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 MiCloud 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 **MiCloud 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**: Get AI-led nudges, coaching, and context for best handling customer needs.
* **Enhanced Productivity**: The contact history is consolidated for all digital channels and displays the previous communication for last 90 days.
* **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 and historical 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 MiCloud Contact Centre** by referring to the [BT Adoption Hub](https://business.bt.com/user-adoption/mitel/micloud-contact-centre).

Next steps:

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

Thank you,

Internal Endorser