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 using Anywhere365 Cloud Contact Centre integrated with Microsoft Teams.**

Content

At **<company>** we are always looking for ways to simplify and improve our company’s collaboration services, keep teams connected and improve relationships with customers and partners regardless of where we are working from.

We are excited to announce on **<date>** we are launching **Anywhere365 Cloud Contact Centre** that seamlessly integrates with Microsoft Teams, leveraging its voice capabilities. 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:

1. No more desk phones: With Microsoft Teams’ softphone dial pad feature, you can make and receive phone calls directly from your computer, eliminating the need for traditional desk phones.
2. Single screen workplace: Enhance your productivity by working efficiently within a single screen using Microsoft Teams.
3. Seamless CRM integration: Experience the convenience of having CRM information, call controls, and a knowledge base all in one place, eliminating the need to switch between different screens. <if applicable>
4. ****Enhanced communication experience**** Anywhere365 delivers relevant customer data directly into your Teams client, providing all the necessary information at your fingertips. It also offers a variety of rich features such as call recording and real-time translation.
5. ****Powerful yet easy reporting** with Microsoft Power BI. You can now track communication KPIs, optimise customer service, or boost team productivity using Anywhere365 Power BI templates.**

<Add information on any additional features available>.

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

* **Web and Inflight Wallboard**: Make informed decisions and take appropriate actions based on real-time data.

**As an Admin 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 Anywhere365 Cloud Contact Centre** by referring to the [BT Adoption Hub](https://business.bt.com/user-adoption/microsoft/anywhere-365).

Next steps:

* You will soon receive more details including, how to get started with **Anywhere365 Cloud Contact Centre integrated with Microsoft Teams.**
* Look out for emails with **Anywhere365 Cloud Contact Centre** in the title for further information.

Thank you,

Internal Endorser