Service reminder email

Send 1 week after launch day

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

Subject

Upgrade: How to get the most from Teams Phone Mobile

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 and continue to use the service, please visit [the BT Support Centre](https://www.globalservices.bt.com/en/my-account/support/collaboration/teams-phone-mobile). You will find 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**