Announcement email

Send 1-2 weeks before launch

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

Subject

**Get ready to manage your BT products and services via Customer Hub and ServiceNow.**

Content

At **<company>** we are always looking for ways to simplify and improve the experience for our people. We are excited to announce we will be introducing a new service portal for managing requests and reporting any issues.

**What’s coming?**

* **Track and raise requests**, cease, or modify your services.
* **Track and raise incidents** for any issues that you might have with your service.

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

1. **Familiarise yourself with Customer Hub** by referring to the [BT Support Centre](https://www.globalservices.bt.com/en/my-account/support/collaboration/bt-customer-hub).
2. **Familiarise yourself with ServiceNow** by referring to the [BT Support Centre](https://www.globalservices.bt.com/en/my-account/support/collaboration/servicenow).
3. **If you’ve already got an account,** your profile will be updated to include Customer Hub and ServiceNow.
4. **If you are being setup with a new account,** you will soon receive login credentials to access your accountServiceNow portal. Follow the instructions on the email to set up your account.
5. **If you are having issues** **with your login credentials** you can send a message to the [My Account Servicedesk](https://www.globalservices.bt.com/en/forms/myaccount-contact-us).

**Next steps**

You will soon receive more details including, how to get started with **Customer Hub** and **ServiceNow**.

Please look out for emails with **<service name>** in the title for further information.

Kind regards  
**Internal Endorser**