Launch email

Send on launch day

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

Subject

**Get ready! <service name> Softphone and <service name> Desktop is now LIVE!**

Content

**<service name>** is now LIVE and ready to use.

You will see the **<service name>** Softphone icon is now on your computer. If you don’t see the **<service name>** icon appearing on your desktop, please contact your IT Helpdesk immediately. ***OR*** If you haven’t already you will need to download **<service name>** from **<insert information>**.

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

The first time you log in to:

* **<service name>** Softphone enter **<insert information>**
* **<service name>** Agent Desktop enter **<insert information>**
* **<service name>** Supervisor Desktop enter your **<insert information> *(Applicable for Supervisors only)***
* **<service name>** reporting tool, enter your **<insert information> *(Applicable for Supervisors only)***
* **<service name>** messaging toolenter your **<insert information> *(Applicable for Supervisors only)***

Next Steps:

1. Your voicemail default PIN is **<insert information>**. You will be prompted to change this to a pin of your choice. For instructions on accessing your voicemails visit **<insert information>**.
2. Add your contacts and speed dials from your desk phone as they have not been migrated to **<service name>** Softphone.
3. Familiarise yourself with **<Service Name>** Softphone and **<service name>** Desktop, please check out the simple ‘How to guides and videos’ available on **<insert information>**.
4. Visit the **<service name>** Softphone self-serve user portal **<insert information>** please save this link. Your username is **<insert information>**, and **<insert information>**is your default password. Please use the portal to manage your softphone settings and PINs. Find out more about the user self-serve portal. **<insert information>**
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.>**

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

Thank you,

Internal Endorser