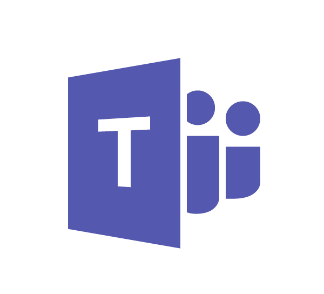
**Journey from Skype for Business to Microsoft Teams:**

**Upgrade Essentials Email and Survey Samples**



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# Introduction

Driving awareness is a key success factor in ensuring a positive first experience, in addition to accelerated acceptance and adoption of a new solution. As you prepare for your organization’s upgrade to Microsoft Teams, be sure to keep your stakeholders and users up to speed on what’s happening, why it’s happening, and what actions they need to take to be ready for the change.

Designed to be used in conjunction with theUpgrade Essentialschecklist**,** these templates are for you to customize and send to help facilitate your upgrade from Skype for Business to Teams.

# Upgrade communication templates

Email remains the most common way to communicate within an organization. Communications should be clear and concise, enabling users to easily understand what’s changing, the value of the change, what actions they need to take, and where to go for more information. Ensuring users have everything they need at their fingertips can help facilitate their transition to Teams. Below are email templates that correspond to specific steps in the Upgrade Essentials checklist. They're designed for an easy “copy and paste” as you transpose the verbiage into your own format, then simply customize and send as you progress through the upgrade checklist.

## Key stakeholder/project team email

**Send:** During step 1

Subject line: IMPORTANT ANNOUNCEMENT Regarding Skype for Business

Body of email:

As Microsoft [announced](https://blogs.office.com/2017/09/25/a-new-vision-for-intelligent-communications-in-office-365/) in September 2017, Skype for Business and Microsoft Teams will be coming together into one solution. Teams builds on the great capabilities of Skype for Business and offers chat (IM), meetings, audio/video calling, file management, and a project workspace in one collaboration tool.

Microsoft has indicated that Teams is now ready for our organization. To take full advantage of this new solution, we’ll be transitioning users from Skype for Business to Teams over the next 30 days. Our official transition date is <<insert date>>, after which Skype for Business will be decommissioned for our organization.

Microsoft has provided an upgrade checklist outlining the essential tasks we should take to facilitate this transition. If you’re listed on the To line, you’re a key stakeholder in executing a successful transition to Teams and I may be reaching out for assistance. In the interim, let me know if you have any questions.

Warm regards,

<<project team lead>>

## Notify users email

**Send:** During step 4

Subject line: IMPORTANT ANNOUNCEMENT Regarding Skype for Business

Body of email:

From instant messaging to meetings to audio calling, we understand how much you rely on technologies like Skype for Business to get your job done. We’re excited to announce that we’ll be transitioning to Microsoft Teams, which provides one solution for your communication and collaboration needs. Teams leverages much of what you know and love about Skype for Business and expands what’s possible, integrating chat (IM), online meetings, calling, file management and a project workspace all into one interface.

**When is this transition happening?**

Our official transition to Teams is set for <<insert date>>, but your journey starts today. We understand that change takes time and want to ensure you have what you need to be successful while minimizing disruption to your daily routine. Over the next few weeks, you’ll receive a series of emails with step-by-step activities to help you prepare for the transition to Teams. You’ll also see a notification in your Skype for Business client, notifying you of this pending upgrade.

**CALL TO ACTION: Get started with Teams today**

* View this Introducing Microsoft Teams [video](http://teamsdemo.office.com)
* Follow these [Quick Start](https://support.office.com/article/download-and-install-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d) steps to send your first chat in Teams

If you have questions or need help, please reach out to <<insert company support information>>.

Warm regards,

<<project team lead>>

## Remind users email

**Send:** During step 6

Subject line: ACTION REQUIRED: Host your next online meeting in Teams

Body of email:

We’re just <<X weeks/days>> away from the transition to Microsoft Teams and want to make sure that you’re ready. Online meetings are part of our everyday life, so take time this week to get acquainted with online meetings in Teams. Complete the following steps for the smoothest experience:

**CALL TO ACTION: Make your next online meeting a Teams meeting**

* Follow these [steps](https://support.office.com/article/get-your-team-together-for-better-meetings-71e3858c-7e5f-4ad7-bb67-c77d80237e96) to host your first Teams meeting.
* Begin rescheduling recurring Skype for Business meetings in Teams.
* Make every new online meeting a Teams meeting.

*What will happen to my Skype for Business meetings after we move to Teams?*

Your Skype for Business meetings will continue to work. However, if you want all meetings to be in Teams, you’ll have to cancel existing meetings and reschedule them in Teams.

Tip: If you need assistance with scheduling meetings, T-Bot can help! In the Teams client, simply

* Go to the **Chat** tab
* Select the **New chat** button
* Type **T-Bot** in the **To** line.
* Type **How do I schedule a meeting** and T-Bot will guide you through the steps.

Should you have questions about this upgrade, contact <<insert alias or contact info>>.

Warm regards,

<<project team lead>>

## Welcome users email

**Send:** During step 7

Subject line: PLEASE READ: Skype for Business is now Microsoft Teams

Body of email:

Let me be the first to officially welcome you to Microsoft Teams. Your Skype for Business client will be decommissioned, and Teams is your default application for chat and meetings. In case you missed it, let’s review what Microsoft Teams can do for you:

* Offers familiar Skype for Business chat and meeting features to maintain a consistent feel.
* Simplifies communication with a centralized contact list and persistent chat tracking for quick access to your conversations.
* Saves time by providing a single location for your project notes, Office documents, team members, conversations AND meetings.
* Alleviates the frustration of trying to find that lost email attachment, by storing and accessing files in one place
* Makes communication more fun and personal with customizable memes and Giphys.

**CALL TO ACTION: If you need assistance getting started in Teams**

* View this Introducing Microsoft Teams [video](http://teamsdemo.office.com).
* Visit the [Office 365 Training Center](https://support.office.com/en-us/article/microsoft-teams-video-training-4f108e54-240b-4351-8084-b1089f0d21d7?wt.mc_id=otc_home&ui=en-US&rs=en-US&ad=US), or simply ask T-Bot.

Should you have questions about Teams, contact <<insert alias or contact info>>.

Regards,

<<insert executive sponsor name>>

## Check-in email

**Send:** During step 9

Subject line: ACTION REQUESTED: Tell us about your Microsoft Teams experience

Body of email:

We upgraded to Microsoft Teams just over a week ago and want to hear from you.

Share your feedback (see sample below) and transition experience with us. Your information will be used to ensure you have what you need to use Teams moving forward, and help us better prepare for upgrades like this in the future. This survey will be open until <<insert date>> and should take no more than 5 minutes to complete.

Should you have questions, contact <<insert alias or contact info>>.

Warm regards,

<<project lead>>

## Using teams and channels email

**Send:** During step 10

Subject line: CALL TO ACTION: Give teams and channels a try

Body of email:

Now that you’re up and running with Microsoft Teams, learn what else Teams can do for you. More than just chat and meetings, Teams serves as a hub for teamwork—where you can chat, collaborate, and share content with the people you work with. Using the teams and channels functionality enables you to organize your projects and conversations in a way that works for you.

**CALL TO ACTION: Give teams and channels a try**

* Learn about [teams and channels](https://support.office.com/article/learn-about-teams-and-channels-5e4fd702-85f5-48d7-ae14-98821a1f90d3).
* [Create a team](https://support.office.com/article/video-teams-and-channels-c3d63c10-77d5-4204-a566-53ddcf723b46) for a current project or initiative.

Tip: The best use of the Teams workspace comes when the right people join the right team. Work with your manager or colleagues to optimize the use of teams and channels.

Should you have questions, contact <<insert alias or contact info>>.

Warm regards,

<<project lead>>

# User feedback survey

**Send:** During step 9 as part of the check-in email

A feedback survey enables you to capture the user experience and also user sentiment regarding Teams. Gathering user insights is a great and easy way to ensure they have what they need to continue to adopt Teams, and to mitigate any concerns before they escalate.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Indicate how skilled you are at performing the following activities in Teams, and whether you’d like to learn more about any of them. | | | | | |  |
|  | Very skilled | Somewhat skilled | Not skilled at all | Want to learn more | N/A | Unsure/not familiar |
| **Use Teams for IM/chatting with others** |  |  |  |  |  |  |
| **Use Teams for online meetings** |  |  |  |  |  |  |
| **Use Teams for collaboration (teams and channels)** |  |  |  |  |  |  |
| **Use Teams on my mobile device** |  |  |  |  |  |  |

|  |
| --- |
| What, if anything, is preventing you from using Microsoft Teams? (Check all that apply.) |
| **I’ve never heard about it** |
| **I don’t have it installed on my computer** |
| **I don’t understand how it would benefit me or the people I work with** |
| **I haven’t had time to evaluate it for my needs** |
| **I already use other applications that meet my needs for communication and collaboration** |
| **I would need training before using it** |
| **I’ve tried to use it, but have had technical issues or a bad experience** |
| **Our support desk couldn’t help me with my questions** |
| **Nothing, I currently use it** |
| **Other (please specify)** |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| How likely are you to recommend Microsoft Teams to a friend or colleague?(0=Not at all likely...10=Extremely likely) | | | | | | | | | | |
| 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |