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# Transitioning to the new Jabber experience

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# Contents

<b>Welcome</b> .....	<b>3</b>
<b>How to use this toolkit</b> .....	<b>4</b>
<b>SECTION 01 Value proposition</b> .....	<b>5</b>
Value proposition.....	6
<b>SECTION 02 What's changing?</b> .....	<b>7</b>
<b>SECTION 03 Adoption planning</b> .....	<b>11</b>
Your adoption planning report .....	12
<b>SECTION 04 Visual assets for you to display</b> .....	<b>13</b>
Coming soon email.....	14
Launch email .....	15
Follow up email .....	16
Use case 1 .....	17
Use case 2 .....	18
Use case 3 .....	19
Promotion posters.....	20
Promotion business cards .....	21
Promotion online banners.....	22
Promotion online banners.....	23
Jabber flyer .....	24
<b>Going the extra mile</b> .....	<b>25</b>



# Welcome



Thank you for upgrading to the new Cisco Jabber experience. We're passionate about creating a simple, intuitive collaboration experience for your business. In this book, we'll discuss tips to get the most value from your investment.

To start, we recommend that you determine your business goals, desired outcomes, and definition of success. Next, form a shared understanding of what the plan will be to get there. Agreeing on these details before deployment will help you design an effective on-boarding process. You'll be able to select content that guides people into how best use the new features in Jabber.

By clearly explaining the value Jabber's new team messaging mode brings to individuals and their teams, your whole organization will realize its value in the fastest possible time.

# 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 upgrading to the new Jabber experience in your company? We'd like to make it easy.

## In this book, you can find



Documents to help you make a successful Jabber adoption plan.



Documents made to inspire knowledge workers to use the new features in Jabber.

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 more of this content, click:

**Love this?**



## Want more?

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

Questions/comments? Email [JabberAdoption@cisco.com](mailto:JabberAdoption@cisco.com)



SECTION 01  
Value proposition

# Value proposition

Go from conversation to collaboration with the new Jabber experience.



## Chat that's always there

No need to wait until they're online to send a message.

Reach out at any time, because the chat will never disappear. Whether you're chatting 1:1 or to a group, you can refer back to conversations and files at any time.



## Work as a team

Create spaces where you can add everyone, internal or external. Make these spaces your hubs for getting work done. Message, share files, and so much more.



## Updated presence

Know the last time the person you need was online. You'll stay active when you've recently sent or read a message. Set your status to do not disturb to silence notifications.



## Access your files anywhere

Quickly share files to your spaces so your whole team can view and provide feedback all in one place, saving you time and effort. You can even preview the file before downloading.



## Powerful keyword search

Access everything you need. Search for specific messages, files, or people all in one place. Filter messages to see the ones that matter most to you.





SECTION 02  
What's changing?



With Jabber team messaging mode, there are many features which have been updated to help employees work together in an intuitive way. The next couple of pages highlight the key changes you can communicate to your business. They will help promote the upgrade to the new Jabber experience, and the features employees will enjoy working with such as persistent chat and powerful keyword search.



# The biggest feature updates in the new Cisco Jabber experience

## Persistent messaging

The transition to the new version of Jabber will introduce persistent 1:1 chats and persistent spaces so users will pick up conversations where they left off.

## Presence

The new Jabber experience uses context-based presence to show when people are active and time of last activity. It also shows activity-based presence including on a call, in a meeting and do not disturb.

## Spaces

Instead of group chats, you can now add multiple people to create a “space” where everyone can send messages and files to each other at once, allowing your team to get work done quickly.

## File sharing

Jabber will provide a more advanced file sharing experience that allows you to see a history of files within a 1:1 chat or space and gives you a preview of files that have been shared.





### Chat list

The chat icon has moved above the contacts icon in your hub. In the chat list you will see a list of all your 1:1 chats and spaces in order of recent activity. You can also sort this list based on priorities like unread and @Mentions.

### Contact list

If you have external contacts in your contact list or contacts that were for phone calls only, these will not be moved to your new contact list in your new Jabber app.

### @Mentions

In your new Jabber app, a mention is a “nudge” to call your attention to a message in a space. Use @All to send a notification to everyone in the space too.

### Search and filter

Within the new Jabber experience, you can search for people, spaces messages and files all from one place.



SECTION 03  
Adoption planning

## Your adoption planning report

We're passionate about creating simple, intuitive collaboration experiences for businesses just like yours. Every business is unique, however many of the tools and techniques we share can help any business drive successful adoption. Collaboration is about changing the way people work. To start, we recommend you agree what your business wants to achieve, what success looks like and have a plan of how to get there, together. Knowing these details before your deployment will help you design a thoughtful on-boarding process and create content that enables your business' workflows.

We've designed an easy to use and customizable adoption planning document. It will help you and your customers track activities, goals and overall adoption of the Jabber team messaging mode upgrade.

[Click here to download the PowerPoint template and get started](#)

## SECTION 04

# Visual assets for you to display

## Coming soon email

### When to use?

Let employees know what the new Cisco Jabber experience is, why you decided to move to that new version, when it will be available for everyone to use.

‘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 changing in Cisco Jabber?

Explain what is new in Jabber and the reason why you have chosen to upgrade to the new version. Be clear on how the new features in Jabber will improve the way they work today.

#### 3 Why?

Talk about the business goals and strategies you have, and why enabling employees with improved and more agile messaging options will help you achieve them.

#### 4 How?

Let users know what they can expect over the next few weeks and actions they need to take.

#### 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.

#### How to use the email template

Simply copy and paste the email example shown on the page, customize it appropriately for your organization. If you want to, download the email banner image and insert it into the top to add that extra bit of shine. Or if it doesn’t fit with your brand feel free to create your own.

1 Inbox Cisco Jabber is evolving to suit the way you work

Steven Price - Company wide mailer  
from me



Cisco Jabber is evolving  
to suit the way you work.



Dear colleagues,

2 We are excited to announce we’re upgrading Cisco Jabber to a more modern messaging experience, enhancing our communication with persistent chat, file sharing and new search capabilities. This change is scheduled for <Date>.

3 We’re always looking for ways we can easily connect and do more amazing things together. The new Jabber experience will help improve our internal communications, offer more flexible ways of working for all our employees and strengthen our relationships with our customers. Over the next few weeks, we’ll send you more information on what exactly is changing in the new version of Jabber, as well as offer you training sessions and some self-learning material.

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

Thank you for helping to make the new Jabber roll-out a success.

Regards

5 [EMAIL SIGNATURE]

# Launch email

## When to use?

This email is used to announce to employees that the new version of Jabber is available for them now. Include detailed instructions on what is new 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 the new Jabber experience.

#### 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. Jabber\_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.

### How to use the email template

Simply copy and paste the email example shown on the page, customize it appropriately for your organization. If you want to, download the email banner image and insert it to add that extra bit of shine. Or if it doesn't fit with your brand feel free to create your own.

1 Inbox The new Jabber experience is here.

Ryan Jones - Company wide mailer  
from me



The new Jabber experience is here.

Dear Colleague,

- 2 Today is the day. The new Jabber experience will enhance our communication with persistent chat, file sharing and upgraded search capabilities. It's here and ready for you to use, today!
- 3 We've created self-service content about the new Jabber experience <LINK> for you, with guides on how to use the new features on your desktop and Apple Mac.
- 4 If you have questions or need help with Jabber, contact your support team at <email\_address>.

We hope you enjoy the new Jabber experience and using all of its new features.

- 5 Regards,  
[EMAIL SIGNATURE]

## Follow up email

### When to use?

This email is used to remind employees who have not yet used the new Jabber experience, of its benefits and how other colleagues are already using it everyday. We recommend checking your company email policy first, and recommend sending reminders at one week, one month, three months and then six months.

### Best practices

#### Who do I send this to?

It's important you only send this email to people who have not used the new version of Jabber since you launched. If you're unsure how to get this information, [click here](#).

#### Format

Your email should have these sections:

#### 1 Subject line

Create short, impactful sentence that captures the value of the new Jabber experience and grab attention.

#### 2 What are Jabber new features?

A summary of what the new features in Jabber are and their key benefits. No one likes to feel like they are missing out. A great way to drive interest is to let users know how many colleagues

are already using the new Jabber experience.

#### 3 How to get started?

Share steps on how to log in, where to find the new options and links to self-service content, training sessions.

#### 4 How to get support?

Provide clear instructions on who to contact to get training and technical support e.g. Learning and Development team/site, IT contacts.

#### 5 Who should send this?

Set up a shared inbox or distribution list with a clear identity and use it for all operational emails to employees e.g. Jabber Support\_Team@yourcompany.com.

#### Test before sending

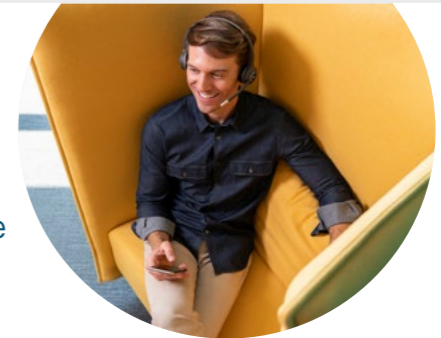
Send this email to yourself and a few colleagues to get feedback on what they think. Check that all the hyperlinks work.

#### How to use the email template

Simply copy and paste the email example shown on the page, customize it appropriately for your organization. If you want to, download the email banner image and insert it to add that extra bit of shine. Or if it doesn't fit with your brand feel free to create your own.

1 Inbox The new Jabber experience is waiting for you!

Ryan Jones - Company wide mailer  
from me



The new Jabber experience  
is waiting for you!

Dear Colleague,

- 2 We noticed you haven't upgraded to the newest version of Cisco Jabber. Many of your colleagues are telling us they love new messaging experience with persistent chat and the ability to pick up conversations where you left off.
  - 3 And if you need another reason to try it out, you can reduce email traffic by sharing files and using spaces to get work done!
  - 4 Here's a quick start guide showing you how to use these new features <LINK>  
If you have any other questions or need help with the new version of Jabber, please contact the Jabber Support Team <email\_address>.
- We hope you enjoy the new Jabber experience.

5

Regards,

[EMAIL SIGNATURE]



## Use case 1

We've written 3 compelling use cases that show how the new Jabber experience can help you work more efficiently. Spread the word to your colleagues by printing, emailing, or posting them on your intranet.

### Never lose a brilliant idea.

What we had before was great, but the new version of Jabber gives you more features and tools to use, making things even easier than before.

With the new version of Jabber, your chat history will always be accessible so you can pick up conversations where you left off.

You can create team spaces where everyone can chat, share files and start a meeting with a single click of a button.



#### Back to the future

With persistent chat, all of your conversations are stored in the cloud so you can pick up where you left off. One-to-one and team chats, it's all there. Continue the conversation anytime, anywhere, on any device.

#### Everything that happens in the space, stays in the space

The new Jabber experience lets you create spaces to help you get work done in small groups. In spaces you can send messages and share files to everyone at once. Create a team space to collaborate with your team members or project groups.

#### Find things faster, with the new search tool

The way you find things has changed too. Now you can search not only for people, but spaces, messages and files! Find what you need within seconds.

To find out how [click here](#)

- ✓ Pick up conversations where you left off
- ✓ Everything in one app
- ✓ Find what you need in seconds

Love this?

## Use case 2

# Find what you need, when you need it, in seconds flat.



Fed up by wasting time searching through your emails to find documents and threads?

The new Jabber makes it easy for you and your team to quickly find what you need. With spaces, you have the ability to quickly send messages and files to the entire team. And everything is searchable, so finding the content you need has never been easier.



A new  
Jabber experience  
is coming...  
So what's new?

### File sharing made easy

Quickly share files to your spaces so your whole team can view and provide feedback all in one place, saving you time and effort. You can even see who has seen your messages with read receipts.

### Searching just got simple

Never waste time searching through your emails again. With the handy search function in your new Jabber app, you can search for people, spaces, messages and files all in one place. Simple.

### @Mentioning has been enhanced

When you are in a space with several colleagues you can @mention them to get their attention. They will be notified and prompted to respond, making it easier to collaborate and keep the conversation alive.

To find out how [click here](#)

- ✓ Easily share files with your team
- ✓ Search like a pro
- ✓ Did I mention @Mention?

Love this?

## Productivity never stops.

It can be a real grind when you're working with colleagues in different offices across different time zones. Waiting for them to come online before you can share your ideas slows down your progress.

Not anymore. The new Jabber experience brings a game-changing feature called Spaces. Think of them as virtual places for a group of people to work together, chat, share files and meet. Everything is stored in your spaces so even if your colleagues aren't online, you can send messages and files, which they'll see when they log-on.



### Create a space for your team or project

Add the people to a space that you need to get started. From there you'll be able to send messages or share files to everyone at once making it easy to collaborate with your teammates no matter where they are.

### Share

Pose your introductory thoughts, questions, or rationale. No need to wait for people to come online to start sharing.

### Calling on the fly

Make a quick call to your team member to get the answers you need instantly. Use video for more effective, rich communication.

To find out how [click here](#)

- ✓ Keep the conversation moving
- ✓ Don't wait to share
- ✓ Reach the team in seconds

[Love this?](#)

# Promotion posters

Move from conversation to collaboration with the new Cisco Jabber experience.



Learn more and scan the QR code with your mobile phone camera.



Continuous conversation makes your work better with the new Cisco Jabber experience.



Learn more and scan the QR code with your mobile phone camera.



Keep your finger on the pulse, wherever you are with the new Cisco Jabber app.





Learn more and scan the QR code with your mobile phone camera.




The new Jabber experience is here. Try it today!



  
No more waiting around, send your message in the moment as your chat will never disappear.

  
Create spaces and make them your hub. Call, message, meet, and share files, with everyone.


  
Save time and effort by accessing your files anywhere, at any time.



Learn more and scan the QR code with your mobile phone camera.



## Promotion business cards



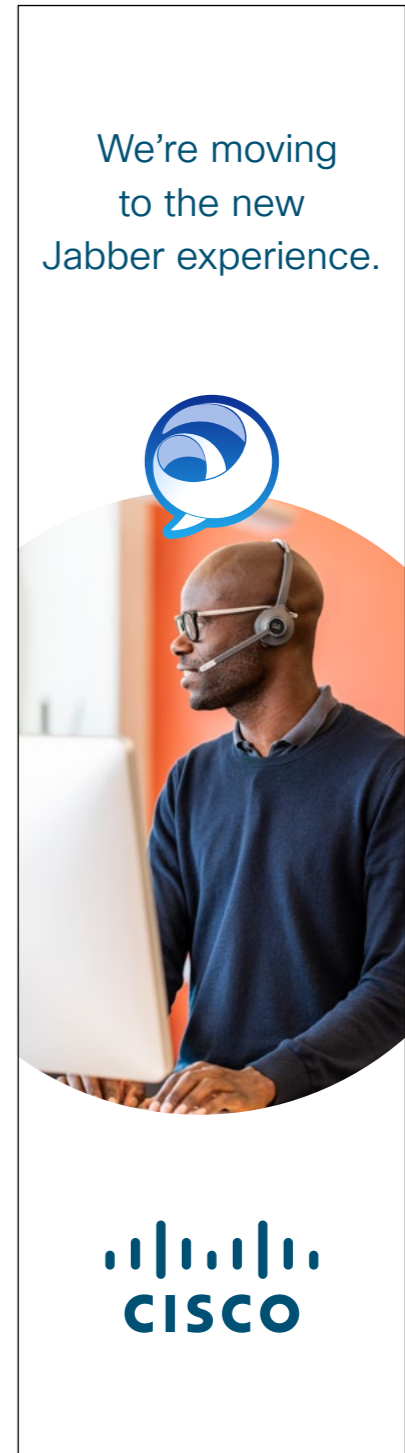
**The new Jabber experience**  
Make spaces your new hub for getting work done. Message, meet, share files, and so much more.  
[software.cisco.com](https://software.cisco.com)

## Promotion online banners

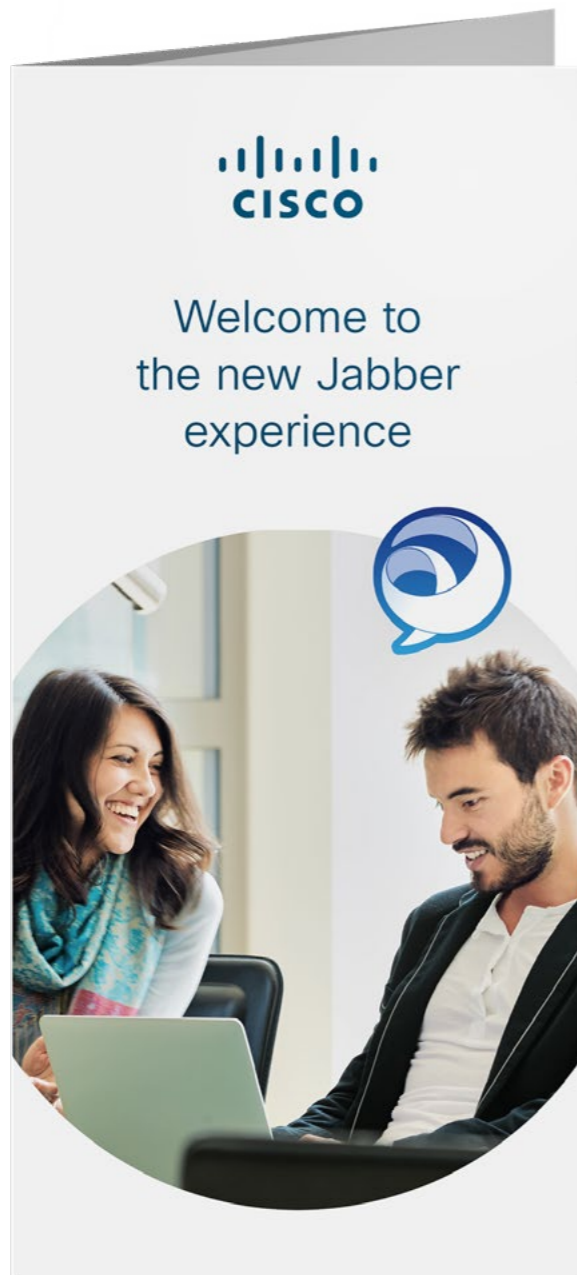
Over the next two pages there are digital banners to help promote the new Jabber experience.



## Promotion online banners



# Jabber flyer



**STEP 01**  
**Start a conversation.**  
With persistent chat, all of your conversations are stored in the cloud so you can pick up where you left off. One-to-one and team chats, it's all there. Continue the conversation anytime, anywhere, on any device.



**STEP 04**  
**Get someone's attention.**  
When you are in a space with several colleagues you can @mention them to get their attention. They will be notified and prompted to respond, making it easier to collaborate and keep the conversation alive.

**STEP 05**  
**File sharing made easy.**  
Quickly share files to your spaces so your whole team can view and provide feedback all in one place, saving you time and effort. You can even see who has seen your messages with read receipts.

**STEP 06**  
**Create a space for your team or project.**  
Add the people to a space that you need to get started. From there you'll be able to send messages or share files to everyone at once making it easy to collaborate with your teammates no matter where they are.

**STEP 07**  
**Searching just got simple.**  
Never waste time searching through your emails again. With the handy search function in your new Jabber app, you can search for people, spaces, messages and files all in one place.

**STEP 02**  
**Teamwork made easier.**  
The new Jabber experience will change the way you work as a team. Use spaces to bring your project team together to take an assignment from start to finish without ever leaving the app. Use a space for each project to share to store all the important files, documents, and conversations.

**STEP 03**  
**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.

- 1 Hover over the person or space you want to call.
- 2 Click the call icon.
- 3 Connect with your co-workers.




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# Going the extra mile



## 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.](#)





Questions/comments?

Email [JabberAdoption@cisco.com](mailto:JabberAdoption@cisco.com)