Launch email

Send on launch day

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

Subject

**Get ready! Five9 Cloud Contact Centre is now LIVE!**

Content

**Your Five9 Cloud Contact Centre platform** is now LIVE and ready to use.

Here’s how you can log in for the first time to Five9 Contact Centre application:

1. You will receive an e-mail with credentials to sign-in into your Five9 Cloud Contact Centre account.
2. Open Five9 Cloud Contact Centre application from your desktop or click **<insert link>** to open it in your browser. **<choose what is applicable for your organisation>**
3. You will be prompted to enter your email address and password to sign-in or auto login option may be programmed by your administrator. **<remove if not applicable>**
4. After successful login, ensure your state is set to available or idle to manage calls.
5. 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 [Agent Desktop Plus](https://business.bt.com/user-adoption/five9-contact-centre#agents).
2. Familiarise yourself with the [Supervisor Plus](https://business.bt.com/user-adoption/five9-contact-centre#supervisor).
3. [Learn more](https://business.bt.com/user-adoption/five9-contact-centre) 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**