Announcement email

Send 1-2 weeks before launch

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

Subject

**Get ready to make and receive external phone calls via <service name>.**

Content

At **<company>** we are always looking for ways to simplify and improve the collaboration tools available for our people. We are excited to announce we will be integrating full phone capability into your **<service name>**. This makes **<service name>** your single app for collaboration, chat and calling.

**What’s new?**

* **A direct phone number** that you can give to all your contacts
* **Dial pad to make and receive phone calls**
* **Features you would expect with a phone** i.e. voicemail, saving your favourite contacts, setting up your call preferences
* **All the above** on your **<service name>** app.

**What you need to do to be ready:**

1. **Familiarise yourself with this new calling service** by referring to the [BT Adoption Hub](https://business.bt.com/user-adoption/champions/bt/cloud-voice/).
2. **Make sure you have a compatible headset.** If you don’t have one, you can order from here. **<insert instruction>**

**Next steps**

You will soon receive more details including, how to get started with Cloud Voice.

Please look out for emails with **Cloud Voice** in the title for further information.

Kind regards  
**Internal Endorser**