Avaya Spaces™ Adoption Guide

Version 1.0

Contents

For your best viewing experience of this eBook,
download the pdf and view it in **Adobe Acrobat Reader**
(this is free to download).

Welcome

Awesome, you've taken the leap into Avaya Spaces. Let's start the journey to work in a whole new way.

Avaya Spaces connects you with your people and tools – all in one place. We'll help you achieve this by guiding you through the planning, launching, and achieving a successful adoption plan for your employees. So that all your people are working in a new, efficient and connected way. Making sure you get the most out of your investment.

Every business is different. However, the tools and techniques shared in this eBook will help any business drive a successful adoption strategy aligned to your business goals.

It's time to use just one app – Avaya Spaces – to achieve your success!

Avaya Spaces®

Let's Do This Together

Maximise the adoption of Avaya Spaces by using this eBook as your guide. You may use the materials slightly differently depending on the size of your company. However, it will be helpful for all companies during the planning and adoption of Avaya Spaces. Whether you're 1000, 100 or even 10 people, the principles are the same.

In This Book You Will Find:

- Information to help you develop a successful Avaya Spaces plan aligned to your goals

- Easy to use Quick Start Guides for your people

- Portfolio of Use Cases to answer the 'What's in it for me?' question for users

- Useful hints and tips throughout to keep you on track

Designed For You

Want to customize materials to make them your own? No problem. We've made it easy for you to personalize documents. Inside you will find links to all editable files, please use these to maximize your experience and help you in a successful Avaya Spaces roll-out.

Dive into the book and make your roll-out a success right from the start!

Adoption Planning

Adoption Planning For Avaya Spaces Success

During the adoption planning process, you will need to collect a range of information to help you understand, plan and successfully launch Avaya Spaces so that you change the way people work. You need to have a reliable on-boarding process and develop a range of content that will highlight the benefits of Avaya Spaces to ensure high levels of adoption.

Imagine where you want to be in 6 months.

A successful Avaya Spaces roll-out that allows people to work in whole new way. It didn't just happen, you planned it! You knew what you needed to achieve, expressed why it was important and involved your peers to make it inclusive.

You planned how you were going to make it happen right from the start and your Avaya CSM was always available to help.

So, let's get started!

Business Drivers

The first step in your Avaya Spaces journey is to have a clear understanding of why you're deploying it.

Being clear on your business drivers will help to keep your adoption effort focused on what really matters.

It will help to sell the value to leaders, encourage employees to take part, identify compelling use cases, and measure how well you're doing. The aim is to help leaders, peers and employees succeed in a new way of working and love Avaya Spaces.

Think of these questions when building a clear understanding of the business drivers behind your Avaya Spaces deployment.

What Does it Look Like Now?

1. What is the business situation you want to change?
2. What do you want it to look like for customers, employees and partners?
3. What will be the impact of the changes for your business?
4. How will the business benefit from this change?
5. Are there any possible issues that concern you?
6. Which people need to be involved to make this happen?
7. How can Avaya Spaces help you get there?
8. How can we ensure the adoption of Avaya Spaces makes this happen?
9. How will you know you've got there?
10. What numbers can we put against the current state?

Project Governance

Planning is important when delivering projects of any size. It ensures it's on track, within budget and has the intended benefit for the user. Good project governance is a big part of this, getting the right team around you can set you up for success from the start. For the most successful and well-functioning team you will need expertise in communications, learning and development, leadership, and more.

In smaller companies it could mean that one person has a number of these roles. That's ok as long as they have the availability, the skills and enthusiasm to help your Avaya Spaces roll-out be a success.

To keep your adoption project on track and focused will require continual monitoring and reviewing.

Your Avaya CSM will be right beside you all the way.
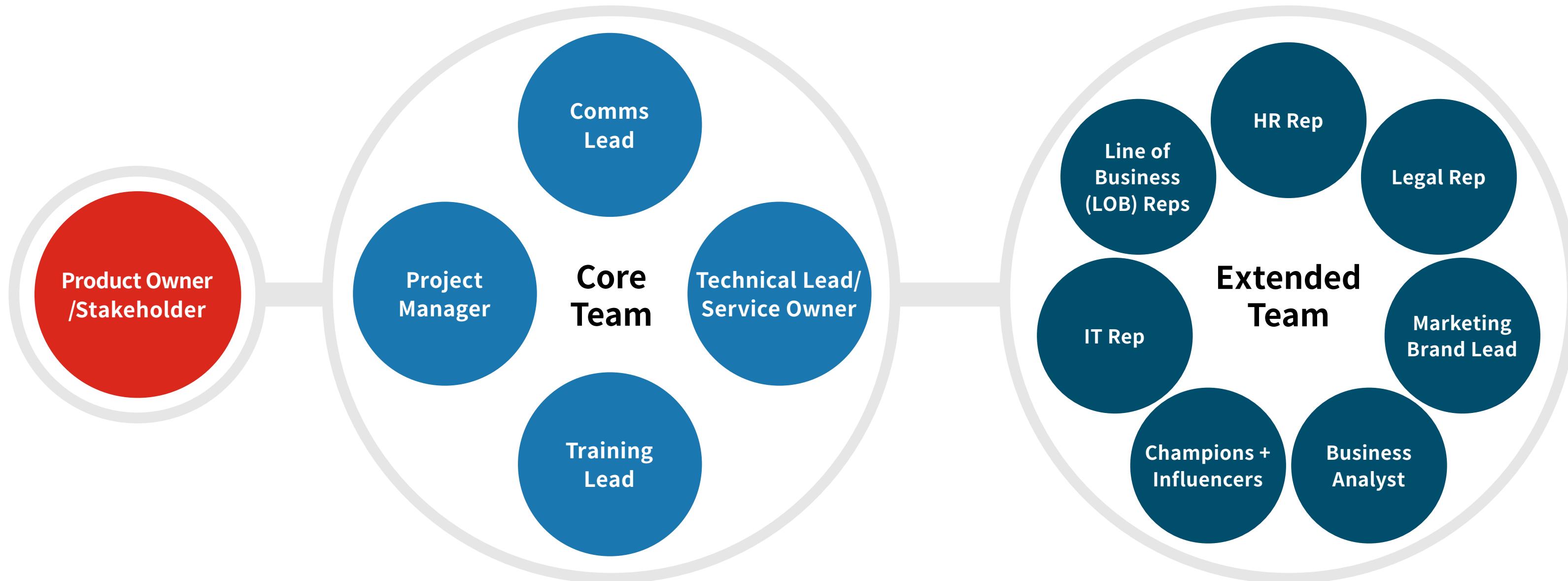
Tip

Include all the team in the kick-off meeting. Make sure they are available between 1-3 hours depending on the size of the roll-out complexity. We'll guide you through your kick-off meeting later in the eBook.

A Typical Project Governance Structure For an Avaya Spaces Deployment

The Product Owner/Stakeholder works with the Avaya Customer Success Manager and oversees the whole project. They engage experts who will help make the roll-out a success. See below for what the project team could look like. If you're a small business the Extended Team may not be necessary, and one person could cover many of the core team roles. Ensure everyone understands their role and how important they are in making the roll-out a success.

Product Owner /Stakeholder

Core Team
- Comms Lead
- Project Manager
- Technical Lead/ Service Owner
- Training Lead

Extended Team
- Line of Business (LOB) Reps
- HR Rep
- Legal Rep
- IT Rep
- Marketing Brand Lead
- Champions + Influencers
- Business Analyst
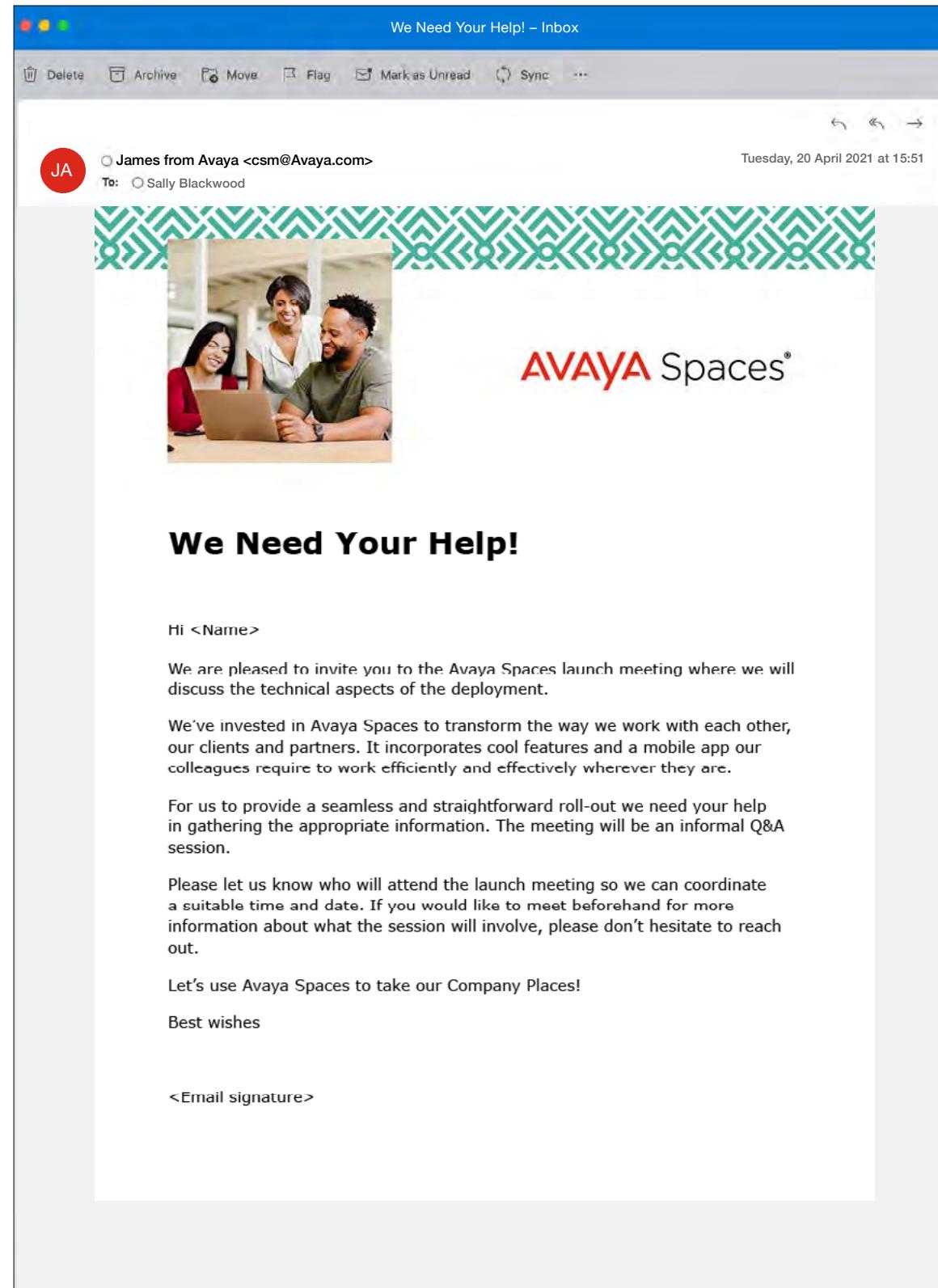
Planning a Kick-Off Meeting

Kick-off sessions with key stakeholders are a great place to capture the operational, technical, and change process information. Discuss the business challenges their teams face and ideate how the capabilities might be applied to address them. It's a great opportunity to inform your delivery teams no matter what size they are, how to prepare and execute the launch of Avaya Spaces into their business.

Make sure all the necessary information is gathered at this meeting for a successful roll-out.

There are six key steps to think about when planning your kick-off meeting:

1. Welcome email
2. Scheduling the kick-off meeting
3. Creating an engaging agenda
4. Sharing preparation documents
5. Defining the team and agreeing on roles and responsibilities
6. Creating the next steps and staying in touch

[Download the emails](#)

Tip

Don't forget to include your Avaya Customer Success Manager in the email.

The Elements of Success

These elements guide you through the Avaya Spaces adoption journey from day one and beyond. Follow each element in the order that works for you to achieve the greatest success no matter what size company you are.

Leadership
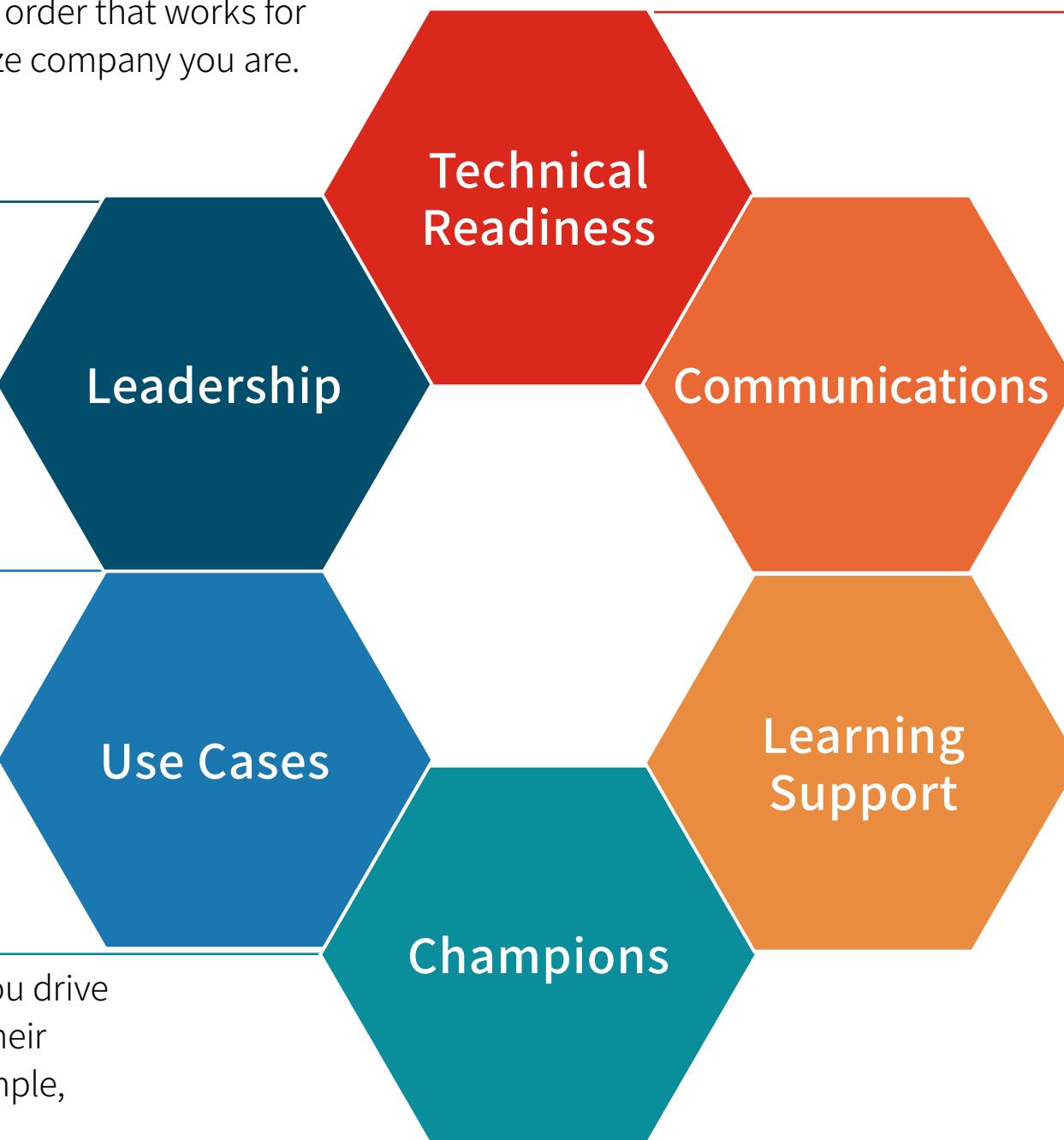
Senior people supporting the effort and leading the way. Make a plan with your senior leaders to get your business started with Avaya Spaces.

Use Cases

Understand how your business will use Avaya Spaces and clearly show how everyone will benefit. Sharing relevant stories that answer, 'what's in it for me?' is the best way to get everyone on board.

Champions

Recruit enthusiastic people in your business to help you drive Avaya Spaces adoption. Empower them to go out to their teams to showcase the new way to work, lead by example, draw others into the service and share best practices.

Technical Readiness

Making sure Avaya Spaces works, first and every time. Ensure you have all the technical resources and information you need for a successful roll-out.

Communications

Develop a comms plan to get the news out about the new way of working with Avaya Spaces. Promote its value, show everyone the benefits and how to get started.

Learning Support

Get your teams familiar and using all Avaya Spaces features with tailored support. Think about whether to use scheduled training sessions or self service materials. These include user guides and how-to videos to get users started.

Technical Readiness · Leadership · Communications · Use Cases · Champions · Learning Support

Timeline And Milestones

So, you are now ready to plan your timeline and milestones for launching Avaya Spaces.

Your plan needs to include decisions you've made, steps and tasks you and your team have considered when launching Avaya Spaces to the business.

This plan will help guide your team so they know what they must do and when.

AVAYA Spaces®
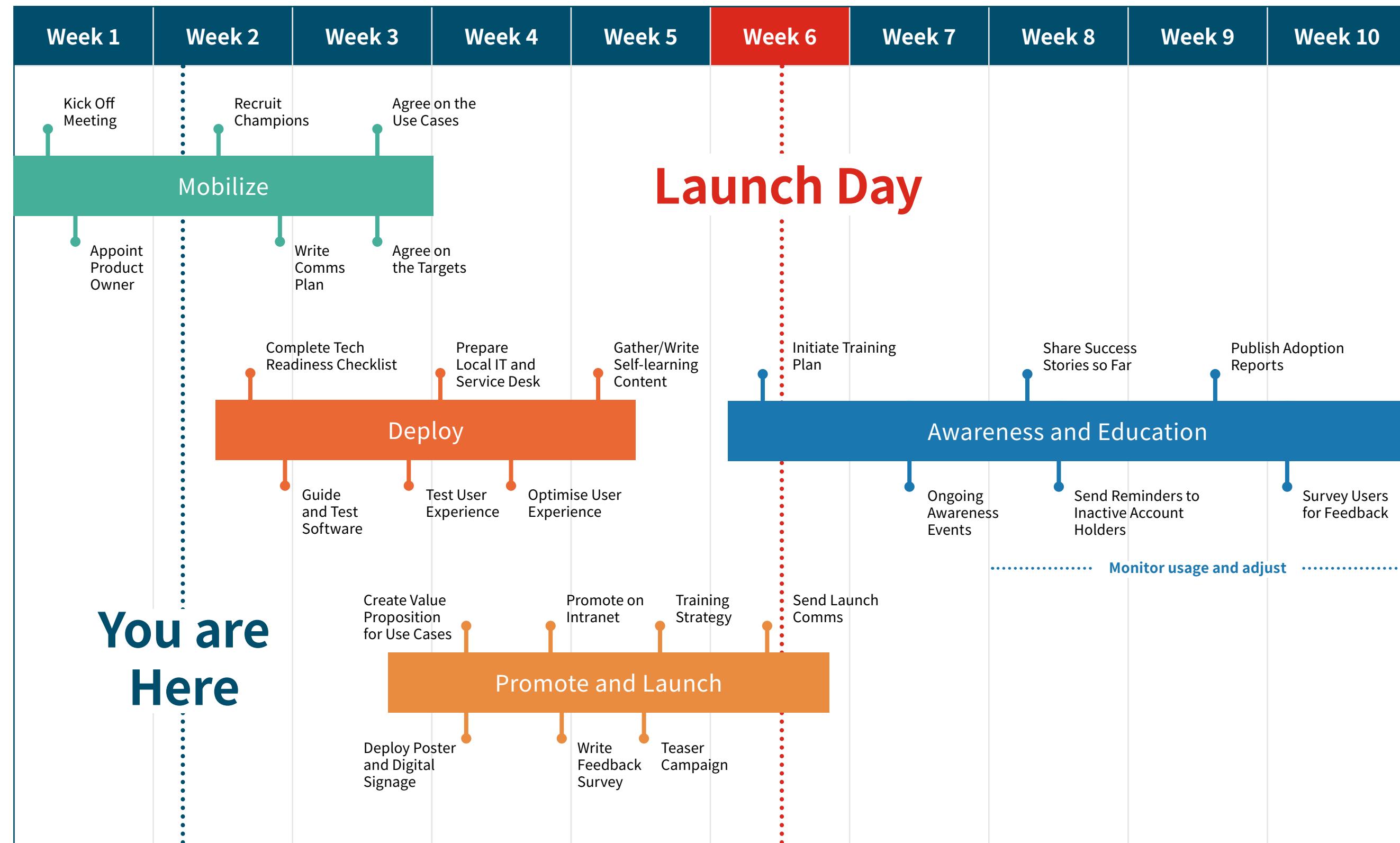
Adoption Plan Template

If you are a smaller business, just use what is appropriate from the plan and tailor it to meet your company's roll-out and time-scales. This template can help you think through ideas and give you a structure for time-scales for when you're planning your own activities.

Keep in mind that the time-scale of an adoption plan will depend on the size of your company and scale of the roll-out.

Avaya will support you with CSM Specialist support through your journey.

Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10

Kick Off Meeting

Recruit Champions

Agree on the Use Cases

Mobilize

Appoint Product Owner

Write Comms Plan

Agree on the Targets

Launch Day

Complete Tech Readiness Checklist

Prepare Local IT and Service Desk

Gather/Write Self-learning Content

Initiate Training Plan

Share Success Stories so Far

Publish Adoption Reports

Deploy

Guide and Test Software

Test User Experience

Optimise User Experience

Awareness and Education

Ongoing Awareness Events

Send Reminders to Inactive Account Holders

Survey Users for Feedback

Monitor usage and adjust

You are Here

Create Value Proposition for Use Cases

Promote on Intranet

Training Strategy

Send Launch Comms

Promote and Launch

Deploy Poster and Digital Signage

Write Feedback Survey

Teaser Campaign

INTRODUCTION   **ADOPTION PLANNING**   **ELEMENTS OF SUCCESS**   **YOUR ORGANIZATION**   13

Measurement

How will you know if your adoption is going well?

It is important to set targets and measures so you can check in on the success of your project regularly. It will also allow you to make changes throughout the adoption journey and demonstrate return on investment at a glance.
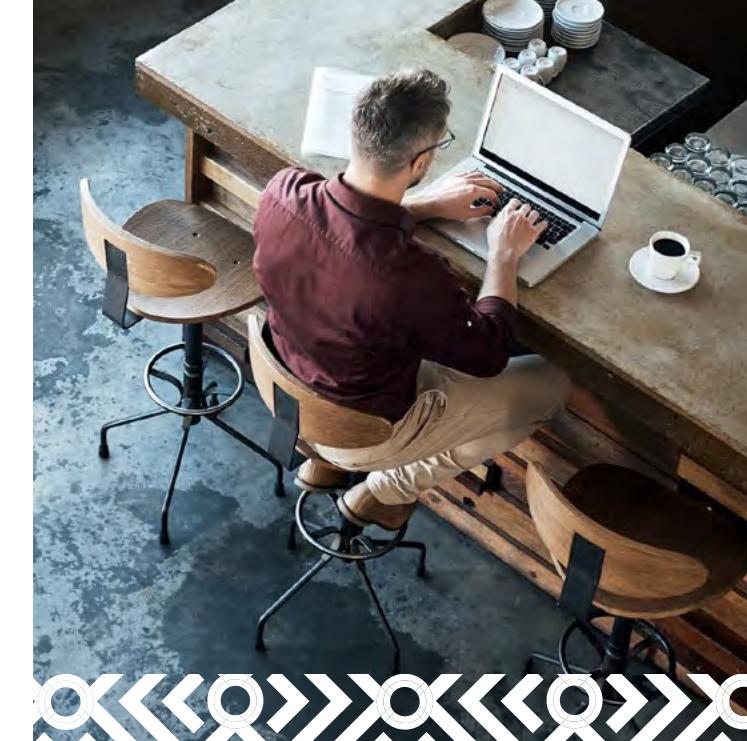
So be sure to set targets and measurements to recognize and celebrate your successes.

Measure the Success of Your Avaya Spaces Services in Three Areas:

Usage Analytics

Who is using Avaya Spaces?

How often are they using Avaya Spaces?

Business Performance

How is Avaya Spaces impacting productivity, quality, and cost.

Success Stories

Stories of how Avaya Spaces has been used to improve productivity and create value.

Measurement Example 1 – Large Business

Here is an example of a measurement template. Use this or create your own to keep track of your targets and measurements.

Avaya Spaces Service			Numbers of Users: 1000
Area	**What to Measure And Targets**		**How to Measure**
Usage Analytics	**By Week 8**	Monthly active users: 30% Weekly active users: 15% Daily active users: 10%	Analytics and usage in Avaya Spaces by analyzing Calling, Message and Video Meetings usage. Company survey in confidence in using Avaya Spaces, liaise with communications team to issue survey. **Points to consider:** Are they using it in a way and level consistent with the plan? If not, who or which groups are they, so you can explore why?
	By Week 12	Monthly active users: 60% Weekly active users: 50% Daily active users: 35%	
	By Week 16	Monthly active users: 80% Weekly active users: 60% Daily active users: 45%	
Business Performance	**By Week 8**	Reduction in travel costs –5% Employee productivity +10%	Work with finance to benchmark travel costs and report figures monthly. Work with leaders to review employee productivity. **Points to consider:** If reduced travel was a key business goal, are you seeing the use of meetings rising to level expected. Is video part of the meeting as it's the virtual means of "Being there". Can you see the reduction in travel costs AND the corresponding increase in video meetings. Are they aligned so you know your customers are not "seeing" less of your people.
	By Week 12	Reduction in travel costs –10% Employee productivity +20%	
	By Week 16	Reduction in travel costs –12% Employee productivity +25%	
Success Stories	**By Week 8**	3 stories	Brief project team and champions on importance of capturing stories. Share success stories via internal communications. **Points to consider:** If your goal was to consolidate spending on bespoke Message, collaboration and Meetings services, have you seen the traffic fall on them so can confidently "cancel" them and realized the operational cost savings?
	By Week 12	6 stories	
	By Week 16	12 stories	

Measurement Example 2 – Small Business

Avaya Spaces Service			Numbers of Users: 100
Area	**What to Measure And Targets**		**How to Measure**
Usage Analytics	**By Week 8**	Monthly active users: 65% Weekly active users: 50% Daily active users: 30%	Analytics and usage in Avaya Spaces by analyzing Calling, Message and Video Meetings usage. Company survey in confidence in using Avaya Spaces, liaise with communications team to issue survey. **Points to consider:** Are they using it in a way and level consistent with the plan? If not, who or which groups are they, so you can explore why?
	By Week 12	Monthly active users: 80% Weekly active users: 65% Daily active users: 55%	
Business Performance	**By Week 8**	Initial feedback is positive, promoter rate of +80% Start process to cancel legacy telephony system. All new joiners onboarded through Spaces Office footprint reduced by 10%.	Work with comms to survey teams to gage internal promoter rate. Track training completion. Work with HR to ensure all new joiners are onboarded through Avaya Spaces. Survey new joiners to capture employee engagement rates. **Points to consider:** Has the work life balance improved, work with internal comms to gage this. Due to people working remotely has this affected productivity speak to senior leaders to gage.
	By Week 12	All teams trained on Spaces remote onboarding survey is indicating high employee engagement of new joiners. Legacy telephony system cancelled. Office footprint reduced by 20%.	
Success Stories	**By Week 8**	5 stories	Brief project managers and champions to look out for and capture success stories. Work with Comms to share success stories internally. Incentivize the best success story shared.
	By Week 12	8 stories	
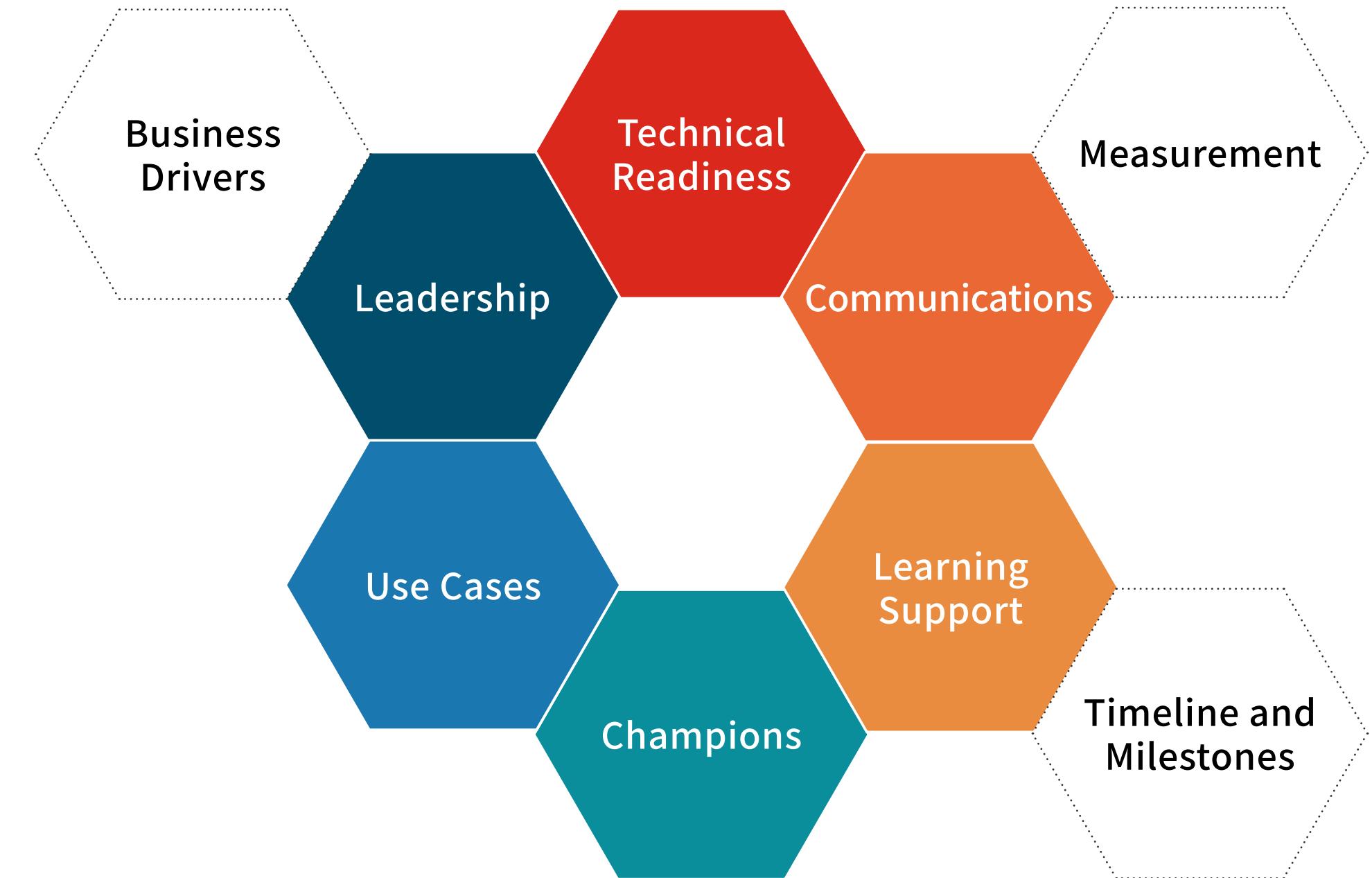
Measurement Template

Use this to keep track of your own targets and measurements.

Spaces Service		Numbers of Users:
Area	**What to Measure And Targets**	**How to Measure**
Usage Analytics		
Business Performance		
Success Stories		

Bring it All Together

You've agreed your business drivers and you've brought together your winning team. You've created your communications plan, incorporated the Elements of Success and now you've consolidated your measurements. You're almost ready for a successful Avaya Spaces roll-out.

Business Drivers

Technical Readiness

Measurement

Leadership

Communications

Use Cases

Learning Support

Champions

Timeline and Milestones

What's Next?

Now you need to assemble the findings from your adoption planning activities and create a report with your recommended actions and delivery plan.

For a rounded and balanced view of your Avaya Spaces roll-out include:

What Are Your Business Drivers?

Set out your business drivers, including what success looks like and how you will measure and track the return on investment.

Are You supplying User Devices?

What are your plans for supplying devices? What are the challenges and actions?

Are You providing Support For users?

What are the plans for supporting your users? What are your challenges and actions?

What is the Communication Plan?

How will information be sent to users? What information will be sent and when?

What does the User Population Look Like?

How are your users divided? Where are they located? What are the numbers and challenges identified with this?

What Are the Deployment plans?

What are the plans for deploying Avaya Spaces to all users? What are your challenges and actions?

What Are the Self-Service Learning Content Requirements?

What content do users need? Who will produce it? Where can it be found?

What is Your High-Level Adoption Plan?

How will you keep track of the timelines and activities?

How Will You Enable Remote Working?

How will you support and assist remote and home working?

How Will You Enable Working on Mobile Devices?

How will you ensure security? How will you support and assist?

The 6 Elements of Success

Element of Success: Leadership

Executive sponsorship is critical to ensure the successful adoption of Avaya Spaces. When the senior leadership team lead from the front, use Avaya Spaces fully, they communicate the benefits and the 'why?' behind the investment, employees will follow.

Benefits of High Avaya Spaces Adoption to Your Leadership Team

- It is a complete communication solution for meetings, calls, chat, sharing files and managing tasks

- Cost and time savings by reducing time to decisions

- Shorter more productive meetings

- A more engaged and connected workforce

- Enable work from anywhere

- Reduce dependency on emails

- Improve productivity

Tip
Give your leaders confidence using Avaya Spaces by training the PA/EA community early, so they are on hand to help.

Leadership

Technical Readiness

Communications

Use Cases

Learning Support

Champions

Begin with a Short Business Case For "Why Avaya Spaces"

Draw from your business drivers document and reference key use cases or case studies relevant to your business.

Get Them on Board Early

Key selling points for Avaya Spaces include; switching from chat to video in a couple of clicks, the ability to integrate with other applications easily and collaborating outside of the organization.

Encourage Them to Lead by Example

Encourage them to change a regular 'in person' meeting to an Avaya Spaces video meeting, or use Avaya Spaces for all team communications.

Email Template to Get Your Leaders Onboard

In your email it's important to highlight the benefits that using Avaya Spaces will bring to the business. Once leaders see the value to them and their teams, they can help you drive adoption in their areas.

Tip
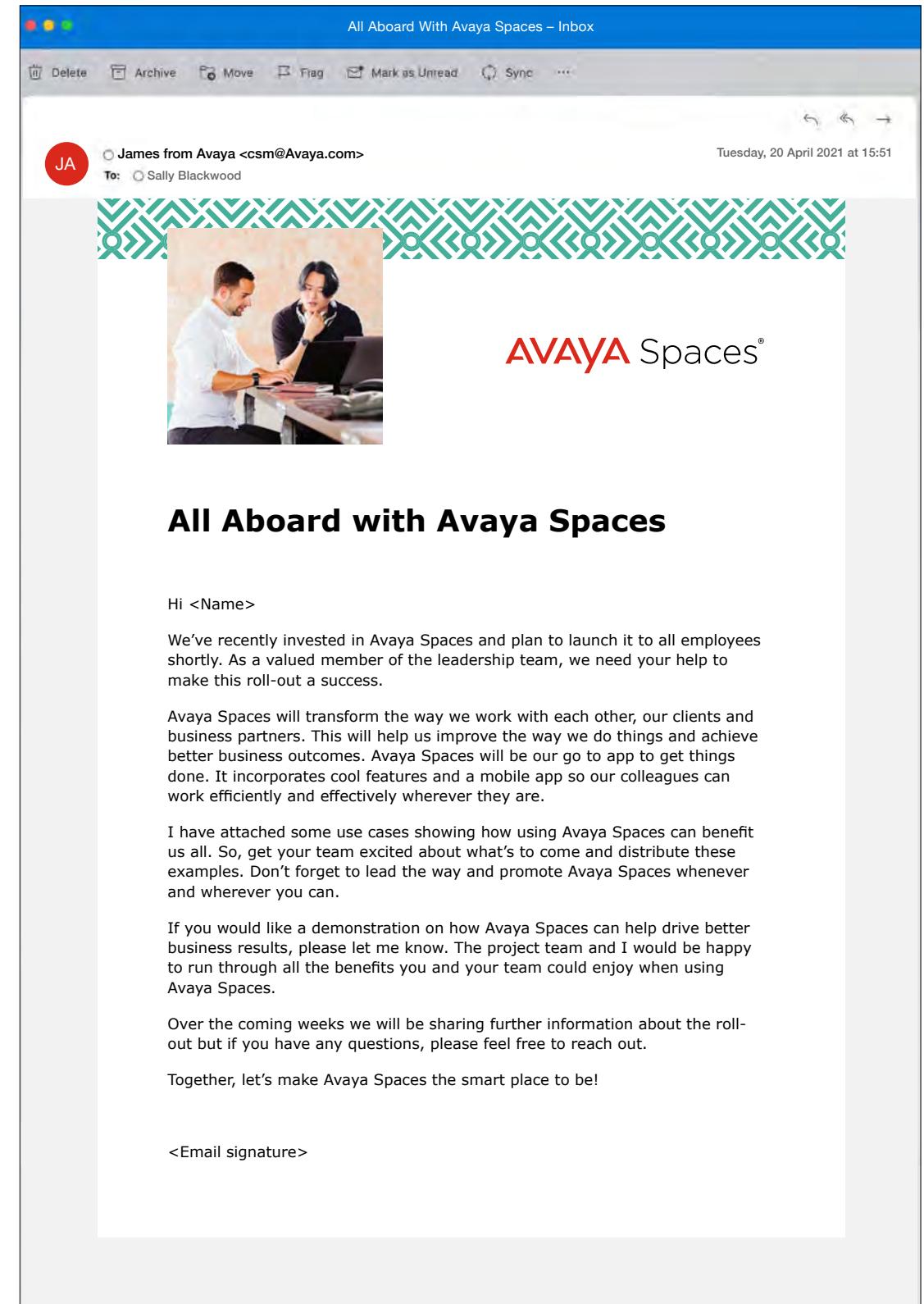
Don't forget to attach appropriate use case examples to your email.

Project Sponsor to Leader

Use this email template or create your own using your businesses tone of voice.

Subject Line:

All aboard with Avaya Spaces

Download the emails

All Aboard With Avaya Spaces – Inbox

🗑 Delete 📁 Archive 📦 Move 🚩 Flag ✉ Mark as Unread 🔄 Sync ⋯

James from Avaya <csm@Avaya.com>
To: Sally Blackwood
Tuesday, 20 April 2021 at 15:51

AVAYA Spaces®

All Aboard with Avaya Spaces

Hi <Name>

We've recently invested in Avaya Spaces and plan to launch it to all employees shortly. As a valued member of the leadership team, we need your help to make this roll-out a success.

Avaya Spaces will transform the way we work with each other, our clients and business partners. This will help us improve the way we do things and achieve better business outcomes. Avaya Spaces will be our go to app to get things done. It incorporates cool features and a mobile app so our colleagues can work efficiently and effectively wherever they are.

I have attached some use cases showing how using Avaya Spaces can benefit us all. So, get your team excited about what's to come and distribute these examples. Don't forget to lead the way and promote Avaya Spaces whenever and wherever you can.

If you would like a demonstration on how Avaya Spaces can help drive better business results, please let me know. The project team and I would be happy to run through all the benefits you and your team could enjoy when using Avaya Spaces.

Over the coming weeks we will be sharing further information about the roll-out but if you have any questions, please feel free to reach out.

Together, let's make Avaya Spaces the smart place to be!

<Email signature>


Element of Success: Technical Readiness
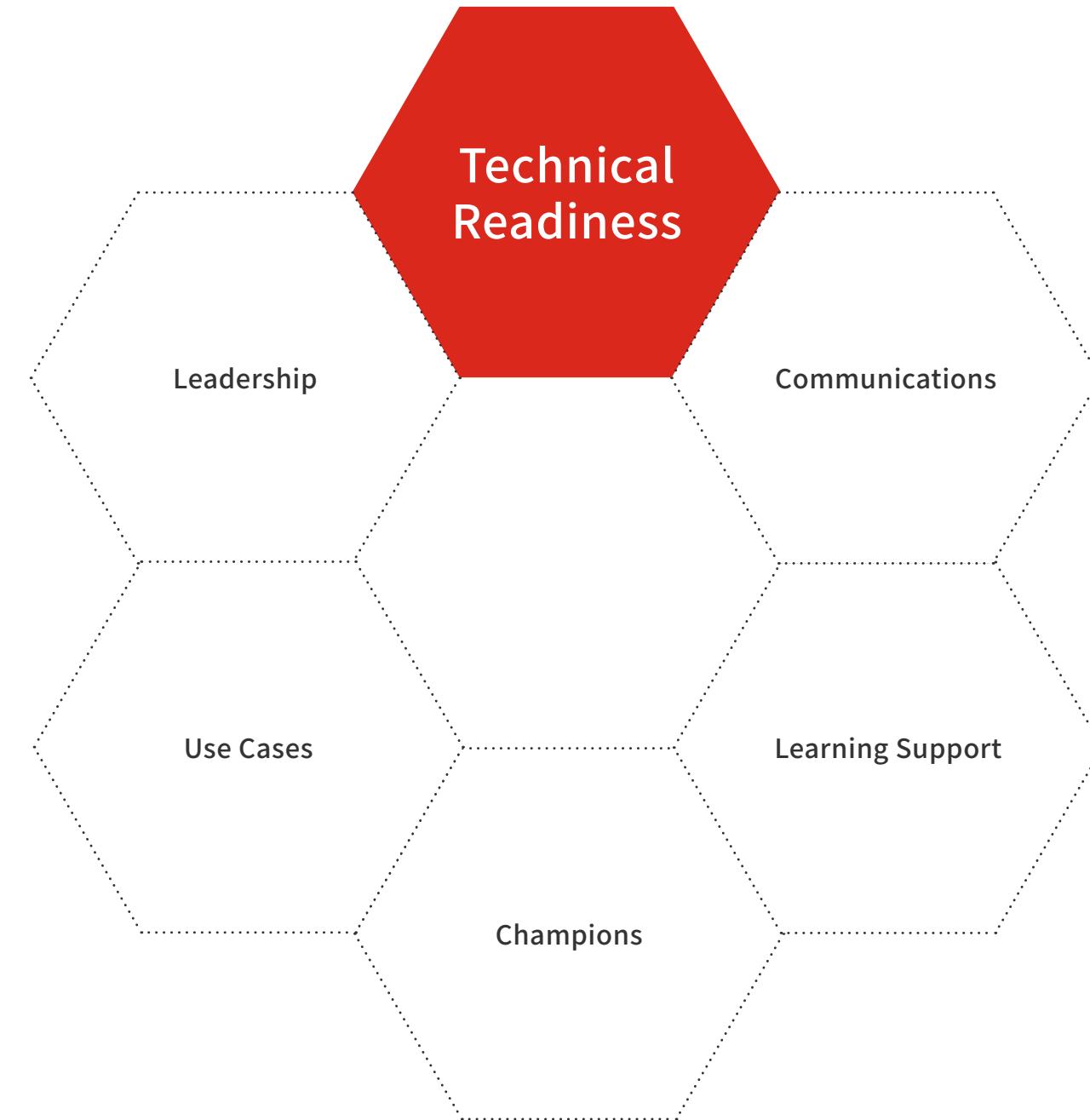
We understand that the desired outcome from all your teachnical readiness activities is giving your organization the best Avaya Spaces experience.

There are many things that people understand is important when thinking about technical readiness. For instance, can we implement Avaya Spaces with other business applications we use to provide even more benefit to our users and business?

However, there's much more to technical readiness than just getting the configuration right.

Testing and User Experience

Getting these things right first time will make all the difference to your adoption project and your users. Having great products is only half of it, the rest is user experience. This means thoroughly testing from the point of view of the new user and removing any issues they could face on the way.

Technical Readiness

Leadership

Communications

Use Cases

Learning Support

Champions

Technical Readiness Discovery

There are some specific areas that need to be thought through before starting your Avaya Spaces journey.

Managing your licences will be different if you are a small company compared to a large organization.

Small companies tend to deploy Avaya Spaces to everyone at the same time, as opposed to larger organizations who may deploy to groups of users over a period of time.

Remember to think about setting your business Avaya Spaces preferences. In any size business its always important to discuss and decide if there are any features you'll enable and disable for everyone.

With your IT team, or nominated person, use these questions or create your own to prompt discussions around your organization's technical landscape.

1. User Communities
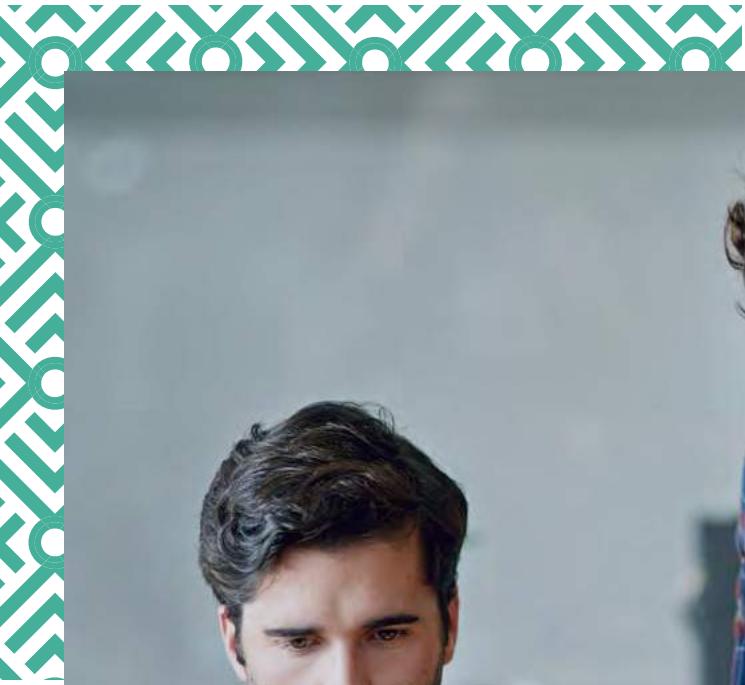
- How many users are getting Avaya Spaces?

- Where are they based?

- How can we best divide them? By role, region, etc

- Is Avaya Spaces replacing another service?

- Who are the biggest users?

- Is there a priority on who gets Avaya Spaces first?

- What integrations might we benefit from?

2. User Devices

- What % of desktop vs laptop machines are there? Are they PC or Mac?

- How many USB headsets/hands-free have been issued? Do we have enough?

- Can we purchase the required devices and send directly to users?

- Is a Mobile Device Management (MDM) system being used? If yes, how do we add the Avaya Spaces application?

- Do employees have company issued mobile or tablet devices?

- Is using their own mobile device permitted for employees at work?

- Do we need to issue USB cameras for the best user experience?

3. Deploying

- Are we manually provisioning accounts or using a directory upload?

- What is the benefit to user experience if we consolidate multiple domains?

- Are employees using any other cloud-based applications? Can we consolidate them?

- Is a single sign-on service currently being used? Will users authenticate using SSO?

- Are there security implications for logging in? E.g. password complexity or firewall settings?

- How will users schedule meetings? Integrate with Outlook?

Avaya Spaces Administrator Guidance

Are you the administrator for the implementation of Avaya Spaces in your company?

Yes? Well, we've got you covered.

We have a library of videos specifically designed with you in mind. They will help you get comfortable and familiar with your self service administration of Avaya Spaces.

Just **click here** to get started.

As well as the content in this eBook you and your users have further help **available here**. Again, there are videos to watch and these are all available whenever you need them.

Element of Success: Use Cases

Use cases help you to reveal opportunities for solving your employee and business needs.
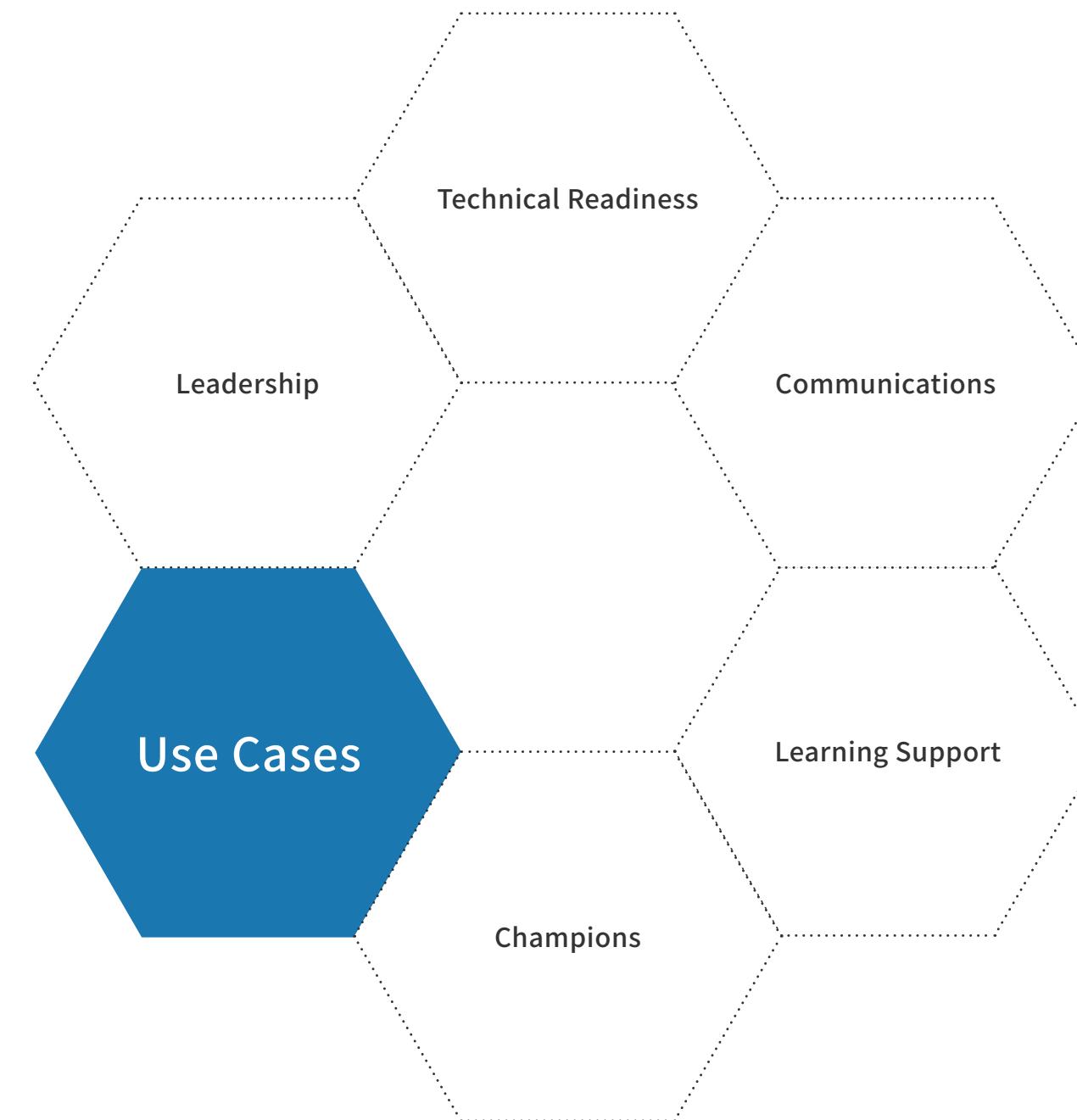
Defining use cases will help you identify areas where Avaya Spaces can have maximum impact on your business. They are also useful as they will provide opportunity for the wider business to adopt Avaya Spaces.

It will be helpful to think about and create use cases before launch for businesses of all sizes.

What Can a Use Case Do?

A use case will help you focus on solutions and show users how Avaya Spaces will help. The opportunities will come from the people who will be using it on a daily basis.

Identifying key use cases early and constantly reviewing throughout your Avaya Spaces roll-out will keep you on track and delivering success.

Technical Readiness

Leadership

Communications

Use Cases

Learning Support

Champions

Use Case Development

Interact with your leaders and managers to understand what workflows and processes could be improved.

Bring in key people to learn what use cases reflect their needs and how they work.

Spend time with people in small groups perhaps from different departments, who represent key roles and invite them to take part.

Write your own use cases or check out our use case **examples here**.

Don't Forget to Ask Them:

1. Where are the pain points?

2. What is taking too long?

3. Where is quality suffering?

4. What is costing too much?

Discuss how people can work together in Avaya Spaces to solve the key issues.

Tip

When creating use cases make sure they have a clear purpose and solve a specific problem for users.

Element of Success: Communications

Great communication is key for successful adoption for any size business. Without it, people won't understand why you are introducing Avaya Spaces or why they should use it. Having a clear communication plan before, during, and after launch is essential.

Remember, great communications are effective when a combination of different mediums are used. For example, a combination of announcements from leaders, success stories on your intranet, impactful videos, and guides to support your people through their adoption journey.

Communication plans aren't just for large global companies, they are useful for any size business. Don't worry if you don't have an internal communications team to help, you can create your own or use our simplfied communications **plan here.** Think about your message and the value statement you want your colleagues to hear and include this throughout the communications you send.

Technical Readiness

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Tip

Keep Avaya Spaces at the front of minds by including your success stories in your communication plan and share with everyone.
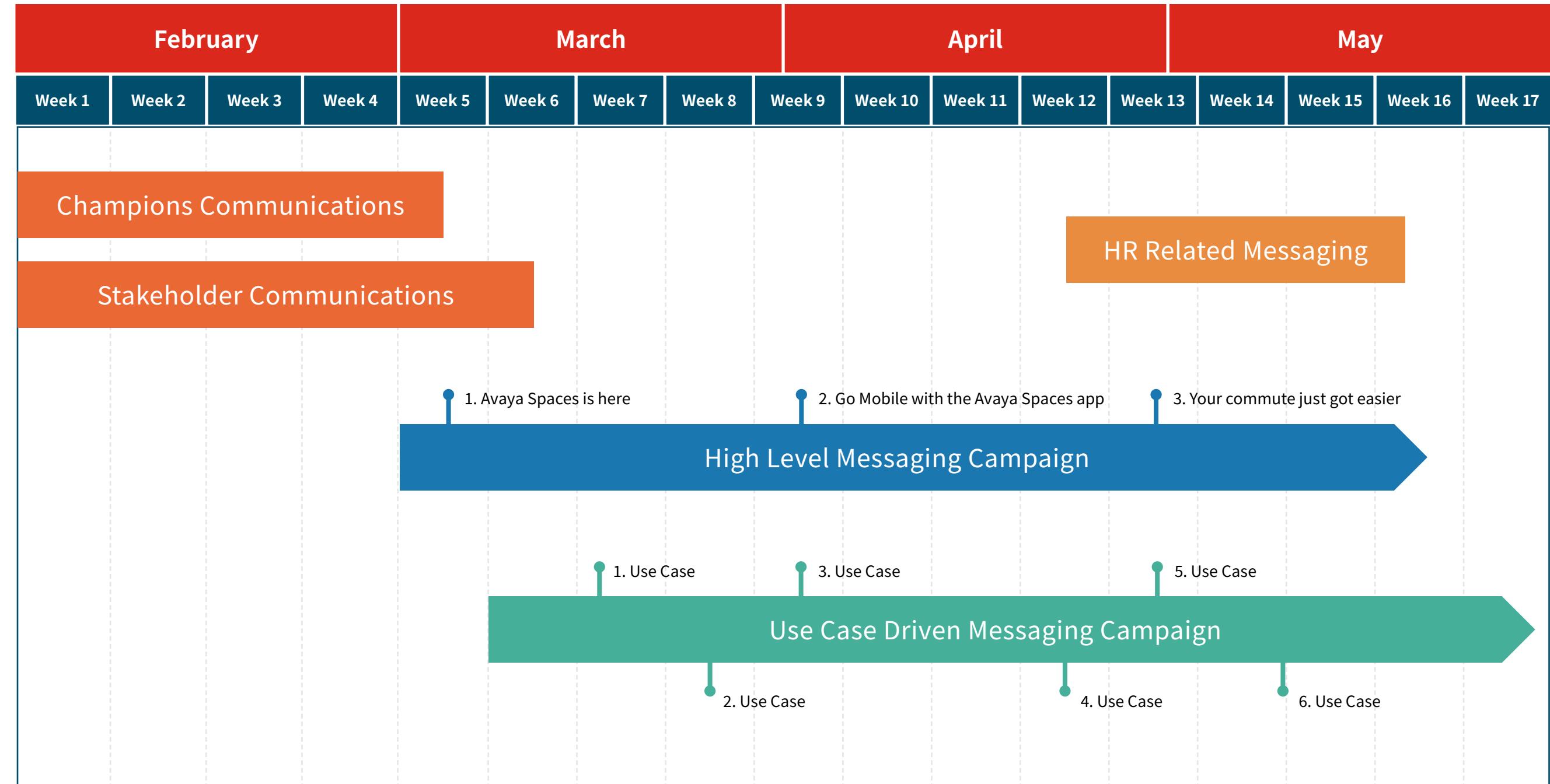
Communicate in Different Ways!

- Posters, email, blogs, intranet and more

- Mix it up a little with a combination of announcements from leaders, impactful videos, success stories, and guides

- Attend calls, meetings and events, like on-boarding and team meetings

- Get your champions involved with on-site announcements and events

- Find a way to use Avaya Spaces as a means of communicating with your leaders, managers and users

Simple Communications Plan For a Large Business

Here is an example communications plan for a large business. Add detailed messages to tailor what you want to deliver.
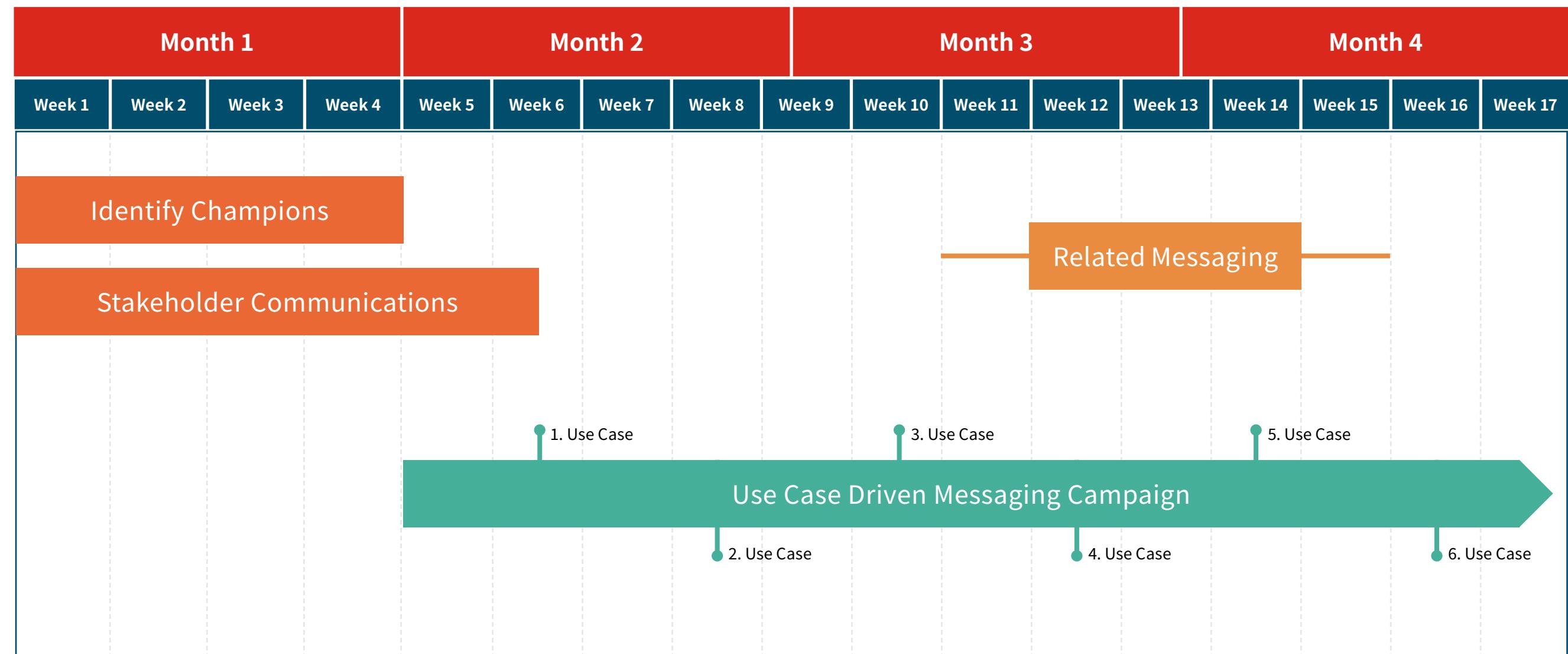
Capture the key themes of each communication along with the dates they need to go out.

February				March				April				May				
Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17

Champions Communications

Stakeholder Communications

HR Related Messaging

1. Avaya Spaces is here   2. Go Mobile with the Avaya Spaces app   3. Your commute just got easier

High Level Messaging Campaign

1. Use Case   3. Use Case   5. Use Case

Use Case Driven Messaging Campaign

2. Use Case   4. Use Case   6. Use Case

Simple Communications Plan For a Small Businesses

Here is an example communications plan for a small business.

Don't forget to share your use cases every second week to educate and inspire your users.

Month 1				Month 2					Month 3				Month 4			
Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8	Week 9	Week 10	Week 11	Week 12	Week 13	Week 14	Week 15	Week 16	Week 17

Identify Champions

Related Messaging

Stakeholder Communications

1. Use Case
3. Use Case
5. Use Case

Use Case Driven Messaging Campaign

2. Use Case
4. Use Case
6. Use Case

Avaya Spaces®

Element of Success: Champions

A champions network is the key to success, you can't do it all alone. Even in a small business, having a single champion can make all the difference. Champions will not only be your early enthusiasts but also invaluable critics. They will also be your most effective communication channel to the wider business.

To achieve success, it's crucial to identify these people early on. It's important they have early access to training so that they can support the wider team.

Identifying champions may seem like an easy task. But selecting the right person or team of people will make a big difference to your adoption efforts. If you are a large company, have a good spread of champions across your organization, from a variety of roles and departments.

Here Are Some Tips For You and Your Champions:

- Host regular in-person and virtual meet-ups, to discuss how they are adopting Avaya Spaces

- Ensure your champions have a place to connect with each other and yourself, so they always feel supported. You could even use Avaya Spaces with the Avaya Collaboration Unit and turn any TV or video into a video room

- Share great success stories with your champions, so they can use these to encourage others

- Always find a way to reward your champions for a job well done

Tip

Your champions shouldn't just be those who have experience with Avaya Spaces, instead enlist those who naturally connect people around your organization.

Technical Readiness

Leadership

Communications

Use Cases

Learning Support

Champions

Element of Success: Learning Support

It's now time to get your colleagues familiar and comfortable using Avaya Spaces, so they can enjoy a better way of working.

There are several ways to encourage people and give them confidence when trying it for the first time, these can range from scheduled training sessions, distributing user guides or highlighting a quick how-to video.

You'll need to decide who will run training sessions and who will create the user guides and videos. It doesn't matter if it's one person or a team of people, just remember to allocate enough time to prepare and create everything you need.

Don't forget to think about who users should contact if they have any questions or issues. For smaller companies this could be one person or even a champion.

Use Avaya Spaces to host your meetings with employees and to deliver training. Always remember to turn on your video for a more immersive experience.

Technical Readiness

Leadership

Communications

Use Cases

Learning Support

Champions

Successful Training Sessions

Don't forget the best training focuses on how Avaya Spaces can improve the way people work. Give real-life examples and not just how to use it.

Training needs:

- Simple objectives that colleagues care about

- Clear solutions to meet those objectives

- Actions colleagues can take during and after the training that changes behavior

- Trainers who are a role model, emulating company values

Tip

Train your champions early so they can help spread the word within your organization.

User Resources

Ensure everything your users need will be right at their fingertips.

Think about your communications plan and how these can work together to give the users what they need when they need it.

Don't forget to let your users know where they can get further support if needed. You could create a space for people to ask questions, give them a number to call or have your champions as the dedicated team to help.

Too much to do?

We've got you covered!

Read on to find our quick start guides, videos and more to share with your users.

Your Organization

Now you're ready to launch Avaya Spaces to your people. Use the assets in this section to get your leaders on board, create awareness and get everyone excited about the Avaya Spaces launch.

Don't leave anyone behind!

Everything you need for a successful Avaya Spaces launch is right here.

Tip

Don't forget you can customize these assets if you want to put your stamp on them and make them appropriate for your company.

Coming Soon Email

When to Use
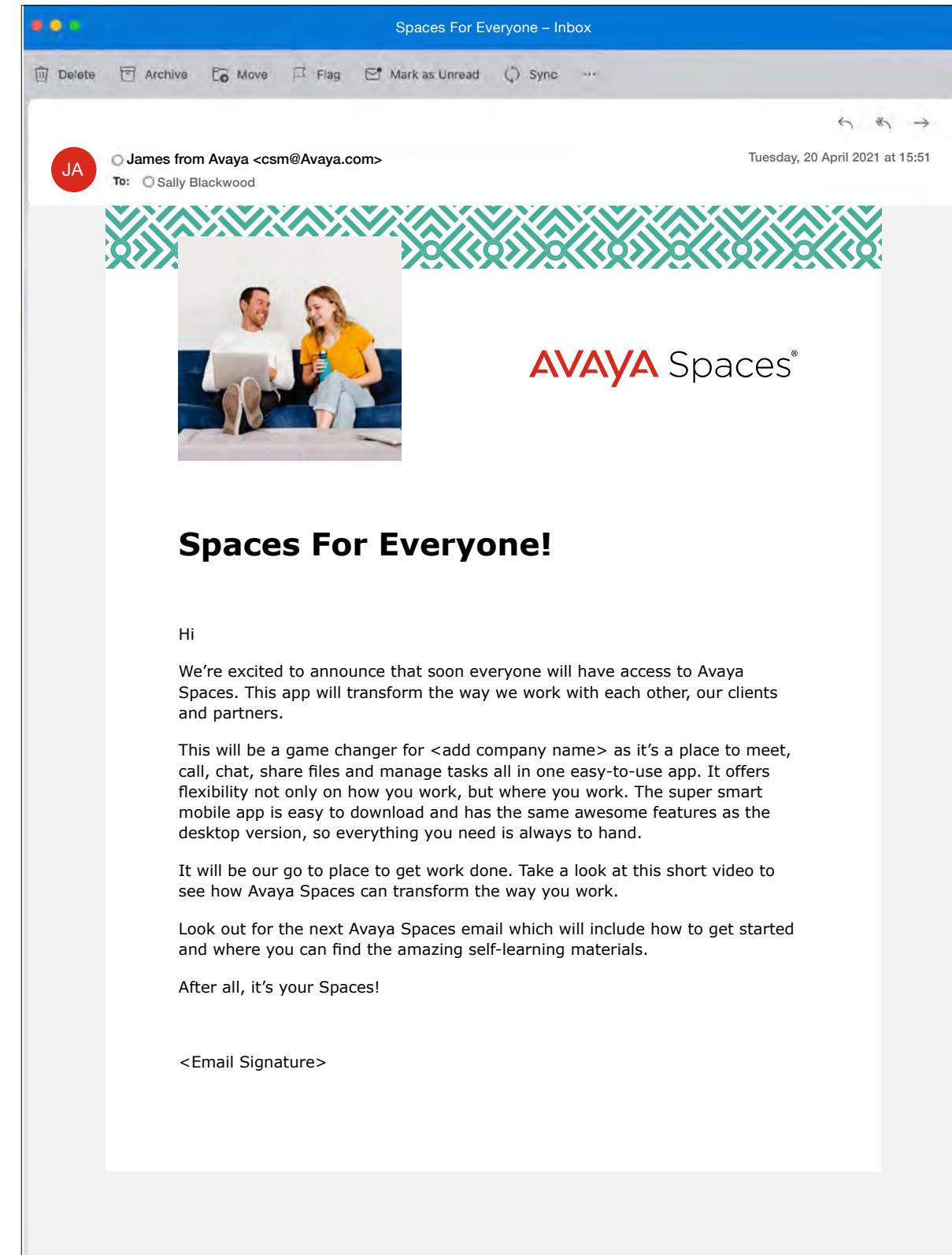
It's now time to tell the business what Avaya Spaces is, why we'll be using it and when it will be available. Don't forget to answer the 'what's in it for me?' with your high-level value proposition in the email.

Things to Think About

- What should the subject line be?

- What is Avaya Spaces?

- Why Avaya Spaces?

- When will it be available?

- Who should send the email?

- How will questions be answered and by whom?

- What should the return address be?

Tip

Don't forget to conduct a test run before sending the email.

[Download the emails](#)

Spaces For Everyone – Inbox

Delete   Archive   Move   Flag   Mark as Unread   Sync

JA James from Avaya <csm@Avaya.com>   Tuesday, 20 April 2021 at 15:51
    To: Sally Blackwood

AVAYA Spaces®

Spaces For Everyone!

Hi

We're excited to announce that soon everyone will have access to Avaya Spaces. This app will transform the way we work with each other, our clients and partners.

This will be a game changer for <add company name> as it's a place to meet, call, chat, share files and manage tasks all in one easy-to-use app. It offers flexibility not only on how you work, but where you work. The super smart mobile app is easy to download and has the same awesome features as the desktop version, so everything you need is always to hand.

It will be our go to place to get work done. Take a look at this short video to see how Avaya Spaces can transform the way you work.

Look out for the next Avaya Spaces email which will include how to get started and where you can find the amazing self-learning materials.

After all, it's your Spaces!

<Email Signature>

Avaya Spaces Launch Email

When to Use
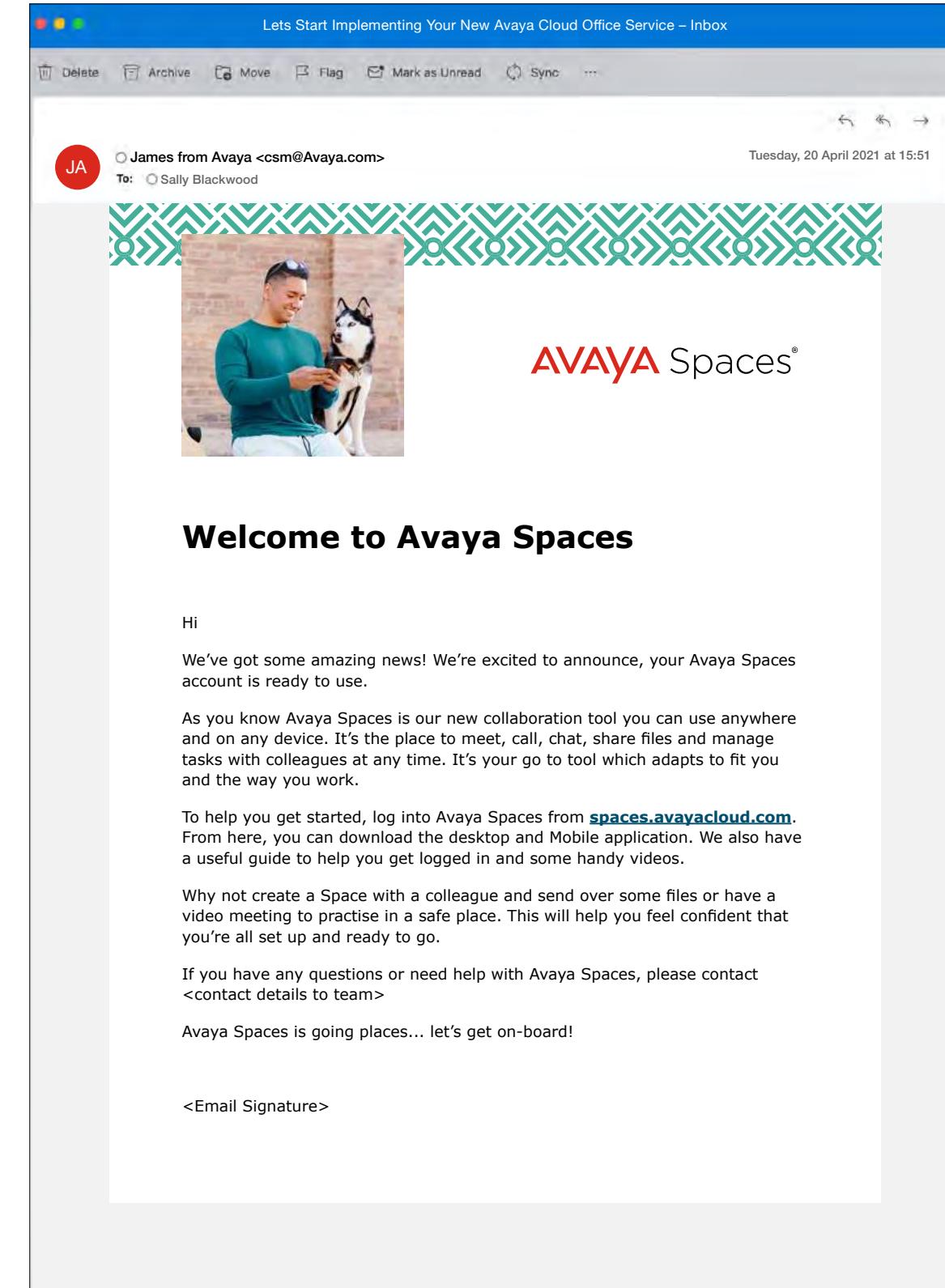
The launch email is where you confirm that Avaya Spaces is now ready to use. Make sure you include detailed instructions on how to get started as well as where to go for help.

Things to Think About

- A friendly introduction

- How to get started?

- Who should sign off the email?

- How to get support?

- Who should send the email?

- What should the return address be?

- Where can I locate the distribution list?

Tip

Include links to online content, so users always have access to the most up to date information. Test the hyperlinks before sending out the email.


[Download the emails](#)

Lets Start Implementing Your New Avaya Cloud Office Service – Inbox

Delete | Archive | Move | Flag | Mark as Unread | Sync | ....

JA James from Avaya <csm@Avaya.com>   Tuesday, 20 April 2021 at 15:51
To: Sally Blackwood

AVAYA Spaces®

Welcome to Avaya Spaces

Hi

We've got some amazing news! We're excited to announce, your Avaya Spaces account is ready to use.

As you know Avaya Spaces is our new collaboration tool you can use anywhere and on any device. It's the place to meet, call, chat, share files and manage tasks with colleagues at any time. It's your go to tool which adapts to fit you and the way you work.

To help you get started, log into Avaya Spaces from **spaces.avayacloud.com**. From here, you can download the desktop and Mobile application. We also have a useful guide to help you get logged in and some handy videos.

Why not create a Space with a colleague and send over some files or have a video meeting to practise in a safe place. This will help you feel confident that you're all set up and ready to go.

If you have any questions or need help with Avaya Spaces, please contact <contact details to team>

Avaya Spaces is going places... let's get on-board!

<Email Signature>

Posters

Print a poster. Put it up in the office, the restroom, the kitchen or any high footfall areas to get the word out about Avaya Spaces.

If you have any remote or mobile staff, why not share it digitally?

**Avaya Spaces, Connecting People Everywhere**
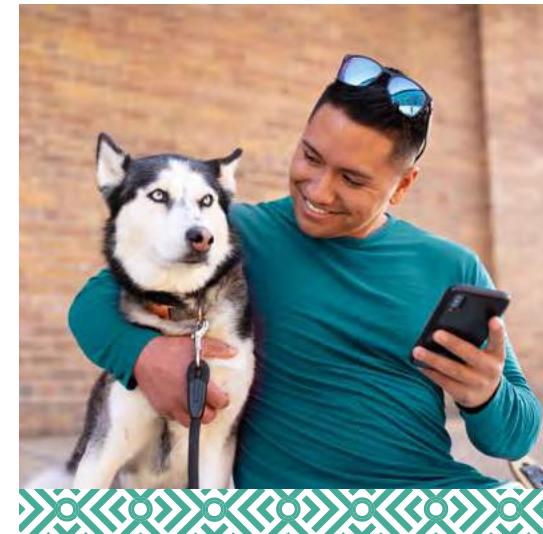
Scan the QR code and watch our video to find out more.

AVAYA Spaces®

[Download the pdf](#)

Avaya Spaces, Connecting People Everywhere
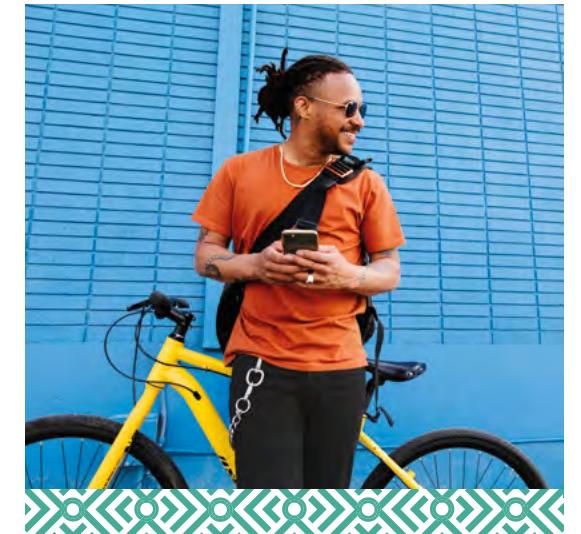
Scan the QR code and watch our video to find out more.

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Avaya Spaces, Connecting People Everywhere

Scan the QR code and watch our video to find out more.

AVAYA Spaces®

[Download the pdf](#)

Digital Banners

If you use digital signage in your organization, use these banners to keep Avaya Spaces in the forefront of peoples minds.

Need a different size? **Click here**

Avaya Spaces Connecting People Everywhere

Download the PNG

Download the PNG

Avaya Spaces Connecting People Everywhere

Download the PNG

Use Cases

We've created some inspiring use cases for you to share with colleagues, or you can create your own.

Remember to spread the word whenever you can.

Interview with Ease in Avaya Spaces

There's a new job opening in your department and there's already lots of interest with several online interviews lined up on the same day. You're worried about how you're going to attend these back-to-back interviews on time, while still considering and upholding the confidentiality of each applicant.

Avaya Spaces has your back

Set up a Space where the interview can take place, add the other members of the team who will be part of the interview process as either Admins or Members of the space. This will allow you to share useful files during the interview.

Any candidate can be set up as guest to the space. This means they don't see any history only the documents, or notes you share specifically with them when they initially join the Space. This allows you to feel confident you are not breaking any confidentiality laws and yet still make it on time for each interview.

Tip
Make sure to always set up a separate Space where interviewers can have private discussions without the fear of candidates seeing what's been shared.

AVAYA Spaces®

Download the pdf

Simplify Project Management with Avaya Spaces

You're part of a large project with many working parts and finding it difficult to manage all the tasks, files and posts you are receiving. It's difficult to know where to start and you're afraid you may miss something important.

View your entire virtual space with Avaya Spaces

The Avaya Spaces Dashboard has everything you need all in one place. You can see all your tasks and can prioritize accordingly. You can see all the Spaces you are part of, files you've sent and the latest posts. If you need to quickly grab a file you've previously shared, click on 'Files', and simply download or delete from the list.

Tip
Make the most of your Avaya Spaces with must have add-ons, accessed by clicking Downloads on your dashboard.

AVAYA Spaces®

Download the pdf

Always a Time And Place Available to Meet with Avaya Spaces

You need a place that's just yours. A place you can meet with your colleagues and clients quickly and at any time. A place everyone knows where to go. But as people are working remote, you're unsure where that place is any more.

Welcome to Avaya Spaces

In Avaya Spaces there's a meeting room that's just yours. A meeting room where the link is always the same and you can meet with people, inside or outside of your organization as long as you've shared the link. It's easy to set up your preferences the way you want. Simply share the 'My Meeting Room' link via chat or email and meet in a safe and secure place.

Tip
If you don't want to see your preview before joining 'My Meeting Room' uncheck 'Always show preview when joining meetings' box so you go straight into your meeting every time.

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Customer Meetings Made Easy with Avaya Spaces

You are trying to arrange a kick-off meeting with a new client and your project team, but you're finding it difficult to secure a date and time that works for everyone. You've found a slot that's suitable for your client but some of your team will not be working from the office that day.

Welcome to Avaya Spaces

Create a Space and include the client and your team, now you can share any pre-work or documents before your meeting.

With the Avaya meeting scheduler plug-in installed you can quickly go to your calendar and schedule your kick-off meeting in this Space. This way everyone can join wherever they are and on any device.

In your Space keep the conversation going before, during and after your meeting and keep everyone focused on the job in hand.

Tip
Record your kick-off call so anyone can refer back to what was discussed and agreed.

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Everything to Hand with Avaya Spaces

Keeping everything organized can be a challenge when you have numerous files, tasks and updates shared regularly. Often others would benefit from the files and posts you've received, and you'd like to share with them easily.

Avaya Spaces has the answer

Create a space with its own unique name which will help you keep related chats together. Share files and work documents effortlessly so you and your colleagues can see the same information at the same time. You can easily download documents from chat or posts to work on from either your desktop or mobile app. This allows you to be in contact with your team and have access to important files at your fingertips wherever you are. Avaya Spaces makes it easy to assign tasks and allocate due dates to stay on top of your workload. Remember you can view everything at a quick glance on your dashboard to keep you ahead of the game.

Tip
Use Posts to share files, add a description and comments, to keep everything together and easy to find.

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Working on the Go with Avaya Spaces

You're going to be out on client visits for the next few days. You still need to join video calls and have access to important files. You also need to stay connected with your team and keep up to date with everything that's going on.

Avaya Spaces has you covered

Make sure you download the Avaya Spaces mobile app so you can stay in touch wherever you are with video calls, file sharing, and collaboration. The mobile app has all the features and functionality that your desktop app or browser version offers. You can work in the same way just on your mobile. This offers greater flexibility when you're away from your desk and allows you to work on the go. Change the way you work today and collaborate from anywhere.

Tip
Remember when you're on the go and joining video calls be mindful of camera angles and mute yourself if you're in a noisy environment.

AVAYA Spaces®

Download the pdf

Stay Organized with Tasks in Avaya Spaces

You're finding that your monthly progress report is becoming increasingly difficult to manage. Team members are forgetting to update their tasks and trackers as workloads increase. This leads to meetings becoming time consuming and running over, meaning less time to complete work.

Avaya Spaces will keep you organized

Avaya Spaces will get your team back on track by creating tasks within the team space and assigning them to team members. You can attach all the necessary files, so everything is in one place. The team will receive reminders of task due dates, enabling everyone to complete the activities in advance helping them to be prepared, organized and stop your meetings running over.

Don't worry if you need to change some details in a task, all tasks you have created can easily be edited. You can add updated documents, task information, new due dates and who is assigned to the task whenever necessary.

Tip
Use your Dashboard to stay on top of all activities and keep track of due dates on open tasks at a glance.

AVAYA Spaces®

Download the pdf

Setting Your Team Up For Success

You're setting up a team to work on an exciting new project. It's a large team that works from various locations. They've not worked together previously so you need to get everyone communicating and working effectively virtually. You also need to create a central point for all documents.

Avaya Spaces has you covered!

Set up a new space, give it a unique name and add your teams value proposition to get everybody excited about kick-off. Add your team members and allocate them as a guest, members or admin depending on the permissions you'd like them to have in that space. You can also add additional people or remove members at a later date should your team members change.

Share your project documents in the space. Avaya Spaces is your safe place to store all your project content and is easily accessible by your team at any time from the web browser, desktop app, or mobile app.

This is your place to get work done, stay organized and keep the conversations going. Encourage your team to get involved and make the project a success.

Tip
Add additional people into your space as a member or admin, so they can see all the historic conversations and get up to speed quickly.

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Quick Start Guides Pack

We've created this quick start guide pack for you to share with colleagues. Attach them to your emails, print them out, add to your intranet or any other communications.

Avaya Spaces Applications Overview And Quick Start Guides

[Download the pack](#)

AVAYA Spaces®

How to Videos

Welcome to Joining Meetings in Avaya Spaces.

Watch the video

Welcome to Scheduling Meeting in Avaya Spaces.

Watch the video

Welcome to this Avaya Spaces video on setting up a Space

Watch the video

Welcome to Avaya Spaces Dashboard overview

Watch the video

Welcome to collaborating in Avaya Spaces

Watch the video

Welcome to Avaya Spaces quick tips video

Watch the video

How to Short Videos

We've created some short videos for you to share with colleagues. Embed videos in emails, your intranet or any other communication.

1. [Avaya Spaces-User Preferences](#)

2. [Avaya Spaces-My Meeting Room](#)

3. [Avaya Spaces-File Sharing](#)

4. [Avaya Spaces-Managing Space Notifications](#)

5. [Avaya Spaces-Changing Your Profile Image](#)

6. [Avaya Spaces-Favorites](#)

7. [Avaya Spaces-Direct Messaging](#)

8. [Avaya Spaces-Delete a Message](#)

9. [Avaya Spaces-Dashboard Overview](#)

10. [Avaya Spaces-Creating a Space](#)

11. [Avaya Spaces-Keyboard Shortcuts](#)

12. [Avaya Spaces-Searching](#)

Want to Customize?

Rebrand or edit the assets to reflect your businesses voice and branding, by clicking on the **link here**.

Please make sure you are working from the latest Avaya Spaces Adoption Guidance version. This is constantly being updated and improved. You can check your version number by **visiting our site**.

Thank You for Reading Our Avaya Spaces Adoption Guidance