

Shaw) Business

**SMARTVOICE WITH WEBEX**

**EMPLOYEE  
MESSAGING  
TOOLKIT**

# EMPLOYEE MESSAGING TOOLKIT

Welcome to SmartVoice with Webex! This toolkit is designed to help you prepare your employees for the exciting changes happening to SmartVoice, while helping them activate their account in the easiest way possible.

We've designed a few email templates for you to send to your employees when it's time to migrate your SmartVoice service to Webex.

## EMAIL 1: INTRODUCTION TO SMARTVOICE WITH CISCO WEBEX.

<b>Subject Line</b>	Introducing SmartVoice with Webex
<b>Recommended Timing</b>	Immediately after you receive your migration email
<b>Body</b>	<p>Your favourite SmartVoice product just got a whole lot better. Shaw Business has partnered with Cisco to bring you a fresh experience that seamlessly integrates SmartVoice with Webex conferencing and messaging capabilities.</p> <p>Starting today, you can download Webex and start enjoying file sharing, team chats, meetings, spaces and more.</p> <p><b>HOW CAN I GET STARTED?</b></p> <ol style="list-style-type: none"> <li>1. Watch the activation video by <a href="#">clicking here</a>.</li> <li>2. Ensure you have your username and password handy. You'll need your SmartVoice username and existing password to sign and set up WebEx. Your username will be your ten-digit phone number followed by @shawbusiness.ca (Ex.1234567890@shawbusiness.ca). If you're unsure of your username, reach out to your IT admin.</li> <li>3. If you don't remember your password, <a href="#">click here to reset your password</a>.</li> <li>4. Visit Shaw's <a href="#">online support page</a> to start the activation process for SmartVoice with Webex.</li> <li>5. When you're ready to upload your contacts into Webex, <a href="#">click here</a>.</li> </ol> <p><b>MIGRATE TODAY</b></p> <p><u>You will have 90 days from the day you receive your first migration email to manually save your contacts and chats before the old SmartVoice app is removed and decommissioned. You will not be able to retrieve your contacts and information after this time.</u></p>

## EMAIL 2: REMINDER: ACTIVATE SMARTVOICE WITH WEBEX

<b>Subject Line</b>	Don't forget to activate SmartVoice with Webex
<b>Recommended Timing</b>	2-3 weeks after Email 1
<b>Body</b>	<p>This is a friendly reminder to download Cisco Webex so you can enjoy all your favourite SmartVoice features and more.</p> <p><b>MIGRATE TODAY</b></p> <p><u>You will have 90 days from the day you receive your first migration email to manually save your contacts</u> and chats before the old SmartVoice app is removed and decommissioned. You will not be able to retrieve your contacts and information after this time.</p> <p><b>HOW CAN I GET STARTED?</b></p> <ol style="list-style-type: none"> <li>1. Watch the activation video by <a href="#">clicking here</a>.</li> <li>2. Ensure you have your username and password handy. You'll need your SmartVoice username and existing password to sign and set up WebEx. Your username will be your ten-digit phone number followed by @shawbusiness.ca (Ex.1234567890@shawbusiness.ca). If you're unsure of your username, reach out to your IT admin.</li> <li>3. If you don't remember your password, <a href="#">click here to reset your password</a>.</li> <li>4. Visit Shaw's <a href="#">online support page</a> to start the activation process for SmartVoice with Webex.</li> <li>5. When you're ready to upload your contacts into Webex, <a href="#">click here</a>.</li> </ol>

## EMAIL 3: ACTIVATE SMARTVOICE WITH WEBEX NOW

<b>Subject Line</b>	Urgent: Activate SmartVoice with Webex
<b>Recommended Timing</b>	2-3 weeks after Email 2
<b>Body</b>	<p>Don't forget to download Cisco Webex so you can continue enjoying your favourite SmartVoice features.</p> <p><b>MIGRATE TODAY</b></p> <p><u>You will have 90 days from the day you receive your first migration email to manually save your contacts</u> and chats before the old SmartVoice app is removed and decommissioned. You will not be able to retrieve your contacts and information after this time.</p> <p><b>HOW CAN I GET STARTED?</b></p> <ol style="list-style-type: none"> <li>1. Watch the activation video by <a href="#">clicking here</a>.</li> <li>2. Ensure you have your username and password handy. You'll need your SmartVoice username and existing password to sign and set up WebEx. Your username will be your ten-digit phone number followed by @shawbusiness.ca (Ex.1234567890@shawbusiness.ca). If you're unsure of your username, reach out to your IT admin.</li> <li>3. If you don't remember your password, <a href="#">click here to reset your password</a>.</li> <li>4. Visit Shaw's <a href="#">online support page</a> to start the activation process for SmartVoice with Webex.</li> <li>5. When you're ready to upload your contacts into Webex, <a href="#">click here</a>.</li> </ol>

## EMAIL 4: FINAL REMINDER: ACTIVATE SMARTVOICE WITH WEBEX

<b>Subject Line</b>	This is your final reminder to activate SmartVoice with Webex
<b>Recommended Timing</b>	2-3 weeks after Email 3
<b>Body</b>	<p>This is your final reminder to activate SmartVoice with Webex. Activate today so you can message, call and collaborate with the rest of the team.</p> <p><b>HOW CAN I GET STARTED?</b></p> <ol style="list-style-type: none"> <li>1. Watch the activation video by <a href="#">clicking here</a>.</li> <li>2. Ensure you have your username and password handy. You'll need your SmartVoice username and existing password to sign and set up WebEx. Your username will be your ten-digit phone number followed by @shawbusiness.ca (Ex.1234567890@shawbusiness.ca). If you're unsure of your username, reach out to your IT admin.</li> <li>3. If you don't remember your password, <a href="#">click here to reset your password</a>.</li> <li>4. Visit Shaw's <a href="#">online support page</a> to start the activation process for SmartVoice with Webex.</li> <li>5. When you're ready to upload your contacts into Webex, <a href="#">click here</a>.</li> </ol> <p><b>MIGRATE NOW</b></p> <p><u>You will have 90 days from the day you receive your first migration email to manually save your contacts and chats before the old SmartVoice app is removed and decommissioned. You will not be able to retrieve your contacts and information after this time.</u></p>

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