Announcement email

Send 1-2 weeks before launch

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

Subject

**Get ready for a seamless experience with Webex Customer Assist.**

Content

At **<company>** we are always looking for ways to simplify and improve the way we interact with our customers and collaborate as a team regardless of where we are working from.

We are excited to announce on **<date>** we are launching **Webex Customer Assist.** We believe that this new platform will greatly enhance our ability to serve our customers and improve our team’s productivity.

**Here are some key features that you can look forward to:**

* **Integration with Webex App:** All features are accessible through the Webex App, providing a seamless and integrated experience.
* **Screen Pop**: Get relevant customer information as soon as you receive a call, helping you to assist customers more efficiently.
* **Real-Time and historical views**: Access real-time and historical data on queues and your own performance, allowing you to manage your workload and improve efficiency.
* **Flexibility**: Meet dispersed workforces where they are.
* **Efficiency and Empathy**: Delight customers with effortless, **empathetic experiences.**

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

**As a supervisor you also have access to: <applicable for supervisors only>**

* **Performance reporting and dashboards**: Make informed decisions and take appropriate actions based on real-time data.

**As an Administrator you also have access to: <applicable for admin only>**

* **User and Workforce Management**: Configure and manage the entire setup through Control Hub.
* **Call queue management**: easily upgrade and manage call queues, including assigning Agents and Supervisors.

Kind regards
**Internal Endorser**

Training sessions will be organised soon to help everyone get familiar with the new system. **<Remove if not applicable>**

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

**Familiarise yourself with Webex Customer Assist** by referring to the [BT Adoption Hub](https://business.bt.com/user-adoption/cisco/webex-customer-experience-essentials).

Next steps:

* **You will soon receive more details including, how to get started with Webex Customer Assist.**
* Look out for emails with **Webex Customer Assist** in the title for further information.

Thank you,

Internal Endorser