Launch email

Send on launch day

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

Subject

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

Content

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

Here’s how you can log in for the first time to Genesys web application:

1. You will receive an e-mail to activate your Genesys Cloud account, there may be instances where it filters to your Junk Folder.
2. Click on the Activate button on the e-mail to verify your e-mail address.
3. You will be prompted to create a password for your account – please follow the instructions to set a new, secure password.
4. Enter your e-mail address and enter your chosen password, then click Sign In.
5. Once you are re-directed to the main login, ensure the correct Genesys Cloud Region is selected.
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 [Genesys cloud interface](https://business.bt.com/user-adoption/genesys/cloud-contact-centre#agents).
2. [Learn more](https://business.bt.com/user-adoption/genesys/cloud-contact-centre/) on your new service with quick start guides, top tips, and on-demand training.

After successful login,

1. Enable access to your microphone, location, and camera.
2. Customise your audio settings.
3. Enable pop-up notifications.
4. Select a phone to able to make or receive calls.

Refer to [Quick start guide](https://business.bt.com/user-adoption/genesys/cloud-contact-centre#agents) and follow instructions to enable above settings.

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

Thank you,

**Internal Endorser**