Announcement email

Send 1-2 weeks before launch

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

Subject

Get ready to make and receive external phone calls via **Operator Connect for Microsoft Teams**

Content

At **<company>** we are always looking for ways to simplify and improve the collaboration tools available for our people. We are excited to announce we will be integrating full phone capability into your Operator Connect for Microsoft Teams. This makes Operator Connect for Microsoft Teams your single app for collaboration, chat and calling.

**What’s new?**

* **A direct phone number** that you can give to all your contacts
* **Dial pad to make and receive phone calls**
* **Features you would expect with a phone** i.e., voicemail, saving your favourite contacts, setting up your call preferences
* **Mobile app** enabling you to do everything you need to on the move
* **All the above on your** Operator Connect for Microsoft Teams app.

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

1. **Familiarise yourself with this new calling service** by referring to the [BT Adoption Hub](https://business.bt.com/user-adoption/microsoft/teams/operator-connect/).
2. **Make sure you have a compatible headset**. If you don’t have one, you can order from here. **<insert instruction>**

**Next steps**

You will soon receive more details including, how to get started with Operator Connect for Microsoft Teams.

Please look out for emails with Operator Connect for Microsoft Teams in the title for further information.

Kind regards  
**Internal Endorser**

Thank you,

Internal Endorser Kind regards  
**Internal Endorser**