Launch email

Send on launch day

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

Subject

**Get ready! Webex Customer Assist is now LIVE!**

Content

**Your Webex Customer Assist platform** is now LIVE and ready to use.

Here’s how you can log in for the first time to Webex Customer Assist:

1. You will receive an e-mail with credentials to sign-in to your Webex App.
2. Open the Webex App from your desktop or click **<insert link>** to download the app. **<choose what is applicable for your organisation>**
3. Click Sign in and you will be prompted to enter your email address, click Next. Enter your password to sign-in or auto login option may be programmed by your administrator. **<remove if not applicable>**
4. After successful login, click **Customer Assist** from the left menu.
5. In the app footer, click Sign in to start receiving calls.
6. If you are a supervisor, you will have additional access and permissions for managing agents and view performance dashboard analytics. **<applicable for supervisors only>**

Next Steps:

1. Familiarise yourself with the [Webex Customer Assist for Agents](https://business.bt.com/user-adoption/cisco/webex-customer-experience-essentials#agents).
2. Familiarise yourself with the [Webex Customer Assist for Supervisors](https://business.bt.com/user-adoption/cisco/webex-customer-experience-essentials#supervisor).
3. [Learn more](https://business.bt.com/user-adoption/cisco/webex-customer-experience-essentials) on your new service with quick start guides, top tips, and on-demand training.

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

Thank you,

**Internal Endorser**