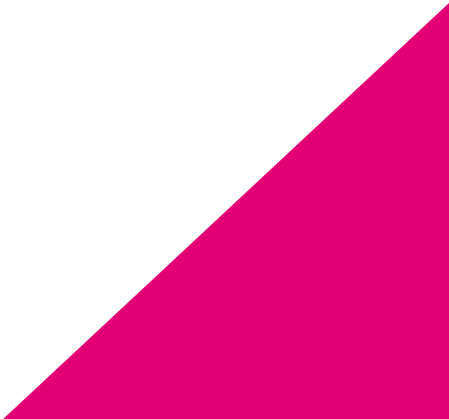




INBOUND TELESales **w/o HOME INTERNET** **NEW HIRE ROADMAP**



WEEK 1

*Magenta text indicates Compliance training

DAY 1

- Get Ready to Thrive (0:25)
- Welcome to Team Magenta (1:35)
- Un-carrier Experience (1:25)
- Un-carrier Principles (0:30)
- T-Mobile Values (1:20)
- Un-carrier Experience Commitment (0:20)
- Welcome to Team Magenta Tools & Resources (0:35)
- A Day in the Life (0:30)
- **Social Media at T-Mobile (0:15)**
- Flex Time

DAY 2

- Interaction Model (3:05)
- Call Handling (1:45)
- Daily Call Listening (0:30)
- Interaction Model in Action #1 (1:00)
- Meet Your Customers (1:25)
- Flex Time

DAY 3

- Signature Moves (3:00)
- We Are So Much More Than Wireless (0:45)
- **Outlook Webmail for Service Partners WBT (0:15)**
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- Rate Plans (2:35)
- Flex Time

DAY 4

- Network (3:00)
- Art of Sales: Discovery Questions (1:00)
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- Handsets (3:00)

DAY 5

- Device Simulator (0:30)
- Operating Systems (1:40)
- Art of Sales: Positioning Statements (2:00)
- Week 1 Review (0:30)
- Knowledge Check (KC) #1 (1:00)
- KC Debrief (0:15)
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- Flex Time

WEEK 2

DAY 6

- Art of Sales: Empathy (1:00)
- Art of Sales: Overcoming Customer Hesitations (3:00)
- Offers (2:15)
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- **Telesales – Shielding T-Mobile from Fraud (0:15)**
- Flex Time

DAY 7

- Interaction Model in Action #2 (1:00)
- Art of Sales: Closing the Sale (1:00)
- DASH (2:35)
- **Protecting Information the Right Way – Third Party Edition WBT (0:20)**
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- System Drills & Hot Seat Activities (0:30)
- Flex Time

DAY 8

- Interaction Model in Action #3 (1:00)
- Credit Conversations (2:00)
- Accessories (2:10)
- **Data Prioritization Explained WBT (0:15)**
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- System Drills & Hot Seat Activities (0:30)
- Flex Time

DAY 9

- Mobile Internet (3:15)
- **Care – T-Mobile Device Protection Compliance Training WBT (0:30)**
- **SLACK: Data Shield WBT (0:15)**
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- Flex Time

DAY 10

- IoT (3:00)
- Week 2 Review (0:30)
- Knowledge Check (KC) #2 (1:00)
- KC Debrief (0:15)
- **Care – Selling the Right Way WBT (0:30)**
- Daily Call Listening (0:30)
- Daily Role-Play (1:00)
- System Drills & Hot Seat Activities (0:30)
- **Mid-class Survey**
- Flex Time

*For Daily Call Listening activities, use the Call Library

**For Daily Role-Play activities, use the Role-Play Library



WEEK 3

*Magenta text indicates Compliance training

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- Interaction Model in Action #4 (1:00)
- DIGITS (2:30)
- Atlas (2:45)
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- Flex Time

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- Handling Customer Misdirects (1:30)
- Value Added Services (3:45)
- Daily Call Listening (0:30)
- Daily Role-Play (1:00)
- System Drills & Hot Seat Activities (0:30)
- Flex Time

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- Customer Billing (1:50)
- Customer Onboarding (3:10)
- Daily Call Listening (0:30)
- Daily Role-Play (1:00)
- System Drills & Hot Seat Activities (0:30)
- Flex Time

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- Account Verification in Atlas and DASH (0:50)
- Rebellion (3:30)
- 2020 PEI Annual Compliance Training Nationwide
- Daily Call Listening (0:30)
- Daily Role-Play (1:00)
- System Drills & Hot Seat Activities (0:30)
- Flex Time

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- Customer Escalations (2:45)
- Week 3 Review (0:30)
- Knowledge Check (KC) #3 (1:00)
- KC Debrief (0:15)
- Care – Telephone Consumer Protection Act – 103017 WBT (0:20)
- Demystifying Financial Products (0:25)
- Daily Call Listening (0:30)
- Daily Role-Play (0:30)
- System Drills & Hot Seat Activities (0:30)
- Care - Third Party Charges Disputes 2020 (0:25)
- End of class Survey
- Flex Time

WEEK 4

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- Welcome to TCC (1:00)
- Take Customer Calls (5:30)
- TCC Debrief (1:00)

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- Welcome to TCC (1:00)
- Take Customer Calls (5:30)
- TCC Debrief (1:00)

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- Welcome to TCC (1:00)
- Take Customer Calls (5:30)
- TCC Debrief (1:00)
- Mid-TCC Survey

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- Welcome to TCC (1:00)
- Take Customer Calls (5:30)
- TCC Debrief (1:00)

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- Welcome to TCC (1:00)
- Take Customer Calls (5:30)
- TCC Debrief (1:00)
- End of TCC Survey



*For Daily Call Listening activities, use the Call Library

**For Daily Role-Play activities, use the Role-Play Library