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 Genesys Cloud Contact Centre.**

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 **Genesys** **Cloud Contact Centre.** 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:

* **Unified Desktop**: Manage calls, chats, messages, and more from an intuitive unified desktop.
* **Real-Time Support**: Speech and text analytics provide real-time support with next-best steps.
* **Context and History**: Deliver fluid experiences with full context and conversation history even when the customer changes channels.
* **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**: Streamline performance by seamlessly overseeing Agent accessibility, along with workforce scheduling and forecasting.

Training sessions will be organised soon to help everyone get familiar with the new system.

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

**Familiarise yourself with Genesys Cloud Contact Centre** by referring to the [BT Adoption Hub](https://business.bt.com/user-adoption/genesys/cloud-contact-centre/).

Next steps:

* **You will soon receive more details including, how to get started with Genesys Cloud Contact Centre.**
* Look out for emails with **Genesys Cloud Contact Centre** in the title for further information.

Thank you,

Internal Endorser