Service reminder email

Send 1 week after launch day

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

Subject

**REMINDER:** **Microsoft Teams Phone Mobile** is LIVE and ready for you to use!

Content

Teams Phone Mobile has been live for **<insert time>** and we hope you’re already seeing the benefits from the new service.

To help you get the most from your service, we have put together some features you could try.

* Moving a call from the native dialer to Teams - simply open the Teams app when on a mobile call and hit **Move to Teams** on the pop up.

**Once in Teams, try:**

* Adding colleagues into the conversation **-** click **People***and select a***contact.**
* Transferring a call to a colleague - click **Transfer** and select a **contact**.
* Sharing content - click **Share** and then choose the content you want to share.
* Adding video - click the **camera icon** and have a face-to-face conversation.
* The new enhanced voicemail - visual voicemail complete with transcription, across all your Teams devices.

**Training and support**

To help you get started please visit the [BT Adoption Hub](https://business.bt.com/user-adoption/microsoft/teams/teams-phone-mobile). You will find everything you need including quick start guides, training videos, top tips and more.

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

Kind regards  
**Internal Endorser**