

Company wide

Message, share files, whiteboard ideas and meet your team on video. All in one place.

Cisco Webex
Teams

How to use this toolkit

For best user experience and navigation please view this file using Adobe Acrobat.
[Available free for download here.](#)

So you're deploying
Webex Teams in
your company?
We'd like to make
it easy.

In this book, you can find



Documents to help you
make a successful Webex
Teams adoption plan.



Best practices for
using Webex Teams.



Documents made to inspire
knowledge workers to use
Webex Teams in their
lines of business.

At the bottom of each document,
find a download link to access each
individual file to share as you need.

Made for you

If you want to customize the
files for use in your company,
no problem. At the end of each
section, find a link to all editable
file types. Make changes as
you please.

To leave feedback or to request
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Join the [Cisco Collaboration
community](#), where you can ask
questions, find all of the great content
discussed in this playbook, and more.

Questions/comments? Join the
[Webex Adoption space](#) or email
WebexAdoption@cisco.com



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Teamwork at its best

This section contains an adoption toolkit, work styles, banners, a poster, and a flyer.

Cisco Webex Teams success playbook



Preparing for a company-wide launch

Webex Teams can change the way your company's people work, but first you have to show them the value. Luckily, once you get some people to buy-in, collaboration can spread like wildfire.

To get started, plan how you will show various groups how Webex Teams can work for them. Check out some of the popular working styles commonly using Webex Teams. Share these with people to drive inspiration.

Use this guide to create a plan for starting the buzz about Webex Teams in your company.

Adoption toolkit

What?	How?	Effort
Has everyone got Webex Teams?	Ask your IT team to confirm everyone has a Webex Teams account. Find out how new joiners get a Webex Teams account and instructions on how to log in.	1 hour
Enlist the support of senior leaders.	Write to senior leaders asking them if they can send an email to everyone announcing the launch of Webex Teams. We've written an example to help you. Attach one or more of the use cases in this section that explains why it's so useful.	30 mins
Need some guidance with Webex Teams?	Need help getting started? Use the best practices section in the main play book to get all the information you need. You can also use the Collaboration Help Portal to find more information, and there's lots of step-by-step guides for you to use too.	10 mins
Cook up a simple timing plan.	Get some of your colleagues together and come up with a communications plan that describes when each promotion will go out and who does what. See Communications Planning for guidance	1 hour
Circulate the 'workstyles'.	We've written five interesting workstyles that show you how Webex Teams solves your everyday challenges throughout the business. Share them with all of your colleagues, you can email, print and showcase them on your intranet.	30 mins
Share a snappy tagline using a banner ad – Make Webex Teams appeal to your departments.	Within the playbook, you will find posters and banners which target several departments. Find a space on your intranet to place a banner e.g. the HR section. You can also use it in emails and PowerPoint. Change the tagline to suit your organization's personality and link it to a 'how-to' guide.	2 hours
Show you care. Print a poster or flyer.	Print the poster or flyers. Put the poster up in the office, the restroom, meeting rooms and the flyers on colleagues' desk. If you've got digital signage in your buildings use that as well.	4 hours
Write an email for your senior leader to send to their teams.	We've written an example. Just adapt it for your own culture and organization's personality.	30 mins
Set up your team with a space in Webex Teams.	Create a space in Webex Teams but make sure you add a description for what the space is to be used for. Give it a purpose, set the tone so everyone knows why they are there. Start your conversation today.	30 mins

What and why?

What is Cisco Webex Teams?

Webex Teams is an app for continuous teamwork with video meetings, group messaging, file sharing and whiteboarding. Webex Teams makes it easy to work anytime on any device with everyone in one place.



Top tips

Use or adapt this copy to describe Webex Teams to colleagues, in intranet copy, email launch communications, and in offline social exchanges in the office or café.

What will Webex Teams do for you?

Webex Teams takes away the pain of working on the go. Connect and do great work from anywhere, so you can be at the places that matter.

At a group level, it opens up the possibility for creating high-performing teams with members anywhere in world and in any company. By making it easy to communicate, you can bring new products to market faster, improve customer satisfaction, and increase sales.

For the organization, Webex Teams can improve engagement and help you become more agile and competitive. Your business can reduce travel expenses, because the virtual meeting experience is so fluid. Finally, it's possible to rapidly respond to the changing needs of customers, partners, and markets.

Top tips

This is an example of how to position Webex Teams with all areas of the business and why they should consider using it. Use or adapt this copy to describe Webex Teams to colleagues, in intranet copy, email launch communications, and in offline social exchanges in the office or café.

Coming soon email

When to use?

Let employees know what Webex Teams is, why you invested in it, when it will be available for everyone to use and known to most employees.

‘What’s in it for me’ for end users.

Best practices

Format

Your email should have the following sections:

1 What should the subject line be?

Come up with a snappy title that will make your colleagues open your email.

2 What is Webex Teams?

Introduce Webex Teams and the reason why you have chosen it. If it’s replacing an older or existing service, be clear on how Webex Teams is an improvement to how they work today.

3 Why?

Talk about the business goals and strategies you have, and why enabling employees with rich Webex meeting experiences will help you achieve them.

4 How?

Let users know what they can expect over the next few weeks, and actions they have.

Who should send this?

A recognized figure in the organization, ideally a senior member of staff or someone who is widely respected.

5 Who should sign off?

If an executive is sending the email, you may want to have their assistant or executive communications team review first.

What should the reply address be?

Most executives don’t have time to reply to questions and comments coming back from employees. Depending on your software, try and configure the email to have a different reply address, ideally a mailer that many people can monitor and respond to. That way the project manager and/or IT service owners can keep track and respond appropriately.

Test before sending

Send this email to yourself and a few colleagues to get feedback on how they think it will land with people. Check that all the hyperlinks work.

1 Inbox The more intuitive way to work is with Webex Teams.

Steven Price - Company wide mailer
from me

Cisco Webex
Teams

The more intuitive way to
work is with Webex Teams.



Dear colleague,

- 2 We are excited to announce we’re providing you with Cisco Webex Teams, a powerful, modern messaging and meeting solution that puts all the communications and information sharing tools we need, all in one place.
- 3 We’re always looking for ways we can connect your teams to do more amazing things, improve our relationships with customers and partners and offer more flexible ways of working for our employees.
- 4 Over the next few weeks, we’ll send you information on how to get started, login details, training sessions and some self-learning material so you can learn at your convenience.

If you have questions or need more information, please contact [NAME OR TEAM]

Thank you for helping to make the Webex Teams roll-out a success,

Regards

5 [EMAIL SIGNATURE]

[Download email banner image](#)

Webex Teams launch email

When to use?

This email is used to announce to employees that their Webex Teams account is ready to use. Include detailed instructions on how to start and where to get support. Use links to online guidance rather than writing details in an email. That way, if something changes, you can quickly edit your content online, rather than send another email.

Best practices

Format

Your email should have the following sections:

1 Subject line

Create a short impactful sentence that grabs attention.

2 Warm welcome

A friendly opening statement, announcing Webex Teams availability.

3 How to get started?

Provide steps on how to log in. Attach a quick start guide, link to self-service content, and include information for training sessions.

4 How to get support?

Provide clear instructions on who to contact to get training and technical support when and if they need it.

5 Who should send this?

A best practice is to set up a shared inbox or distribution list with a clear identity and use it for all emails to employees e.g. Webex_Support_Team@yourcompany.com.

Test before sending

Send this email to yourself and a few colleagues to get feedback on what they think. Double check all the hyperlinks work.

1 Inbox Webex Teams, making more possible.

Ryan Jones - Company wide mailer
from me

Cisco Webex
Teams



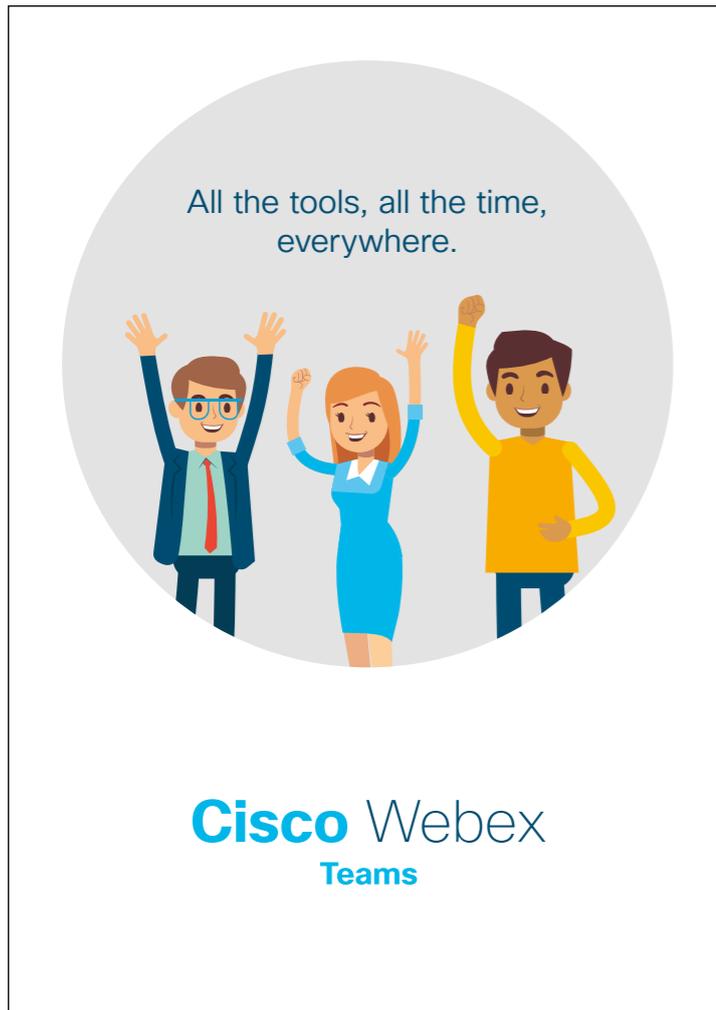
Webex Teams,
making more possible.

Dear Colleague,

- 2 Today is the day. Webex Teams will help us connect with each other faster, help us grow ideas together and reduce email traffic. The exciting news, is it's ready for you to use! Get started by following this guide <LINK> with steps on how to log into Webex Teams.
 - 3 We've created self-service content for Webex Teams <LINK> for you, with guides on how to use Webex Teams on a desktop, Apple Mac and the mobile application.
 - 4 If you have questions or need help with Webex Teams, contact your Webex support team at <email_address>.
- We hope you enjoy using Webex Teams.
- Regards,
- 5 [EMAIL SIGNATURE]

[Download email banner image](#)

Cisco Webex Teams promotion assets – Company wide



[Download poster](#)



[Download MPU](#)

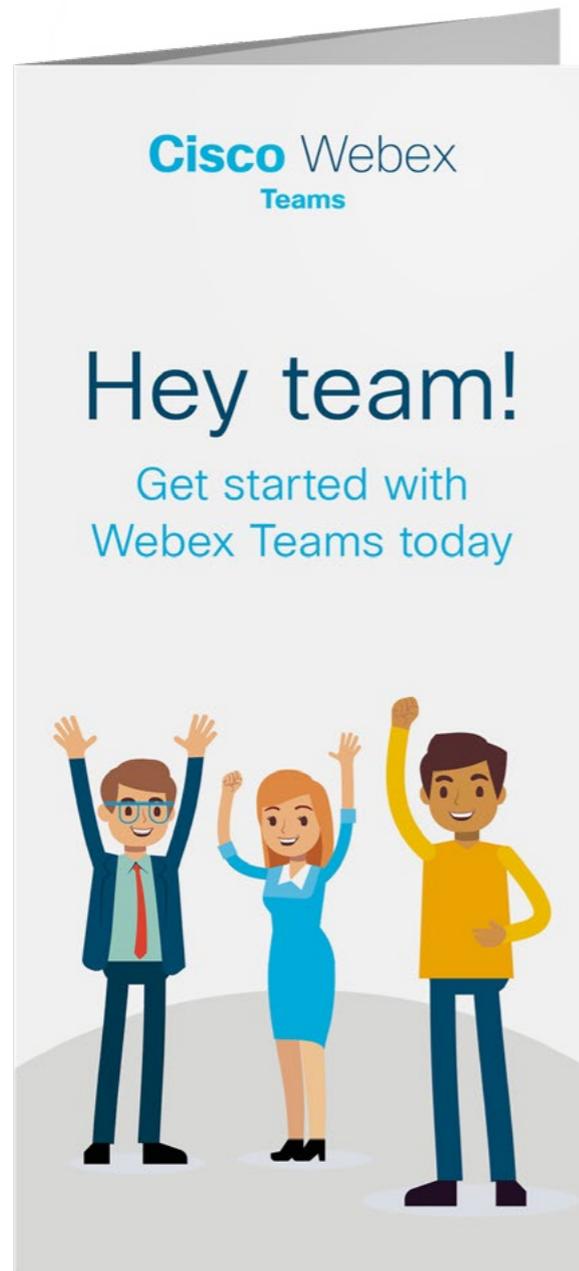


[Download banner](#)



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Teamwork at its best flyer

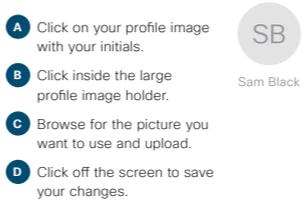


[Download flyer](#)

STEP 01
Make your presence felt.

You're on Webex Teams. What now? First, upload your profile picture because people are more likely to connect and respond when they can see it's you.

- A** Click on your profile image with your initials.
- B** Click inside the large profile image holder.
- C** Browse for the picture you want to use and upload.
- D** Click off the screen to save your changes.



STEP 06
Create spaces and teams.

Create your own teams and spaces to share ideas, best practices and collaborate to achieve common goals and outcomes.

STEP 07
Flag content.

See a message, file or image you want to come back to because you're too busy? Flag it and view your flagged list by clicking into the search bar.

STEP 08
Find content.

Search for anything and filter by files, people, spaces and messages to narrow the results.

STEP 09 Join

Start meetings.

Use Webex Teams to create and join online meetings. Get notifications of upcoming meetings and join with one click. Send messages and share content to everyone during the meeting. Recorded meetings are automatically shared in your space, after.

Cisco Webex Teams

Hey team!

Get started with Webex Teams today





Cisco Webex Teams brings everyone and everything together in one simple-to-use, secure space. Moving work forward has never been easier.

We're reimagining the way we work.

Meet in a flexible, agile way from anywhere.

Schedule HD video meetings with anyone in any company. Nurture and cultivate relationships at a distance. Solve problems with your team faster thanks to video.

Always be in the know.

Amplify your voice and share what you know easily, by creating and joining teams and spaces. Collaborate with colleagues, customers, and partners. Use messaging, notifications and content sharing to keep your finger on the pulse.

Hangout with people like me.

It's not just about work. Create spaces to organize social events, set up special interest groups, and connect with co-workers with a shared interest, issue, or cause.

STEP 02
Connect with co-workers.

Start a 1 on 1 space when you need to reach your team member. Exchange ideas quickly. All your conversations and documents will be saved in the space for later reference. Unlike email, there's a visual indication of who has seen a message.

- A** Click the plus icon at the top of the screen.
- B** Click **Contact a Person**.
- C** Type the person's name.
- D** Hover over their profile picture.
- E** Choose to **Message** or **Call** them.



STEP 04
Meet your co-worker in seconds.

Many instant messages are a prelude to a real-time call. In a video call, you can communicate more in five minutes than you can in hours via email. It takes two clicks.

- A** Click the space activity button top right in the app window.
- B** Click the **Call** button to be connected.



STEP 05
Manage notifications.

You'll already be in a few spaces. Some of these will be very active. Control alerts and notifications to minimize interruptions and see the content you want. Here's how.

- A** In any space, click the icon at the top left in the spaces screen.
- B** Click **Notifications**.
- C** Choose how you want to be notified from the pop-up window.
- D** Click **Save**.



Going the extra mile



More questions about driving adoption of Webex Teams?

Join our [“Ask Webex Adoption”](#) space in Webex Teams to post your questions or thoughts.
Or, email WebexAdoption@cisco.com for more help.



How can we help?

Our [Collaboration Help Portal](#) is where you will find quick help guides, step-by-step instructions and technical information. Use the search bar to find everything you need about Webex Teams.



Want to put your stamp on it?

Would you like to rebrand or edit the content we've assembled here.

[Click here to download a .zip of source files to share with your designers.](#)



Cisco Webex Teams

Questions/comments?

Join the [Webex adoption space](#) or email WebexAdoption@cisco.com