portals.

If you have any questions or need any further information please contact **<insert details>**.

Thank you,

Internal Endorser