

A blurred background image of a person wearing glasses, looking at a screen displaying a futuristic user interface. The interface features glowing blue and green circular elements, lines, and a gear-like pattern, suggesting a complex software or system being used.

FASTFORWARD 
@ axiata

Enterprise Academy

SME Direct & Indirect
User Guide

Introduction

Welcome! This guide has been designed for the **Axiata FastForward Enterprise Academy (EA)** to help participants in navigating the FUSE, EY Spotmentor and EY CompetencyConnect platforms throughout their learning journey.

Overview of platforms

The guide details clear instructions on how to navigate through different steps of the CDI process.



FUSE

FUSE is **Axiata FastForward's virtual learning platform** – an exciting communication, learning and collaboration platform that lets you create, share and access knowledge.

Participants can access EY Spotmentor through the Enterprise Academy (EA) Community Page on FUSE.

EY Spotmentor

EY Spotmentor is an **AI driven intuitive skill, learning and career platform**. It enables the curation of relevant content to develop learning journeys based on individual needs.

Participants can view their skills gaps and access their hyper-personalised learning journey on EY Spotmentor.

EY CompetencyConnect

EY CompetencyConnect is a virtual competency inventory and learner experience platform. With a repository of over 250+ ready to use competency development tools, EY CompetencyConnect helps organizations base-line technical, functional and behavioural competencies of employees and increases the accuracy and relevance of development planning with confidence and ease.

Participants can complete their **Capability Development Inventory (CDI)** – (1) Case study and session with virtual facilitator, (2) Self ratings and (3) Manager ratings on EY CompetencyConnect.

User Guide Overview

**Key information on CDI
and IT checklist**

**Step-by-Step Guide
through the platforms
(Participant)**

**Step-by-Step Guide
through the platforms
(Manager)**

**Frequently Asked Questions
(FAQs)**

Key Contact Persons

User Guide Overview

**Key information on CDI
and IT checklist**

**Step-by-Step Guide
through the platforms
(Participant)**

**Step-by-Step Guide
through the platforms
(Manager)**

**Frequently Asked Questions
(FAQs)**

Key Contact Persons

Key information on CDI

All participants are required to sit for a **Capability Development Inventory (CDI)** which will consist of the following two (2) phases:

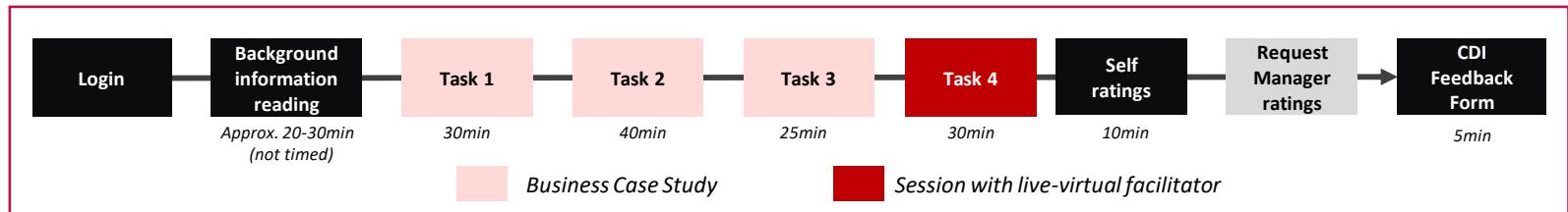
1. BUSINESS CASE STUDY (~2.5 HOURS)

- The CDI business case study will be made available during the following period:
 - **SME Indirect** – 9 – 14 Sep (Celcom, Ncell, Robi, and XL)
 - **SME Direct** – 18 – 23 Sep (Dialog and XL)
- You are required to complete the business case study on FUSE > EY Spotmentor any time within the above mentioned period (**in one sitting**)
- Please refer to **Steps 1 – 11** of this User Guide (*Step-by-Step Guide through the platforms – participant*) on how to access and complete the business case study.
- Proctoring is enabled for the entire CDI process. Please enable your webcam when asked - this is mandatory
- You are required to provide an answer for each question. There are no right or wrong answers to the questions. Your approach will be evaluated in the given situation

2. SESSION WITH LIVE-VIRTUAL FACILITATOR (~30min)

- You are required to have a **1:1 interactive session with a live-virtual facilitator** (centered around the same case study) during a scheduled timeslot.
- You will receive an email invitation from axiatafastforward.cdi@axiatafastforward.com. No re-scheduling is allowed
- Login to FUSE > EY Spotmentor **on time**. Please be punctual as we have mapped your schedule with a facilitator to conduct your session
- You are encouraged to read through the background information again beforehand in order to prepare for your session with the facilitator
- Please refer to **Steps 12 – 17** of this User Guide (*Step-by-Step Guide through the platforms – participant*) on how to access your session with the facilitator
- Ensure you have a laptop with stable internet connection, fully functioning webcam and microphone
- Please use Google Chrome browser and enable pop-ups
- After you have completed your session with the facilitator, please complete your **self-ratings**. Please refer to **Step 18** of this User Guide (*Step-by-Step Guide through the platforms – participant*) on how to perform your self rating

Overall flow of CDI activities:



IT Checklist for CDI

In order to ensure there are no technical difficulties on the day of your CDI, you need to ensure the below items are working fine:

Items
<input type="checkbox"/> Laptop with stable internet connection Ensure laptop is readily available with a stable internet connection
<input type="checkbox"/> Credentials for FUSE and EY Spotmentor platforms Login to FUSE and EY Spotmentor in advance to validate the accuracy of credentials Note: Please type your password (do not copy & paste) and ensure that there is no space (before and after) when entering your password
<input type="checkbox"/> <u>Enable pop-ups in your Chrome browser*</u> Pop-ups need to be enabled on the system before hand (Go to Settings -> Site Settings -> Pop Up -> Unblock)
<input type="checkbox"/> Fully functioning webcam and microphone In order to access the Go-to-Meeting video calls for discussion with facilitator, webcam and microphone should be fully functional; Functionality should be tested ahead in time
<input type="checkbox"/> <u>Go-to-Meeting*</u> Test Go-to-meeting link by clicking here . Click 'Join Now' > Open GotoOpener > OK, I'M READY.

*Step-by-Step is available in the annexures of this User Guide. Please click on the corresponding hyperlinks

User Guide Overview

**Key information on CDI
and IT checklist**

**Step-by-Step Guide
through the platforms
(Participant)**

**Step-by-Step Guide
through the platforms
(Manager)**

**Frequently Asked Questions
(FAQs)**

Key Contact Persons

1. How do I access the *FastForward* module?

- A Go to axiata.fuseuniversal.com and enter the credentials provided to you by FUSE. Then, click **SIGN IN**

Note for Celcom, XL, Robi and NCell employees:

Please use your existing IDMS ID & Password for **Single Sign On**.

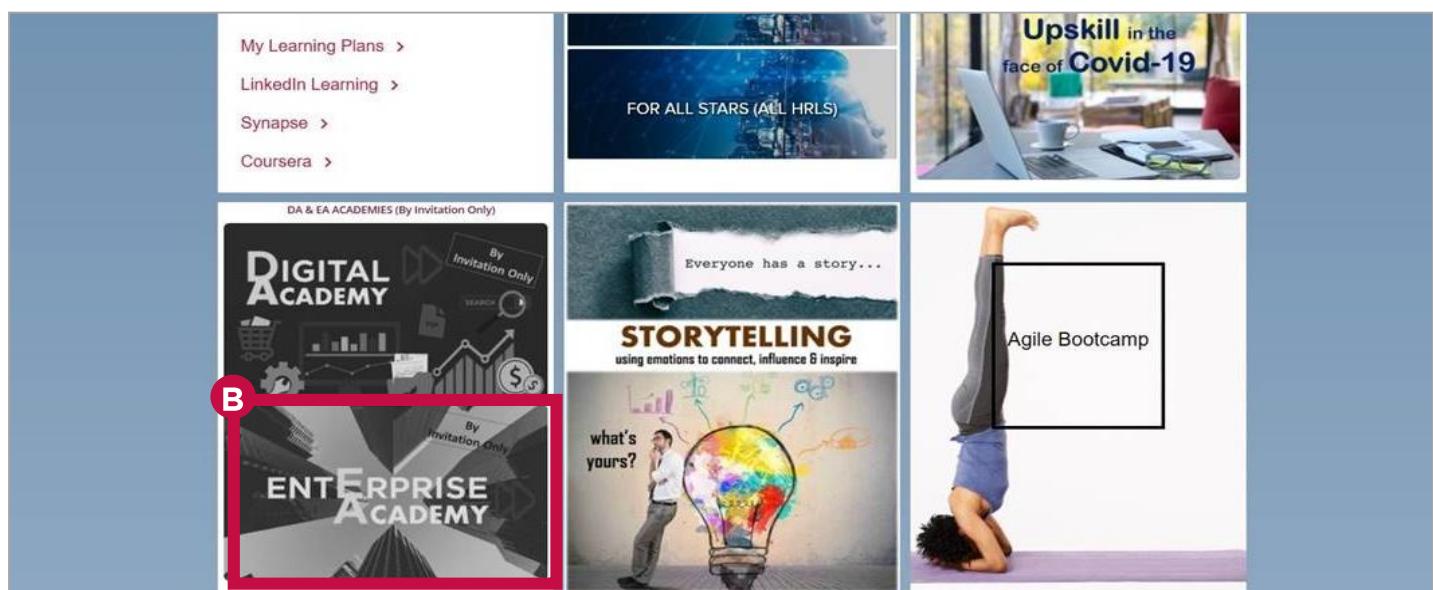
URL: https://axiata.fuseuniversal.com/users/sign_in

ID: <enter your corporate email address> e.g. ali@celcom.com.my

Password: (Leave this BLANK)

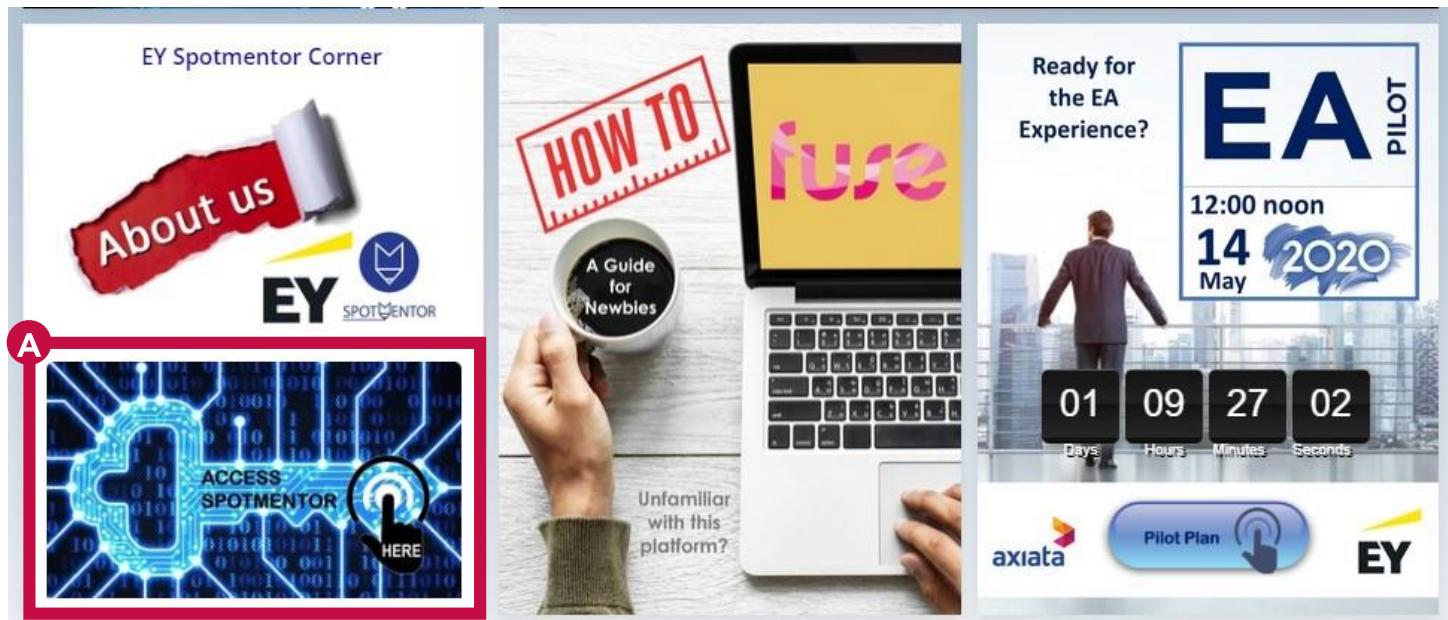
Click “**SINGLE SIGN ON**” and then enter your IDMS password to enter Fuse.

- B Click on the **Enterprise Academy** widget to enter into the EA Community Page



2. How do I access EY Spotmentor?

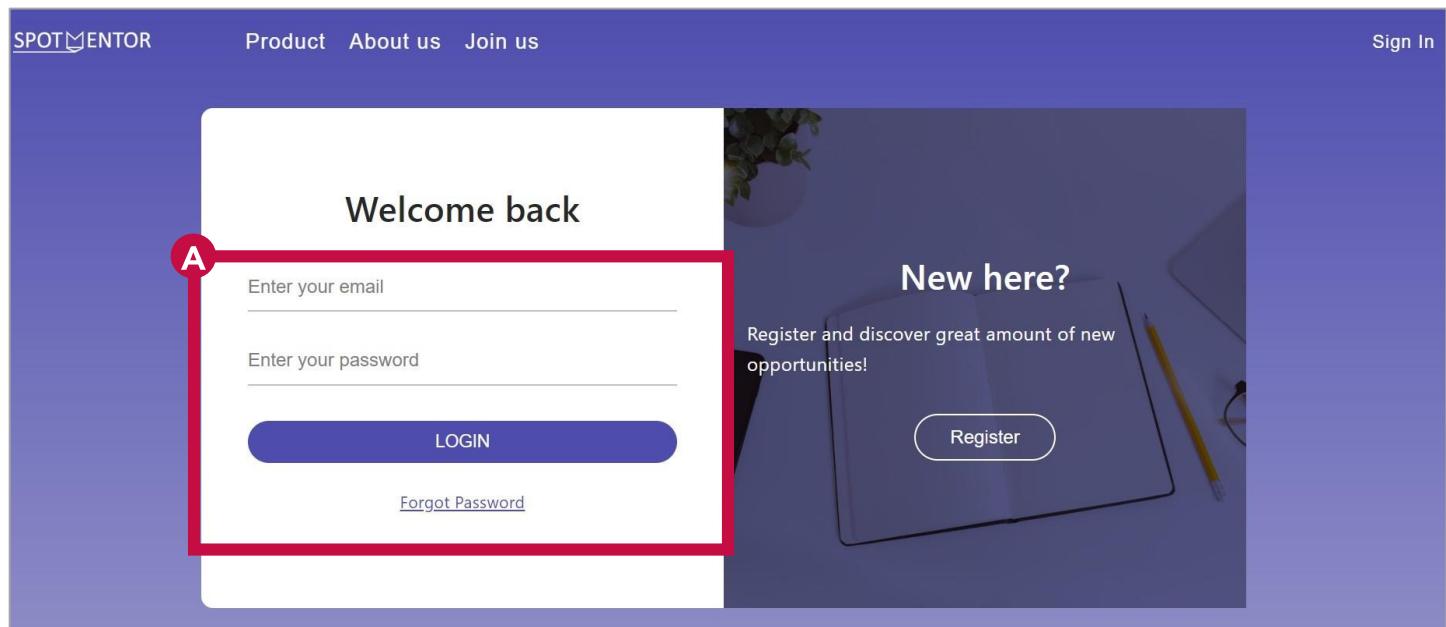
- A On the Enterprise Academy Community Page, search for the EY Spotmentor Corner widget, and click on **Access Spotmentor**



3. How do I login to EY Spotmentor?

- A** For FIRST TIME login, insert your EY Spotmentor username and password provided by admin@spotmentor.com. Please type your password (do not copy & paste) and ensure that there is no spacing when entering your password

Note: For REPEAT USERS login, repeat Step 1 until Step 2. Then click on **Goto Platform** in the top right corner of the page and enter your credentials



4. How can I initiate my CDI?

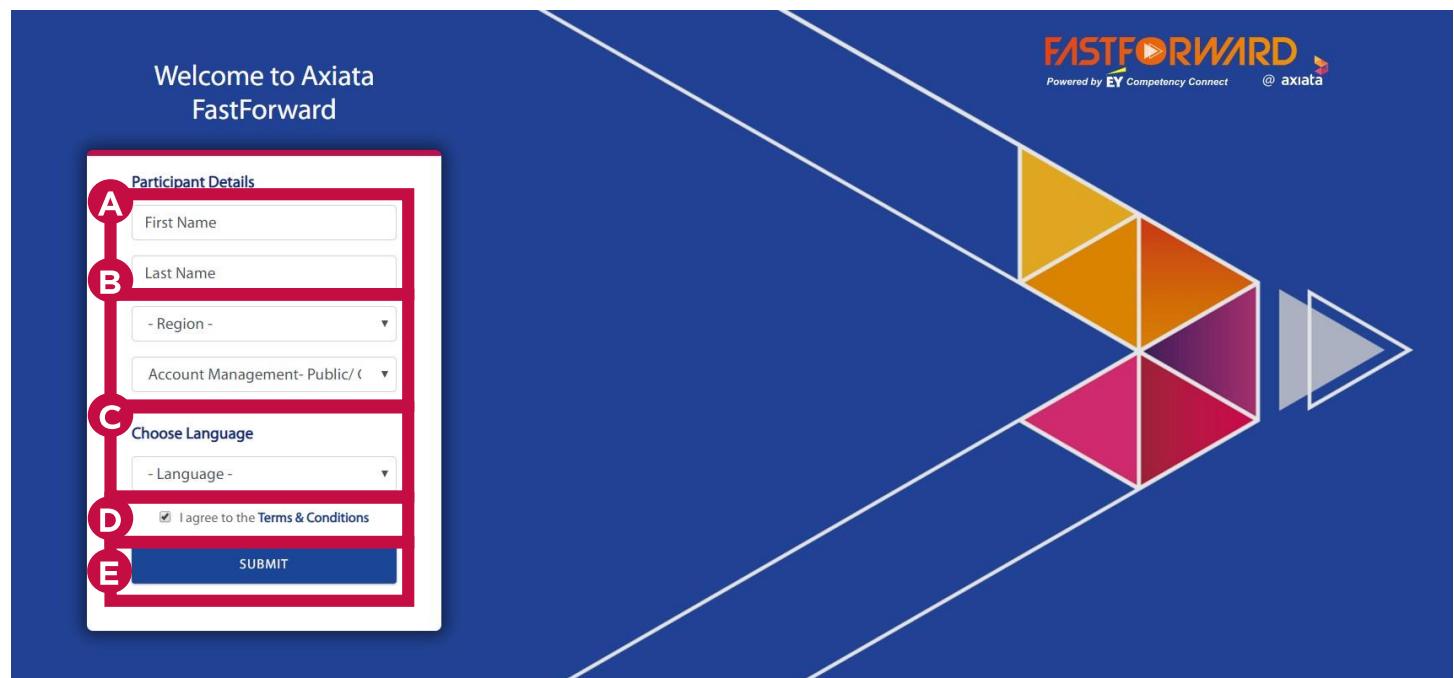
- A On the EY Spotmentor landing page, click **Take Test** to initiate your CDI (Capability Development Inventory)

The screenshot shows the EY Spotmentor interface. On the left, there's a sidebar with icons for Evaluation, Skill Gaps, Journey, Manager Evaluation, and Logout. The main area is titled 'Evaluation' and contains a section for the 'Capability Development Inventory'. It includes instructions, a note about redirection to the competency connect platform, and a timeline entry from April 20, 2020. A large red box highlights the 'Take Test' button, which is located at the bottom of this section. The top right corner shows a user profile (Hi, Jitendra Choudhary), a bell icon, and a help icon. The bottom right corner has a 'Calculate Skill Gap' button.

5. How to Login to CompetencyConnect?

- A** Input **First and Last Name** in the box provided
- B** Your relevant **Region and Role Cluster** from will be autopopulated
- C** Choose a preferred **Language** to take the CDI
Note: Currently, only English, Bahasa Indonesia, Tamil and Sinhalese is available
- D** Read the **Terms & Conditions** and tick the box
- E** Ensure accuracy of details before clicking on **Submit**

Note: At any point during the CDI, participants can switch the language of the case by clicking on the Language tab in the top right corner of the page (applicable only to Direct Sales participants).



6. Where are the instructions for CDI? (1/2)

- A** Please view the leadership note/video from your Enterprise Head and click **Next**
- B** Click on the images to read the instructions step by step

The screenshot shows a leadership note from Axiata. At the top right is a 'Tech Support' button. Below it is a large blue play button icon. To its right is the text 'Note from Axiata Leadership'. The main title is 'Our Commitment' with the subtitle 'To development. to our people and to the future.' The body text includes a greeting to all, a welcome message, and details about the CDI initiative. It also mentions the conclusion with a self and manager survey, the purpose of the exercise, and the next step of creating a personalized learning journey. The note ends with 'Good luck.' and is signed off by 'Axiata Leadership'. A red circle labeled 'A' is overlaid on the 'NEXT' button at the bottom.

The screenshot shows the 'WELCOME TO AXIATA FASTFORWARD!' page. At the top left is a 'Back' button. The main heading is 'WELCOME TO AXIATA FASTFORWARD!'. Below it are three cards, each with a video thumbnail and a title: 'STEP 1 WHAT TO EXPECT FROM THE TOOL', 'STEP 2 INSTRUCTIONS TO SET YOU UP FOR SUCCESS', and 'STEP 3 QUICK TIPS TO ENHANCE YOUR EFFECTIVENESS'. A red circle labeled 'B' is overlaid on the first card.

6. Where are the instructions for CDI? (2/2)

- C Once you have familiarized yourself with the instructions for each step, click on **Next** to move forward to the next section
- D Upon completion of all steps, click **Next**

WELCOME TO AXIATA FASTFORWARD !

WHAT TO EXPECT FROM THE COMPETENCY DEVELOPMENT INVENTORY TOOL?

- The Competency Development Inventory tool will help you identify the key areas that you can focus on while creating your development journey.
- The tool will take you through a series of questions which you will have to answer using the background information provided in the case. The questions will appear in the form of judgement-based scenarios.
- You will be assuming a specific role in the simulation and details of your role and situation are provided to you as a part of the background information.
- You would be given some preparation time and will be required to answer within an assigned time.
- Once you read and understand the question, you will need to select or drag and drop the best answer.
- You will have to complete the 4 sections of the Capability Development Inventory within a pre-defined time.
- The overall duration of the entire tool will be approximately 2 hours.

NEXT

WELCOME TO AXIATA FASTFORWARD !

STEP 1

STEP 2

STEP 3

WHAT TO EXPECT FROM THE TOOL

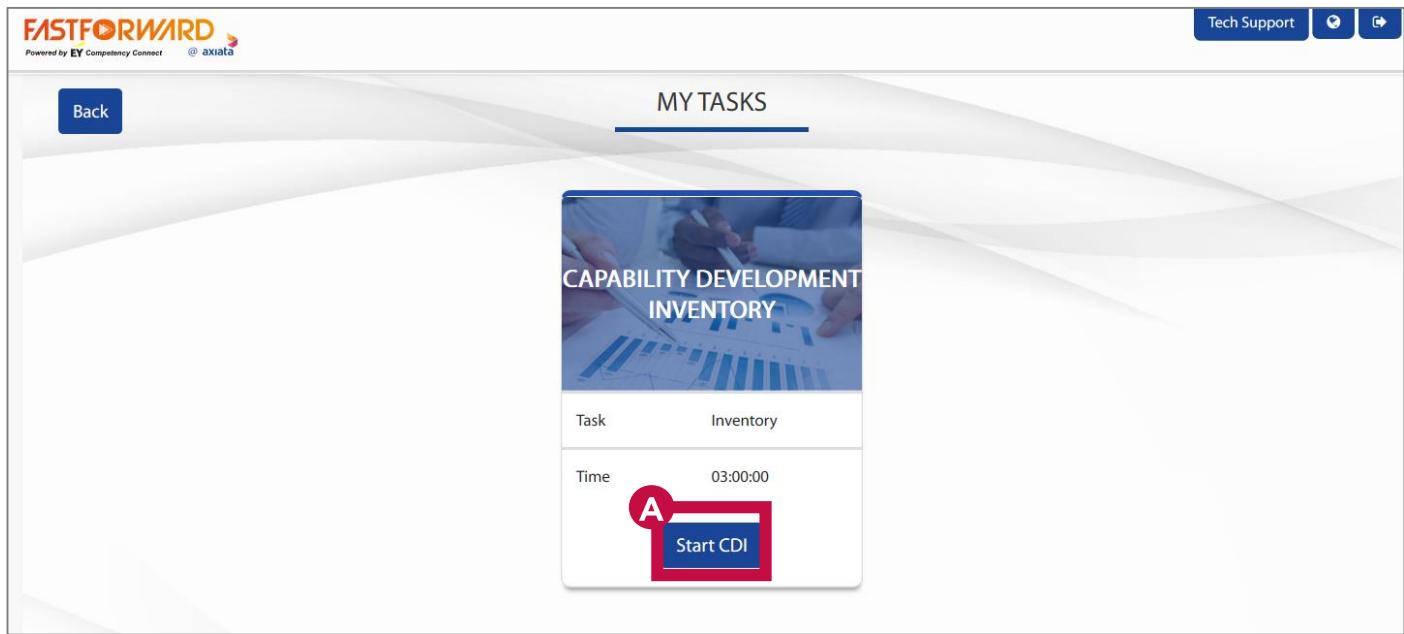
INSTRUCTIONS TO SET YOU UP FOR SUCCESS

QUICK TIPS TO ENHANCE YOUR EFFECTIVENESS

NEXT

7. How to start the CDI?

- A Click Start CDI to proceed to the background information



8. Background Information for the Simulation

As a part of the Simulation, you will now be able to access background information of a fictitious organization called GTC

A Background information is available across several tabs/sections:

- Company Background
- Company Overview
- Market Overview
- GTC Product and Channel
- Dealer Network of GTC

You need to go through the sections in a sequential manner one by one; Upon completing one section, the tab for the next section will be activated; You may, at any time during the CDI, go back to a section of the information here

A

COMPANY BACKGROUND

COMPANY OVERVIEW

MARKET OVERVIEW

GTC PRODUCT AND CHANNEL

DEALER NETWORK OF GTC

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

COMPANY OVERVIEW

GTC was founded in 2001 and started its telecom services business by launching mobile services in Malaysia. GTC is one of the top telecom companies and is amongst the top five wireless operators in the world. It has approximately 100 million subscribers across ASIA and a revenue of MYR 26.7 billion in FY18-19. GTC has operations in 9 countries globally with significant presence in Malaysia, Sri Lanka, Indonesia, Bangladesh, Cambodia and Nepal. Over the last few years, GTC has diversified into emerging business areas in the fast expanding Asian economy.

GTC is now looking to transform from 'digital-first' to 'digital-throughout' and build capabilities for new revenue streams emerging out of the COVID-19 crisis. GTC's conventional mobility business is not generating enough revenue hence the need to build expertise for new value propositions to clients.

The once familiar telecom market is in flux. While the large corporate clients seem to be cutting back on their telecom spending by flexing their purchasing power and replacing traditional telecom services with newer products such as calling plans that use the VoIP (Voice over Internet Protocol), the small and medium enterprises (SME) are set to dominate the telecom market. The SME sector currently provides about 45% of GTC's business-client revenues. In the next five years, however, that figure is forecasted to surge to about 70%.

PERFORMANCE SNAPSHOT & PROJECTIONS

GTC posted stellar results with 17.2% Revenue Growth to achieve all KPIs and declared 60% Dividend Payout Ratio for FY19-20 compared to 50% in FY18-19. Good improvements were recorded in FY19-20 in the Group's ASEAN markets.

Revenue Growth

Revenue (in MYR billion)	FY17-18	FY18-19	FY19-20
Revenue (in MYR billion)	23.2	26.7	31.3

9. Where can I see my role in the Simulation?

- A Once you have finished reading the background information, you would be directed to the page with information about your role in the simulation. Click **Next** once you have familiarised yourself with your role

The screenshot shows a web-based simulation interface. On the left, a vertical sidebar lists navigation options: COMPANY BACKGROUND, COMPANY OVERVIEW, MARKET OVERVIEW, GTC PRODUCT AND CHANNEL, COMPANY OVERVIEW, DEALER NETWORK OF GTC, MARKET OVERVIEW, BRIEF ON YOUR ROLE, and DEALER NETWORK OF GTC. The main content area has a header "A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER". Below this, a section titled "BRIEF ON YOUR ROLE" features a photograph of three people in a modern office setting. To the right of the photo, it says "Name: Agas Ahad", "Experience: 7 years", and "Role: Business Manager". It also states: "Agas joined GTC as a sales executive in 2013 for B2B sales and since then has grown to manage the Medium Enterprise Business clients with our dealer networks over the years. Agas excels in developing winning business strategies to achieve short & long-term objectives, building relationship with stakeholders, creating effective dealer partnerships and providing solutions to ensure sustained revenue and profit growth." A red box highlights the "NEXT" button at the bottom of this section. The footer contains links for "Privacy Policy", "Terms and Conditions", "Shipping Policy", and "Revenue Growth".

10. How to start completing my Tasks? (1/2)

- A** You will be given a brief description on the upcoming case study assessment. Click **Next** when you have finished reading
- B** A **sample question** will be shown for your better understanding on the types and structure of questions that you will face. Click **Next** to proceed to the tasks overview

FASTFORWARD Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

COMPANY BACKGROUND
COMPANY OVERVIEW
MARKET OVERVIEW
GTC PRODUCT AND CHANNEL
DEALER NETWORK OF GTC
BRIEF ON YOUR ROLE
MY TASKS

ASSESSMENT DESCRIPTION

In the upcoming sections, there will be multiple tasks presented to you with different scenarios and judgement based questions. Your responses to these simulated assessment will help us to better understand your behaviour and functional strengths and development areas which will further aid to curate a more aligned and personalized learning journey for you.

You will be required to use your understanding of the case background, situation context as well your judgement to answer these questions. Please note the following:

- Response to all questions is mandatory and will have to be answered within the assigned time
- The situations as well as the type of questions will vary as you progress. Read the question carefully and select your response
- There is no right or wrong answer. Your approach will be assessed in the given situations

An example has been shared along with its explanation. Please read the same before beginning your assessment tasks.

A NEXT

FASTFORWARD Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

COMPANY OVERVIEW
MARKET OVERVIEW
GTC PRODUCT AND CHANNEL
DEALER NETWORK OF GTC
BRIEF ON YOUR ROLE
MY TASKS

You are scheduled to meet Mustafa to understand his needs as well as build a positive rapport with him. Mustafa has a very busy schedule, hence he expects you to come well prepared for the meeting so that you both can make most out of the meeting time.

What information will you gather before you go to meet Mr. Mustafa at Sunrise Group? Classify the following as "Most important"/"Moderately important" /"Least important"

1	Look up company website and basic details in annual statements	2	Talk to your manager as well as colleagues and prepare with them for your meeting	3	Research on your competitors offering and product portfolio
4	Get more information on sector and business outlook	5	Look up profile of Mr. Mustafa -CTO	6	Talk to someone who knows Mr. Mustafa is personal capacity

Solution and Explanation

Most Important	Moderately Important	Least Important
Priority #1 Company & Client Background details	Priority #2 Stakeholder connect to understand client priorities & current business outlook	Priority #3 Detailed insights that may not be required for first meeting.
Performing secondary research about the company will be critical to build strategic alliances and partnerships for mutual benefit which can be leveraged during the meeting	Monitoring marketplace trends, opportunities, business outlook in general can help in showcasing your knowledge and application better	Though helpful, insight about your competition and their offerings may not be important before the first meeting
Performing secondary research about the person you are meeting will be critical to build strategic alliances and partnerships for mutual benefit which can be leveraged during the meeting	Collaborating with internal colleagues/stakeholders to discuss your approach, strategy, taking their inputs and suggestions will aid in a successful first impression with client	Personal connect may not be that useful as professional priorities for an individual may differ

B NEXT

10. How to start completing my Tasks? (2/2)

You are required to complete **Task 1 – 3** (in one sitting) any time within the stipulated period mentioned in page 5.

- A** Click **Start** to begin a task. You are required to complete each task within the specified timeframe
- B** Every task will contain additional information in relation to the case study. Please click on the **grey box** to view more information
- C** Click **Start Questions** when ready

FASTFORWARD
Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

MY TASKS

	Time	Time	Time
	30 Minutes	40 Minutes	30 Minutes
A 	Not Started	Not Started	Not Started
			
	25 Minutes		
		30 Minutes	
Status	Not Started	Status	Status

FASTFORWARD
Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

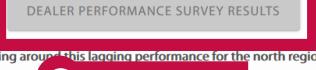
CASE PROBING

The dealer performance in north region has been falling for the past 3 years and is lagging as compared to the other regions. North region has low sales conversion ratios, that is

- The ratio of number of proposals submitted against the number of leads identified, and
- The ratio of number of clients won to the number of proposals submitted

Are both low as compared to the other regions. Also, the number of overall leads identified is low as compared to other regions of similar business potential. The client satisfaction score of the north region has also steadily deteriorated in past 3 years with customers showing eagerness to move to other operators.

To understand the fall in performance in detail, **B** Dealer Performance Survey was conducted (Please click for the survey result analysis)



You have been entrusted with the task of turning around this lagging performance for the north region.

C


11. What does Task 1 – 3 entail? (1/2)

- A The **timer** will then appear in the top right corner of the page
- B For Task 1 and 2 – Each question will require you to **drag and drop** the responses into the appropriate categories
- C Each category should contain **at least one response** and **all responses need to be categorized**. Click **Next** once complete

A A red box highlights the top right corner of the screen where a timer is displayed.

B A red box highlights the question Q1 and the list of 6 numbered responses.

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Page No : 1 / 11

TASK1

Q1: What will be your approach to turnaround the performance of North region. Categorize the following as "Most Important", "Moderately Important" and "Least Important"

1 Redefine and clarify the client segments each dealer has to target
2 Provide dealers the flexibility on process compliance
3 Define process SLAs for customer complaint resolution
4 Training interventions for dealers based on training needs assessment
5 Allow the COVID situation to settle down before taking any initiatives
6 Understand the change in competitive landscape of North region in past 3 years

Solution

MOST IMPORTANT MODERATELY IMPORTANT LEAST IMPORTANT

Please drag and drop the responses into the 3 categories.
• Each category should contain at least one response.

NEXT

Illustrative A large red arrow points from the first screenshot to this one, indicating it is an example.

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Page No : 1 / 11

TASK1

Q1: What will be your approach to turnaround the performance of North region. Categorize the following as "Most Important", "Moderately Important" and "Least Important"

Allow the COVID situation to settle down before taking...
Define process SLAs for customer complaint resolution
Understand the change in competitive landscape of Nort...
Training interventions for dealers based on training n...

Solution

MOST IMPORTANT MODERATELY IMPORTANT LEAST IMPORTANT

1 Redefine and clarify the client segments each dealer h...
2 Provide dealers the flexibility on process compliance

Please drag and drop the responses into the 3 categories.
• Each category should contain at least one response.

NEXT

11. What does Task 1 – 3 entail? (2/2)

- A** For Task 3 – Multiple choice questions – please select the best option and click **Next**

Page No : 1 / 9

TASK3

Q1: You have just received a call from an unhappy client you have partnered with recently for ICT tools. They seem to be facing issues with the internally developed web conferencing platform during classes. While you are caught up with the Sunrise proposal, you know it is important for you to respond to them. How do you manage the situation?

1. You understand the long term implications the issue will have on your relationship with the client and request for a meeting to discuss the issue in detail. You find a suitable team member to accompany you for the meeting and then delegate the task to that team member through tech support

2. Customer satisfaction is a priority for you and so you promptly write an email to the client to gather additional information on the issue they are facing and assure them that an apt resolution would be found. You then reach out to tech support team to fix the issue

3. You understand the importance of retaining the client and request for a meeting to discuss the issue. During the meeting you mention to the client that you have recently partnered with Mteams and that gradually the client should be transitioned to Mteams web conferencing platform

4. You identify somebody within GTC to delegate the task to and then write an email to the client introducing them to that person. You then ask the person to reach out to tech support team to fix the issue

Illustrative

A NEXT

12. What does Task 4 entail? (Session with live-virtual Facilitator)

- A** On the day of your **scheduled session with live-virtual facilitator**, click **Start** on Task 4
- B** Click on **Go To Meeting** to initiate your discussion with the facilitator

FASTFORWARD
Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

GTC PRODUCT AND CHANNEL
DEALER NETWORK OF GTC
BRIEF ON YOUR ROLE
MY TASKS

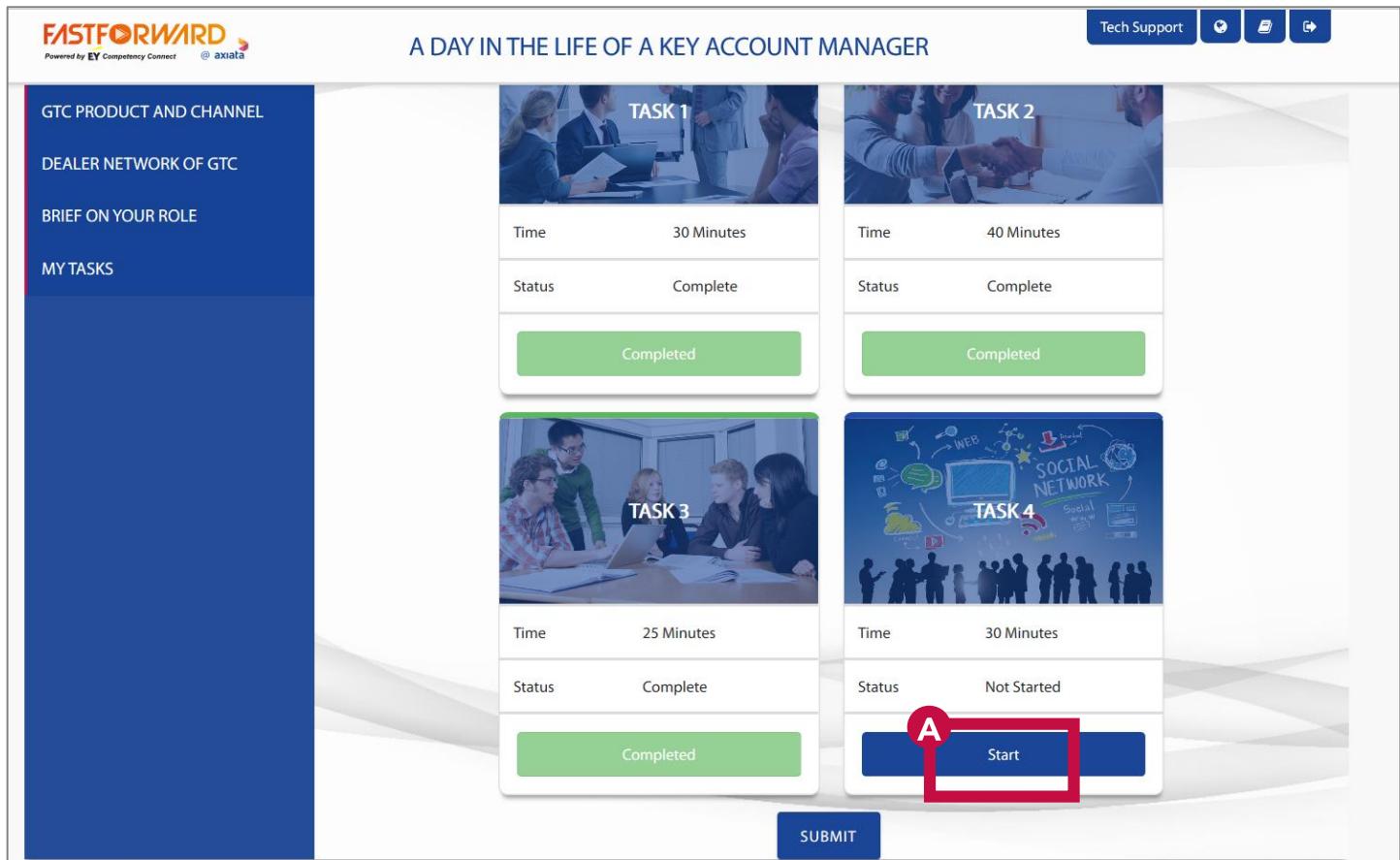
TASK 1
Time: 30 Minutes
Status: Complete
Completed

TASK 2
Time: 40 Minutes
Status: Complete
Completed

TASK 3
Time: 25 Minutes
Status: Complete
Completed

TASK 4
Time: 30 Minutes
Status: Not Started
A Start

SUBMIT



FASTFORWARD
Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

Discussion Time Left 00:00:00

COMPANY BACKGROUND
COMPANY OVERVIEW
MARKET OVERVIEW
GTC PRODUCT AND CHANNEL
DEALER NETWORK OF GTC
BRIEF ON YOUR ROLE
MY TASKS

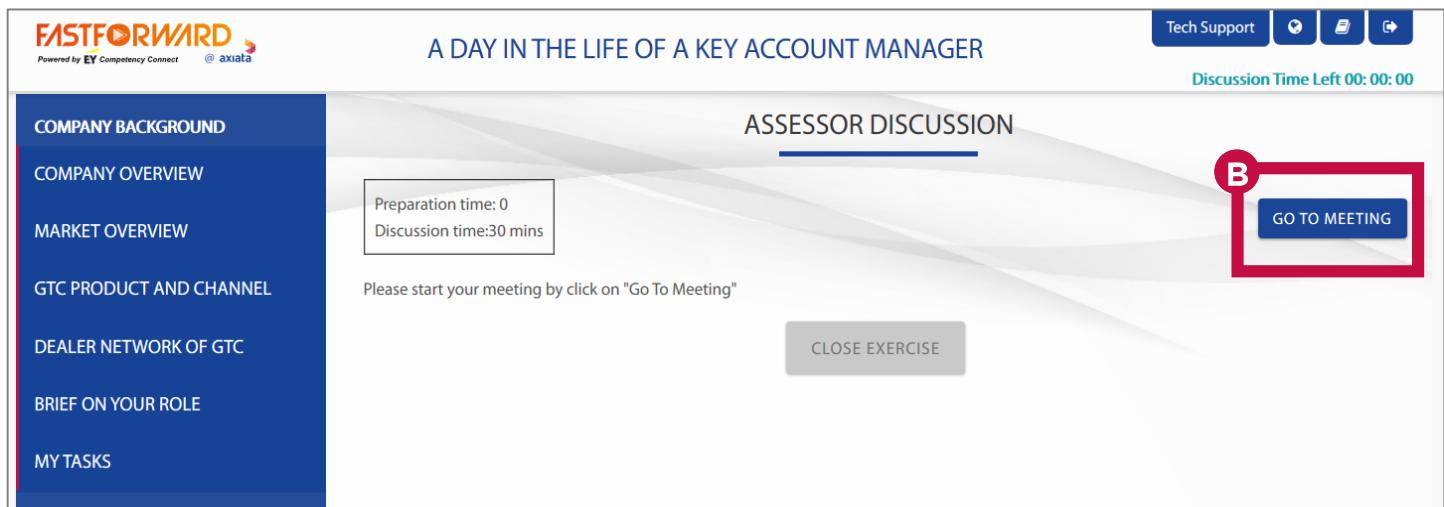
ASSESSOR DISCUSSION

Preparation time: 0
Discussion time: 30 mins

Please start your meeting by click on "Go To Meeting"

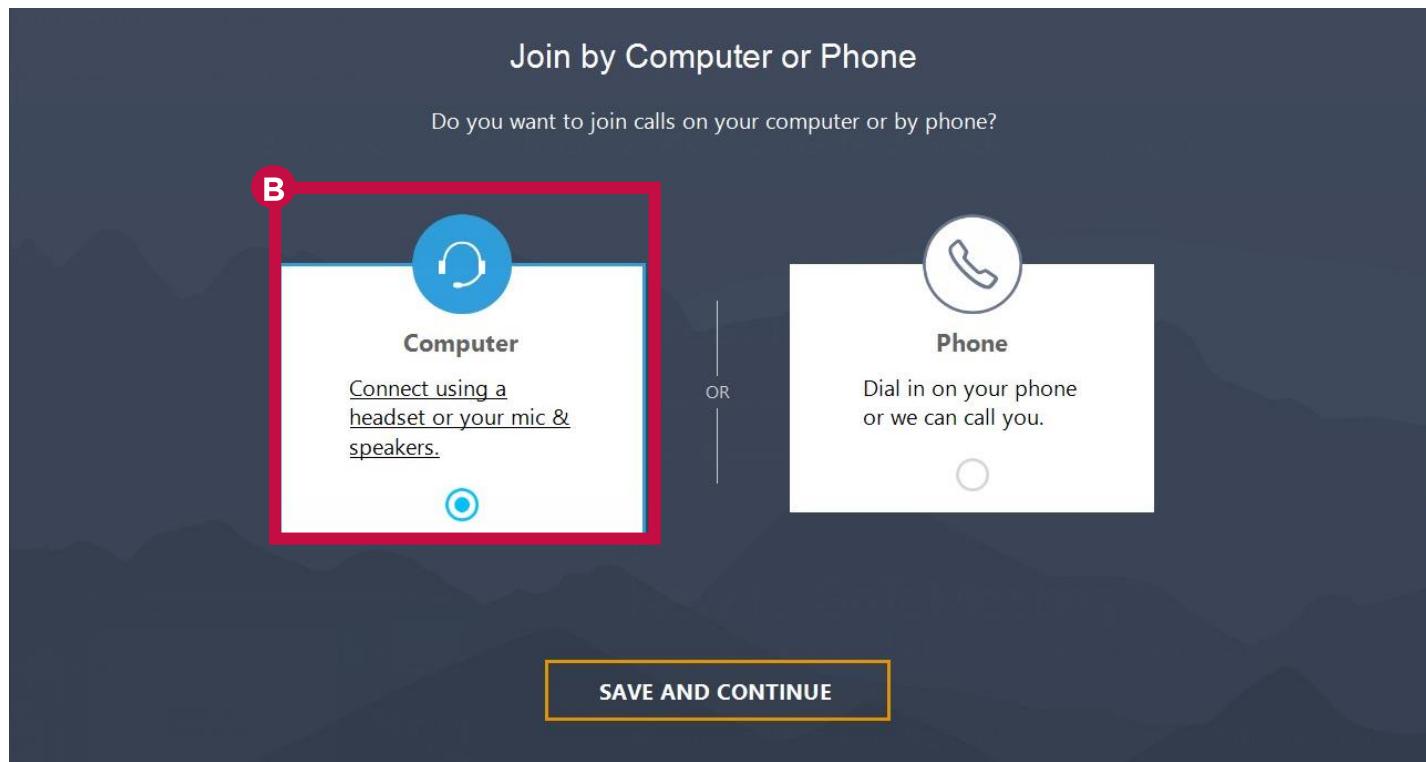
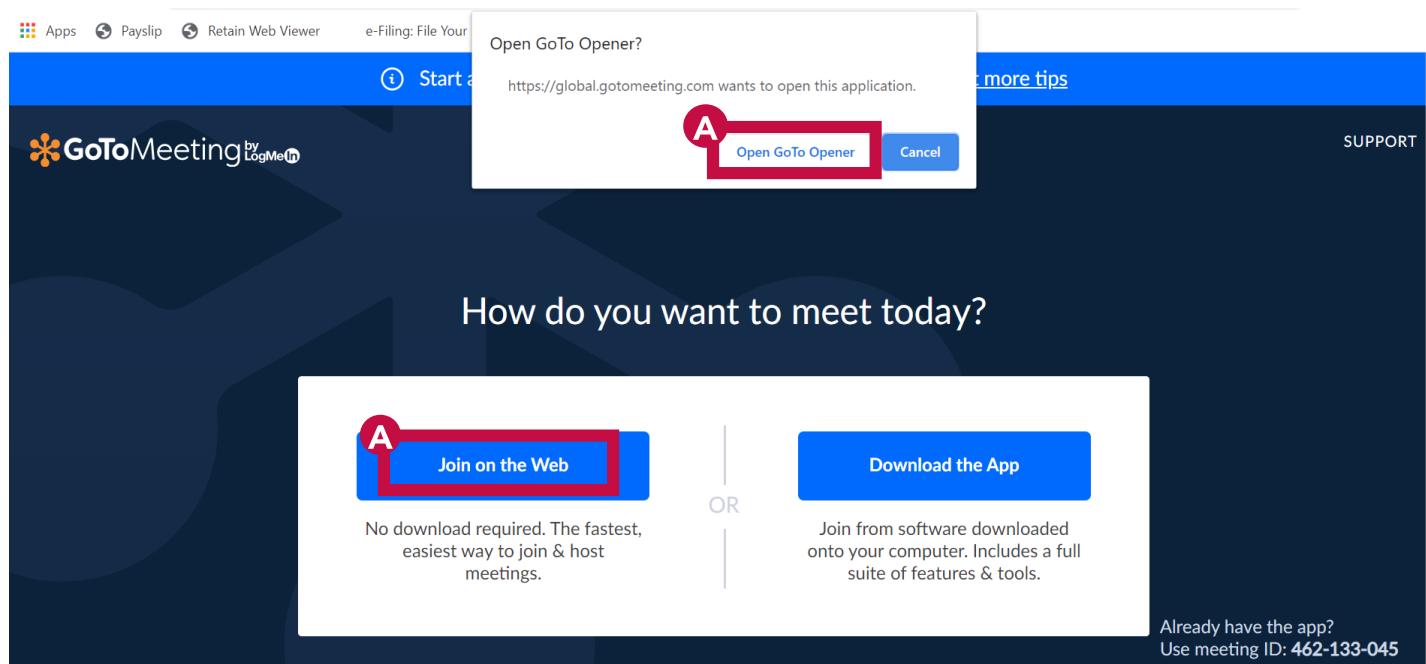
CLOSE EXERCISE

B GO TO MEETING



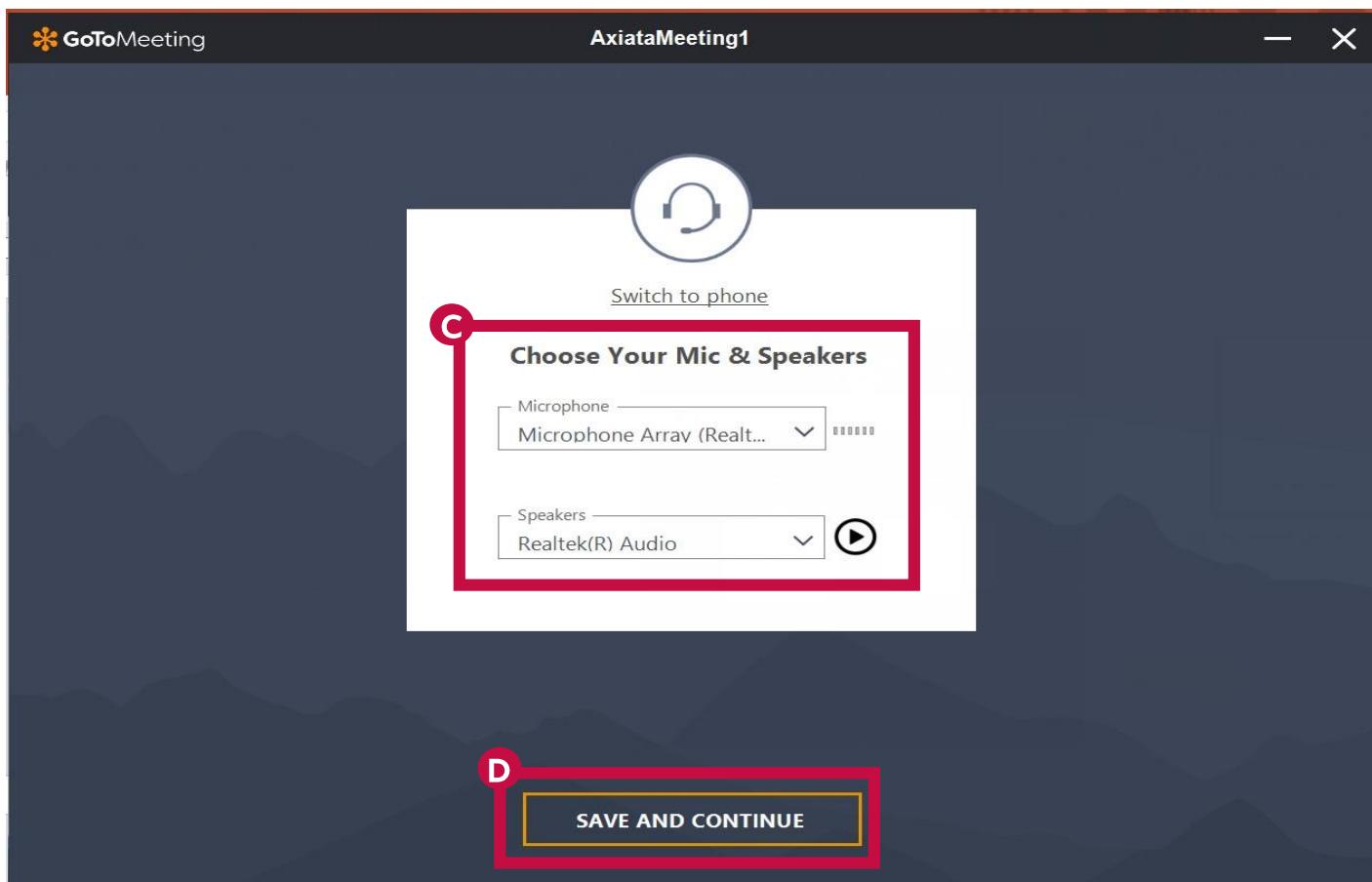
13. How to Access Go to Meeting? (1/3)

- A** Click **Open GoTo Opener** in order to run the application. If nothing happens, then click on **Join on the Web**
- B** Select join by **Computer**



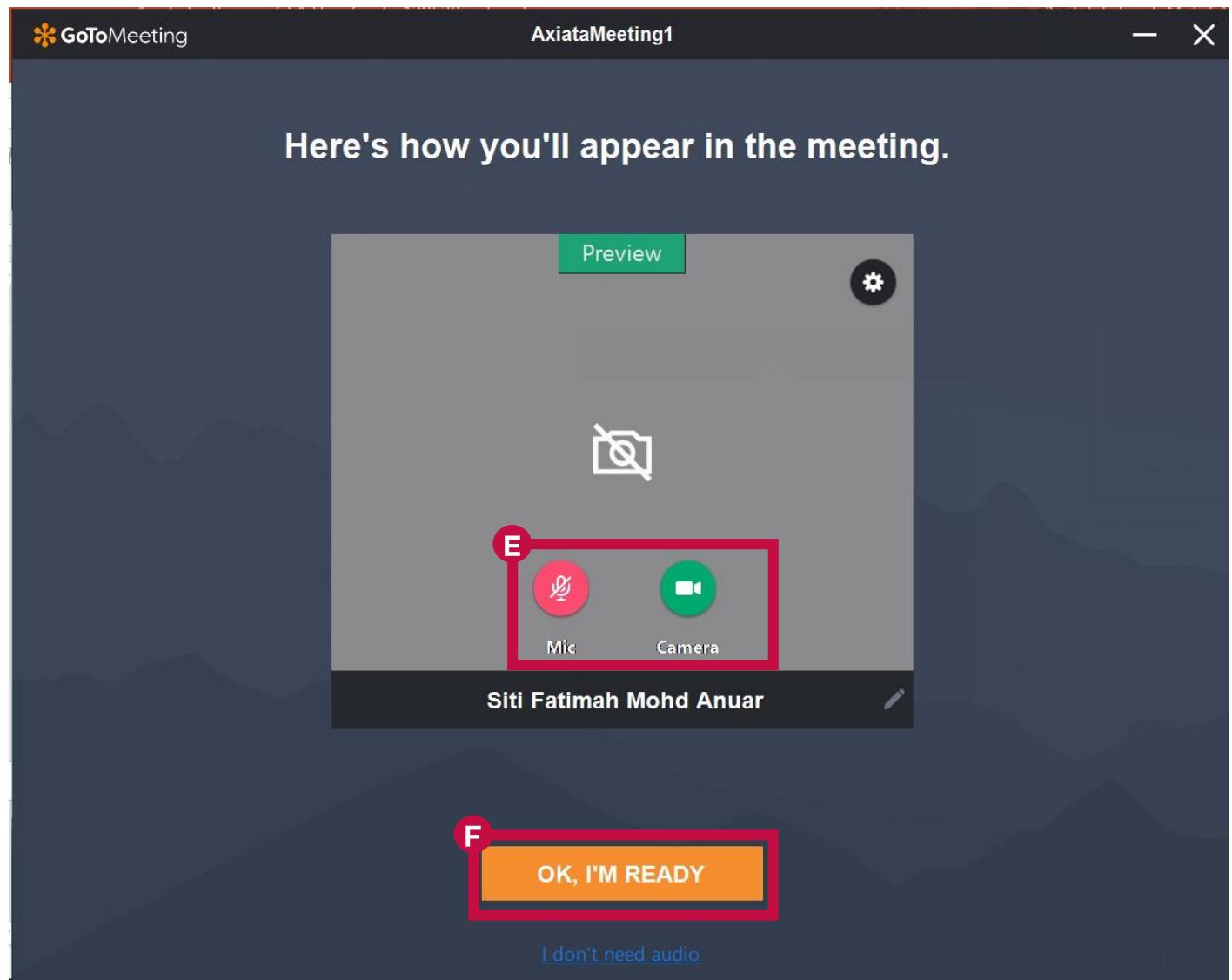
13. How to Access Go to Meeting? (2/3)

- C Choose your Microphone and Speaker
- D Click Save and Continue



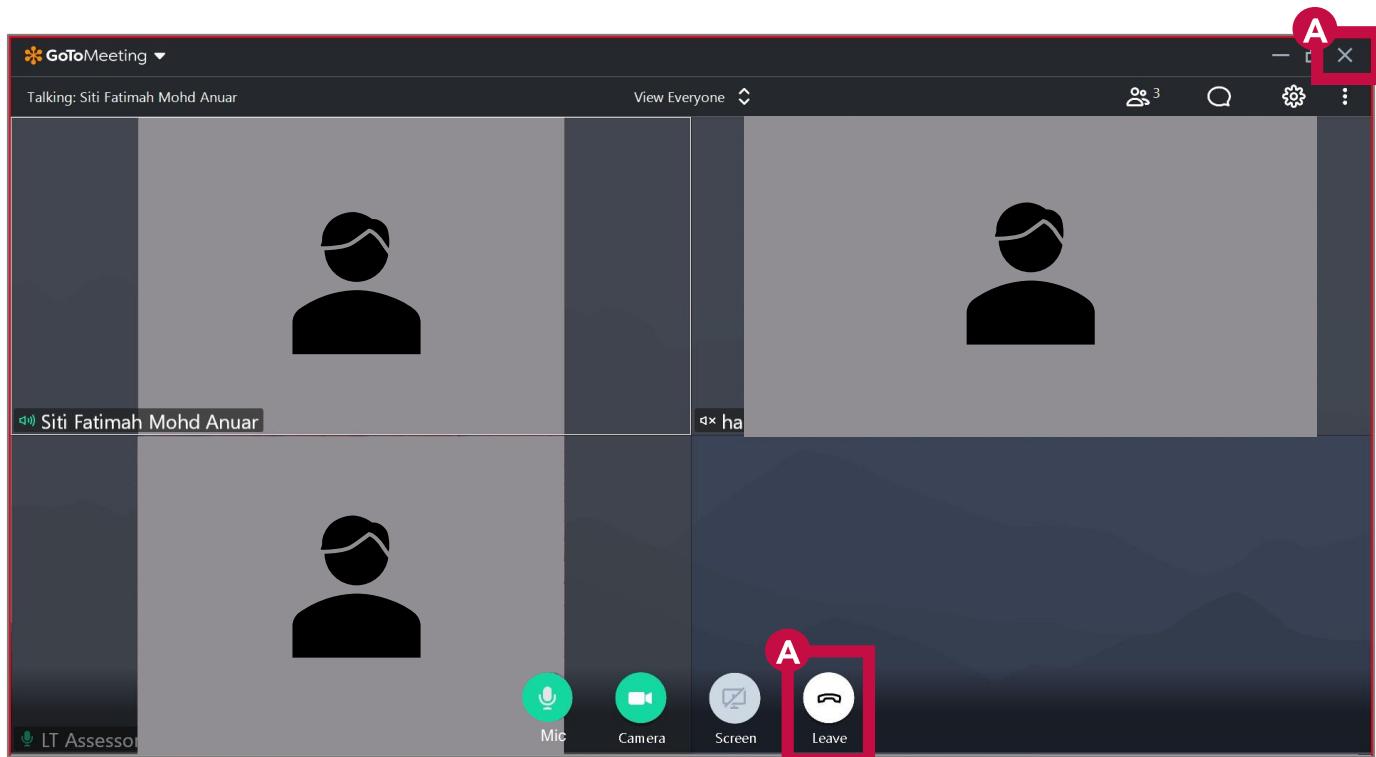
13. How to Access Go to Meeting? (3/3)

- E** Ensure your camera is enabled and you are unmuted
- F** Click **OK, I'M READY**



14. How to Leave the Go to Meeting?

- A Once you are done with the Go To Meeting, click **Leave** and close the Go To Meeting window and tab



15. How to Complete Task?

- A Completion of task will be recorded once you click on **Close Exercise** tab after the discussion with the facilitator

The screenshot shows a web-based application interface for 'A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER'. On the left, a vertical sidebar lists navigation options: COMPANY BACKGROUND, COMPANY OVERVIEW, MARKET OVERVIEW, GTC PRODUCT AND CHANNEL, DEALER NETWORK OF GTC, BRIEF ON YOUR ROLE, and MY TASKS. The main content area is titled 'ASSESSOR DISCUSSION'. It includes a sub-section titled 'Preparation time: 0' and 'Discussion time: 30 mins'. Below this, a message says 'Please start your meeting by click on "Go To Meeting"'. At the bottom right of the main area is a grey button labeled 'CLOSE EXERCISE'. A large red circle with the letter 'A' is overlaid on the 'CLOSE EXERCISE' button, indicating it is the target for completion.

16. What to do after I have completed all my Tasks?

- A When all Tasks are completed, click on **Submit** to finish the CDI process

FASTFORWARD Powered by EY Competency Connect @ axiata

A DAY IN THE LIFE OF A KEY ACCOUNT MANAGER

Tech Support

GTC PRODUCT AND CHANNEL
DEALER NETWORK OF GTC
BRIEF ON YOUR ROLE
MY TASKS

TASK 1		TASK 2	
Time	30 Minutes	Time	40 Minutes
Status	Complete	Status	Complete
Completed		Completed	

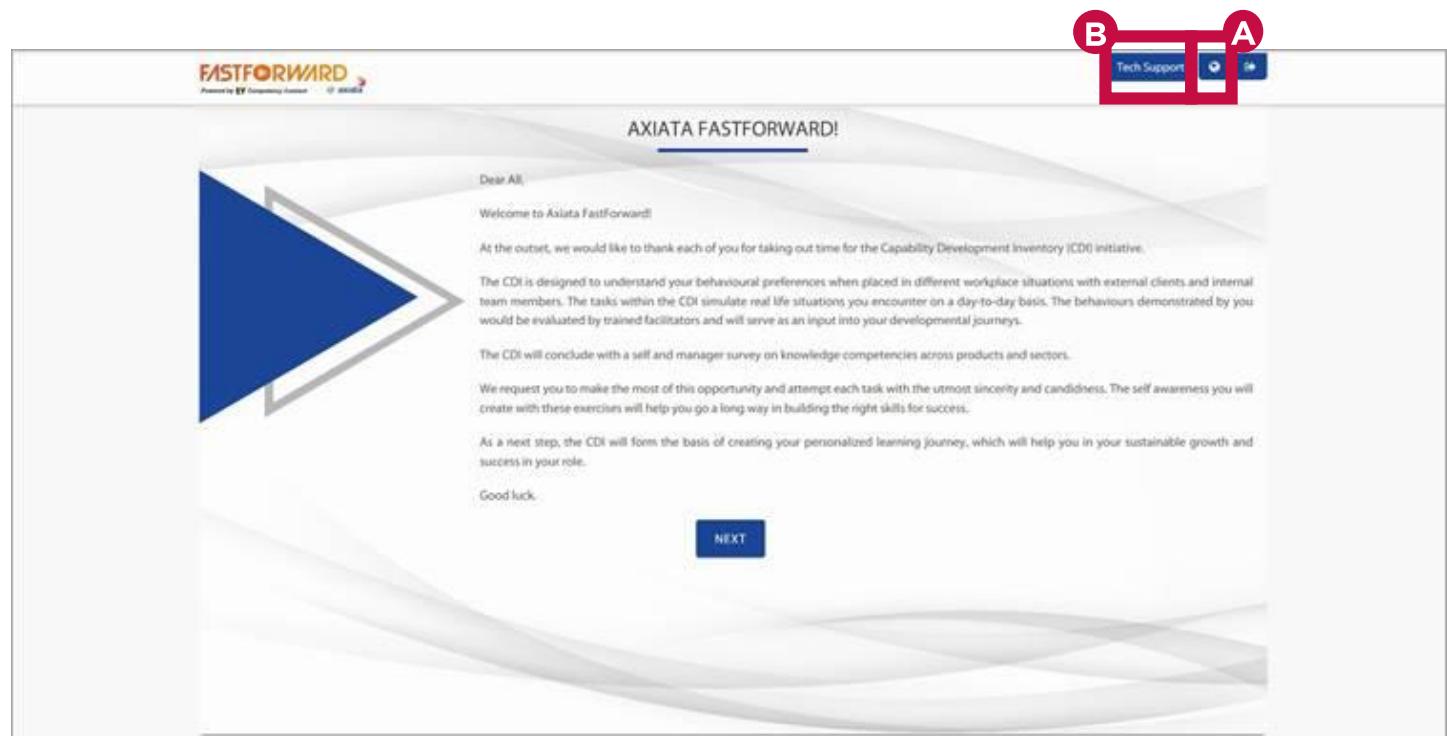
TASK 3		TASK 4	
Time	25 Minutes	Time	30 Minutes
Status	Complete	Status	In Progress
Completed		Completed	

A **SUBMIT**

17. Additional Tabs

- At any time during the CDI, the following tabs can be accessed in the top right corner of the page:
 - A Language** – To change the language of the Background Information
 - B Tech Support** – To contact the technical support team for any issues; An email address can be sent for instant support

Note: If you get logged out of the system due to internet connectivity or any other unforeseen issue, you can log back in and **Continue** the CDI exactly where you left off



The screenshot shows the start of a Capability Development Inventory (CDI) titled "AXIATA FASTFORWARD!". It features a large blue play button icon on the left. The main text area begins with a greeting to all and a welcome message. It explains the purpose of the CDI, which is to understand behavioral preferences in various workplace situations. The CDI concludes with a self and manager survey on knowledge competencies. The text encourages participants to make the most of the opportunity and be sincere and candid. It also mentions that the CDI will form the basis of a personalized learning journey. A "NEXT" button is visible at the bottom right.

18. How to perform Self Ratings?

After closing the CDI window, you would be able to access the self ratings for knowledge competencies.

The knowledge competencies will be rated across 2 clusters – Products and Solutions, and Role Specific Skills. You will have to rate yourself on a scale of – Basic Knowledge (B), Working Knowledge (W), Extensive Experience (EE) and Expert (E).

- A To rate yourself, drag the blue button to the relevant scale

The screenshot shows the FASTFORWARD evaluation interface. On the left, there's a sidebar with options: Evaluation (selected), Skill Gaps, Journey, and Manager Evaluation. The main area is titled 'EVALUATION' and has a sub-section 'Perform Self Ratings'. It says: 'In this step you will be creating your skill profile and self rate yourself on those skills'. There are three steps in a sequence: 'Assessment Evaluations' (green), 'Perform Self Ratings' (blue, currently selected), and 'Perform Manager Ratings' (grey). Below these is a 'Rating Scale' with four levels: B (Basic Knowledge), W (Working Knowledge), EE (Extensive Experience), and E (Expert). A slider is shown with a blue dot. A red box highlights the 'Products & Solutions' section, which contains a table of skills and their current ratings:

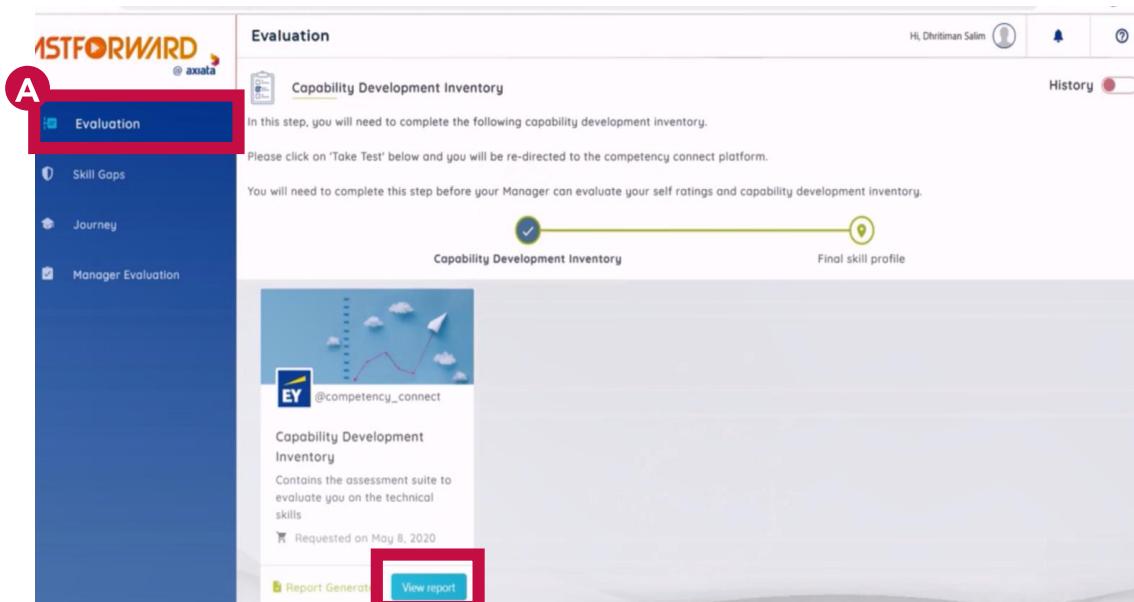
Role	5G	5G Port Safety and Management	Bulk SMS	Business Network - SD Wan Solutions	Cloud and Co-location
Rating Scale	B (Basic Knowledge)	W (Working Knowledge)	EE (Extensive Experience)	E (Expert)	B (Basic Knowledge)
Rating	W	W	EE	E	EE

Note: Once you have submitted your self-ratings, your Manager will be automatically notified (via email) to perform Manager ratings

19. When to access the CDI report?

- A After completion of the entire process, you will receive an email indicating the availability of your detailed individual report. Click “Evaluation” > “View Report” to access your report accordingly

Note: This will only be available once your manager have completed their Manager's rating



Sample of detailed individual CDI Report:



20. Where can I view my skill gaps

- A** Click “Skill Gaps” to view your skill gaps for each competency – current level vs required level.
- B** Your required (target) level and the current level will be highlighted based on your CDI results

The screenshot shows the FASTFORWARD platform interface for 'ACCOUNT MANAGEMENT CORPORATE'. On the left sidebar, under 'Evaluation', the 'Skill Gaps' option is highlighted with a red box and labeled 'A'. The main content area displays a 'Success Profile' with a progress bar showing a '45% Gap'. A red box highlights the 'Required Level' and 'Current Level' markers on the bar, labeled 'B'. Below the profile, there's a section for 'Must have skills/competencies' with three items: '5G port safety & Management', 'Account Management', and 'Bulk SMS'. Each item has a progress bar indicating current and required levels. To the right, there's an 'Info' panel with details about the role ('Account Management Corporate') and an overall gap summary ('45% Gap').

20. Where can I view and start my learning journey? (1/6)

- A** Click “Journey” tab to view your personalised learning journey
- B** Your journey tab is split into **two** tabs:
 - **Mandatory Courses:** Courses that are standardised across participants within the same role
 - **Current Role Journey:** Courses that have been curated based on your skill gaps

Note: You **MUST** complete all courses (learning modules) in **BOTH** tabs

- C** Click “Learn More” to begin a course. You will be re-directed to the respective course provider’s platform
- Your learning journey consists of curated content modules from LinkedIn, Coursera or other content sources.

The screenshot shows the FASTFORWARD learning journey interface. On the left, there's a sidebar with options like Evaluation, Skill Gaps, Journey (which is highlighted with a red box and labeled 'A'), and Manager Evaluation. The main area is titled 'Journey' and shows 'Your hyper-personalised learning journeys'. It displays two cards:

- Sales Prospecting**: Sourced from YouTube, Free, 55 Minutes, Communication. Status: Finished.
- The Art of Negotiation**: Sourced from LinkedIn, Free, 2 Hours, Communication. Status: In Progress (indicated by a green checkmark).

At the top right, there's a navigation bar with 'Hi, Ravi Tyagi' and 'Mandatory courses' (also highlighted with a red box and labeled 'B'). Below the navigation bar, there are tabs for 'Current Role Journey' (highlighted with a red box and labeled 'C') and 'Mandatory courses'.

20. Where can I view and start my learning journey? (2/6)

For modules that are **NOT LinkedIn modules**:

- A** Upon clicking the “Learn Now” button, the “Mark Finished” button will be enabled. You MUST click on that “Mark Finished” button for it to be marked as “Finished”
- B** Once the “Finished” button appears, you will notice that a white tick in a green circle will appear on the journey – and the bar will change to dark blue in colour

The screenshot shows a learning module titled "Sales Pipeline Stages: A Visual Guide". It includes a play icon, a "Sourced from" link, a "Free" badge, a "15 Minutes" duration indicator, and a "Sales Scoping and Qualification" category. Below these are three buttons: "LEARN NOW" (blue), a thumbs-up icon, and a thumbs-down icon. To the right of the thumbs-down icon is a "Mark Finished" button, which is highlighted with a red box and labeled with a circled letter "A". To the far right, there is a vertical progress bar with a circular marker at the top.

The screenshot shows the same learning module as above, but the "Mark Finished" button has been clicked. The "Finished" button now features a green circle with a white checkmark and is highlighted with a red box and labeled with a circled letter "B". The vertical progress bar on the right has changed to a dark blue color, indicating completion. The other buttons and module details remain the same.

20. Where can I view and start my learning journey? (3/6)

For LinkedIn modules:

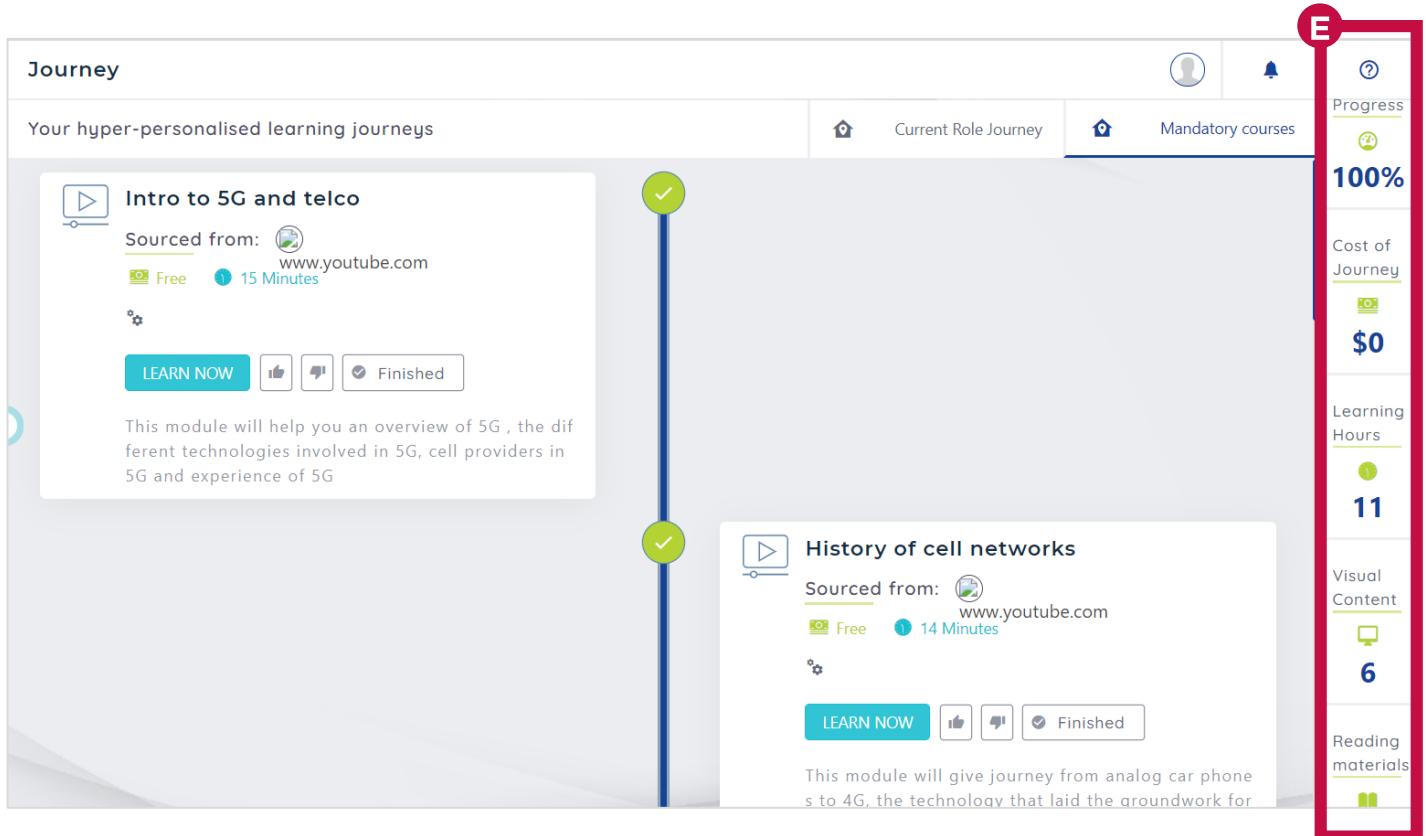
- As the synchronization between LinkedIn and Spotmentor happens only once a day, the “**Mark Finished**” button will be enabled on the following day of the module completion.
- **C** Click on the “**Mark Finished**” button to indicate that you have completed the module. The button will then become “**Finished**”
- **D** Once the “**Finished**” button appears, you will notice that a white tick in a green circle will appear on the journey – and the bar will change to dark blue in colour

The screenshot shows a course card for "Making Great Sales Presentations". The card includes the course title, source (LinkedIn), duration (Free, 33 Minutes), and a brief description about sales proposals and presentations. At the bottom, there are buttons for "LEARN NOW", "Mark Finished" (which is highlighted with a red box and labeled 'C'), and "Like" or "Dislike". To the right of the card is a vertical progress bar showing a circular marker at 100% completion, also highlighted with a red box and labeled 'D'. A callout box to the right of the progress bar states: "You have to complete 100% of the course".

The screenshot shows the same course card after it has been marked as finished. The "Mark Finished" button has been clicked, changing its appearance to "Finished" with a green checkmark icon. The vertical progress bar now has a green circle with a white checkmark at the 100% mark, and the bar itself is colored dark blue. A callout box to the right of the progress bar reiterates: "You have to complete 100% of the course".

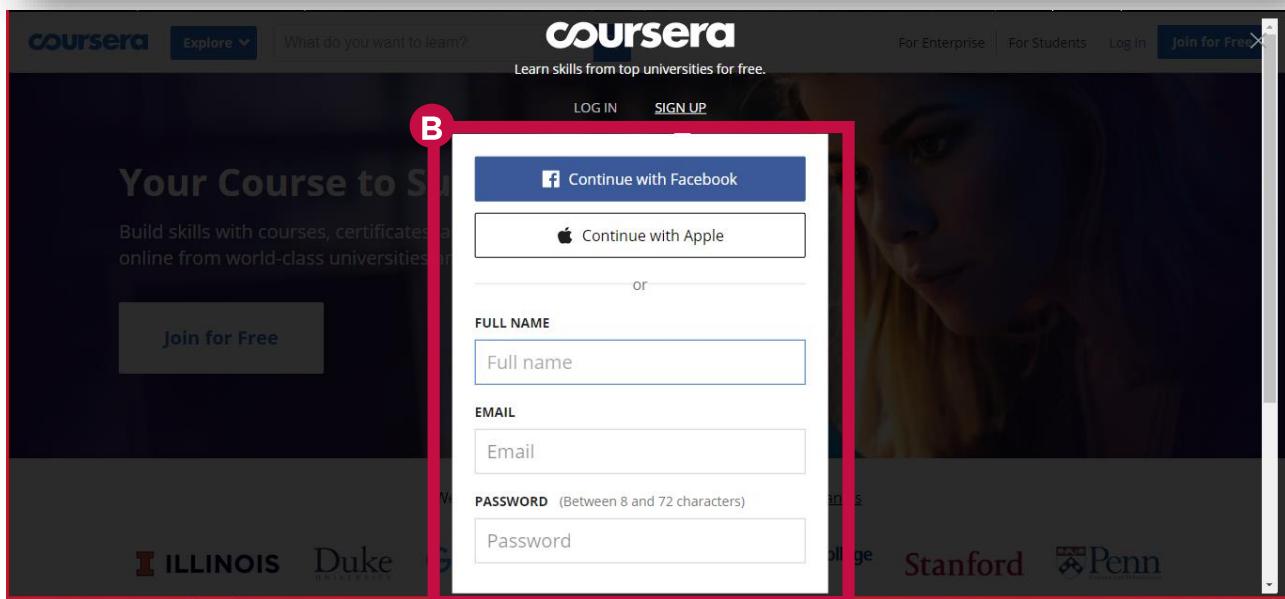
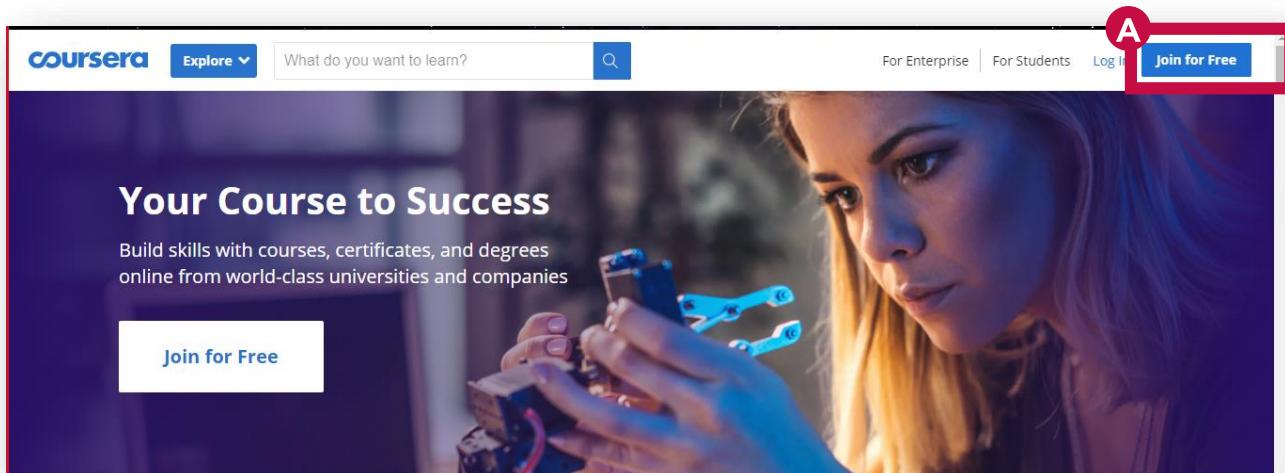
20. Where can I view and start my learning journey? (4/6)

- E Your learning journey progress will be reflected on the panel on the right – the percentage completion will increase, while your learning hours will reduce accordingly



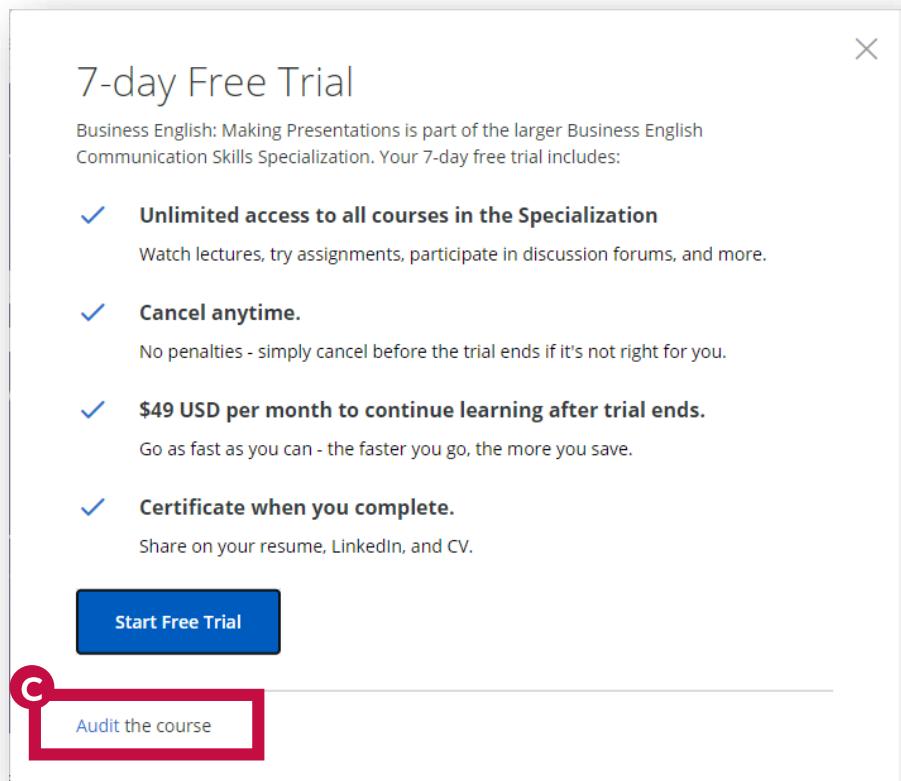
20. Where can I view and start my learning journey? (5/6)

- If you do not have a Coursera or LinkedIn corporate account, please conduct the following:
 - LinkedIn – Contact your OpCo L&D for an invitation
 - Coursera
 - A Click “Join for Free”
 - B Register using Facebook credentials; Apple credentials OR entering personal details to continue
 - You may then proceed to access desired course



20. Where can I view and start my learning journey? (6/6)

- When you are prompted with a “Paid” course, please select “Audit the course” option (refer visual)
- You may then view all forums, reading materials, videos & quizzes (but cannot submit quizzes)
- Upon completion of going through all materials (in Audit option). Learners must notify the administrators (aida.ishak@celcom.com.my, azlan@axiata.com) that they have completed consuming all learning materials under the Audit option by providing a progress screen shot from their personal Coursera accounts in order to qualify for a license.



Disclaimer: Licenses assigned are not perpetual. Should the need arises, the Company will revoke the license/access at discretion, where the ones likely to lose their license would be the dormant or least active accounts or accounts where learning progress in a course has been stagnant for an extensive period of time. This will be done without notice to the license holder

User Guide Overview

**Key information on CDI
and IT checklist**

**Step-by-Step Guide
through the platforms
(Participant)**

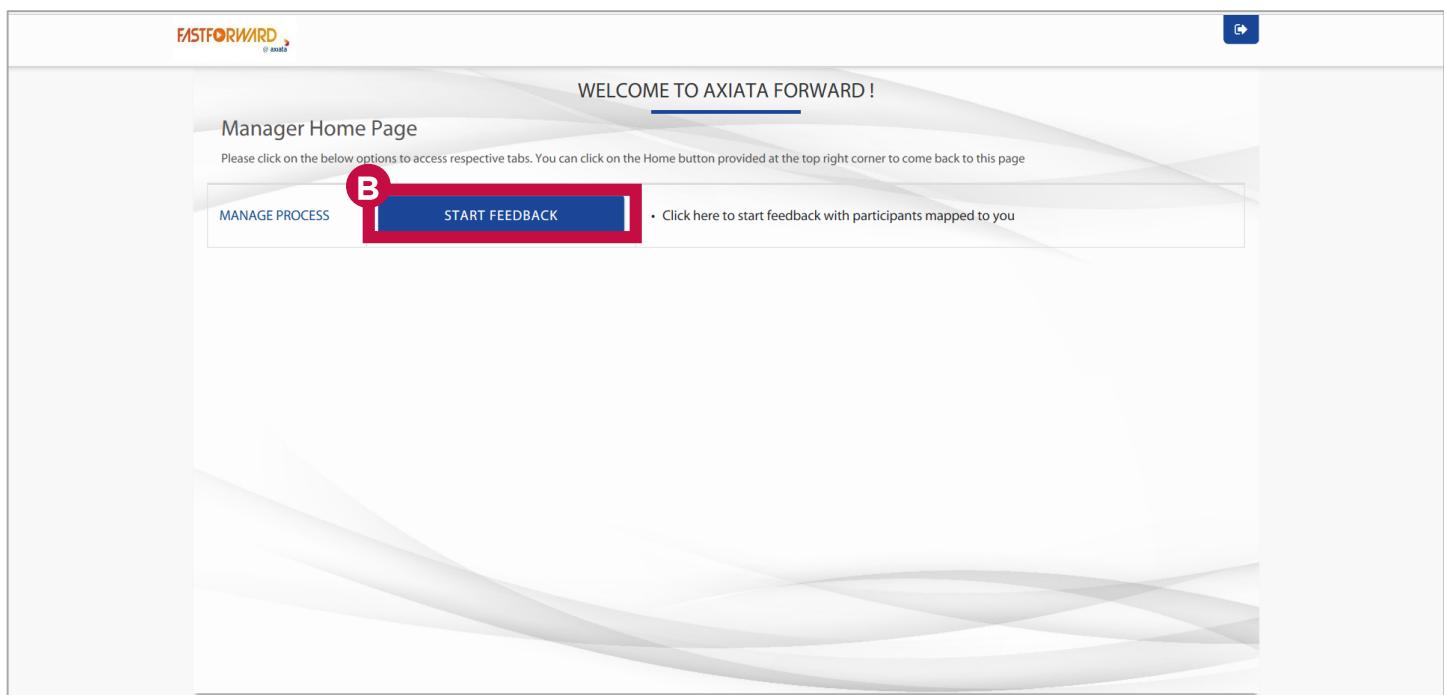
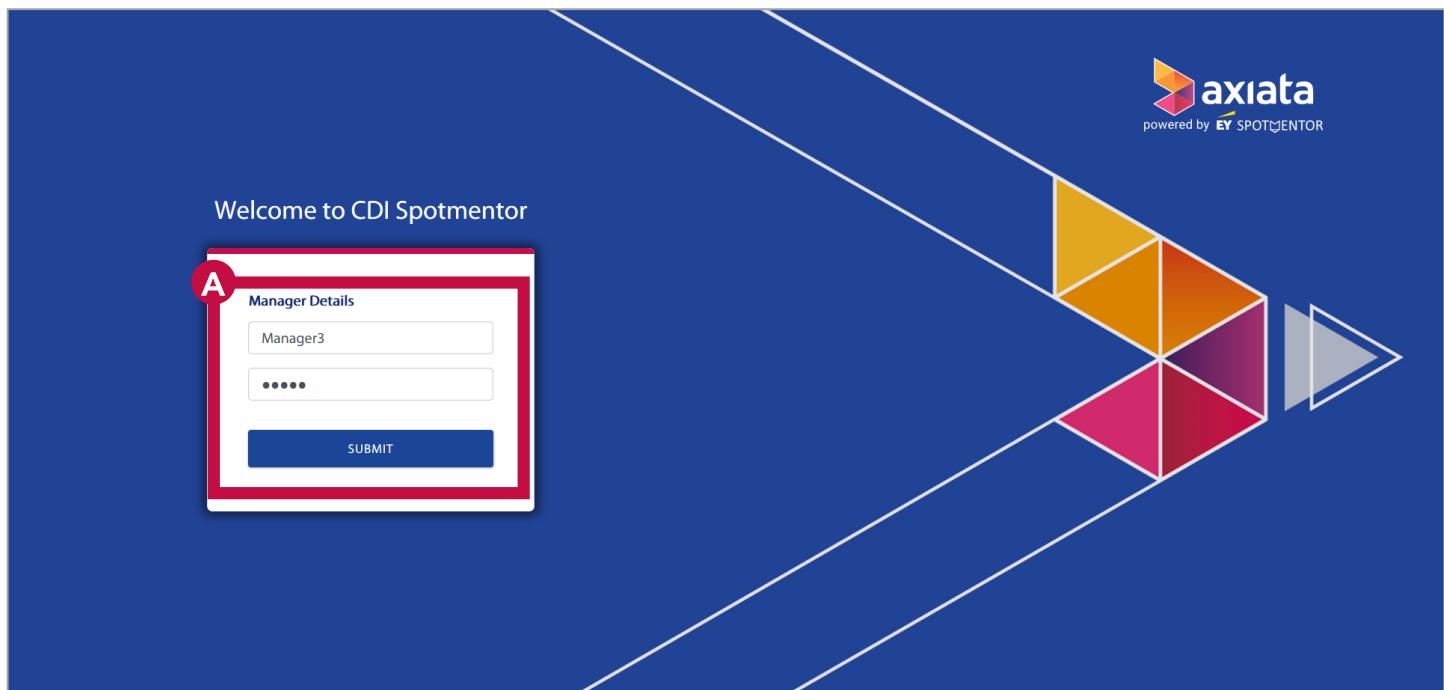
**Step-by-Step Guide
through the platforms
(Manager)**

**Frequently Asked Questions
(FAQs)**

Key Contact Persons

1. How do I access EY platform for submitting feedback ratings for a team member?

- A** You will receive a mail from axiatafastforward.cdi@axiatafastforward.com which will contain a link to access the EY platform along with credentials. Access the link and input the credentials.
- B** Click on **Start Feedback** to rate participants mapped to you



2. Where do I see the full list of participants mapped to me?

- C You will now see the full list of participants for whom you have to submit feedback ratings. Ratings have to be submitted within 3 days of receiving the mail from EY
- D Click on **Start Feedback** to start rating every participant

For every participant, ratings have to be provided across Products & Solutions, and Role-specific skills on a scale ranging from – Basic Knowledge (B), Working Knowledge (W), Extensive Experience (EE), Expert (E)

The screenshot shows the FASTFORWARD software interface. On the left, there's a sidebar with options: Evaluation (selected), Skill Gaps, Journey, and Manager Evaluation. The main area is titled "EMPLOYEE LIST". It contains a table with columns: Full Name, Emp Code, Participant Feedback, Manager Feedback, and Action. The "Action" column features a "START FEEDBACK" button for each row. The first row (highlighted by a red box) has "harfelia" in the "Full Name" column and "P003" in the "Emp Code" column. The last row (highlighted by a red circle with 'D') has "Roshan" in the "Full Name" column and "P009" in the "Emp Code" column.

Full Name	Emp Code	Participant Feedback	Manager Feedback	Action
harfelia	P003	Completed	Not Completed	START FEEDBACK
Kalyanavata Veerender	P004	Completed	Not Completed	START FEEDBACK
Asvathama Ponnada	P007	Completed	Not Completed	START FEEDBACK
Avantas Ghosal	P008	Completed	Completed	...
Roshan	P009	Completed	Not Completed	START FEEDBACK

3. How do I submit the ratings?

- E** You can rate the participant by moving the blue button to the desired scale for every knowledge competency
- F** After rating the participant across all Products & Solutions, and Role-specific skills, click on **Submit** to save and record your responses

You can now continue to rate the other participants or log out.

The screenshot shows the 'Evaluation' section of the FASTFORWARD platform. On the left sidebar, 'Evaluation' is selected. The main area is titled 'EVALUATION' and contains a 'Perform Ratings' button. A horizontal progress bar with three steps: 'Assessment Evaluations' (checkmark), 'Perform Self Ratings' (checkmark), and 'Perform Manager Ratings'. Below the progress bar is a 'Rating Scale' with four levels: Basic Knowledge (B), Working Knowledge (W), Extensive Experience (EE), and Expert (E). A slider allows users to change the rating. To the right, there's a section titled 'Products & Solutions' with a list of items: 5G, 5G Port Safety and Management, Bulk SMS, Business Network - SD Wan Solutions, Cloud and Co-location, and Collaboration Platforms. Each item has a horizontal rating scale. A red box highlights the first five items, and a red letter 'E' is placed above the first one. The last item, 'Collaboration Platforms', is outside the highlighted area.

This screenshot continues from the previous one, showing the 'Evaluation' section. The sidebar still has 'Evaluation' selected. The main area shows the same 'Perform Ratings' button and progress bar. The 'Rating Scale' is identical. The 'Products & Solutions' section is partially visible. Below it is a new section titled 'Sector' with a list of items: Dealer channel operating model, Dealer management systems, Fraud Management, and Dealer channel commission scheme. Each item has a horizontal rating scale. A red box highlights the first three items, and a red letter 'F' is placed above the first one. At the bottom right, there is a large red button labeled 'SUBMIT'.

User Guide Overview

**Key information on CDI
and IT checklist**

**Step-by-Step Guide
through the platforms
(Participant)**

**Step-by-Step Guide
through the platforms
(Manager)**

**Frequently Asked Questions
(FAQs)**

Key Contact Persons

Frequently Asked Questions (FAQ) (1/4)

No.	Question	Response
General		
1.	I did not receive my username and password for FUSE/ EY Spotmentor. Who should I contact?	<p>Please first check your spam/ Junk folder for emails from fastforward@axiata.com (FUSE) and admin@spotmentor.com (Spotmentor).</p> <p>If the credential email is not in the folder, please contact:</p> <p>Fuse</p> <p>Email directly to (either one):</p> <ul style="list-style-type: none"> • Gideon Tan (gideon.tan.hoe@celcom.com.my), • Nurusyifa Binti Abdul Hamid (nurusyifa@celcom.com.my), • Ena Erawati Salleh (ena_erawati@celcom.com.my) <p>EY Spotmentor</p> <p>Email directly to: techsupport@axiatafastforward.com</p>
2.	The email from admin@spotmentor.com is in the quarantine folder and I cannot release it, what should I do?	Please contact your IT Helpdesk at the earliest
3.	Why am I not able to login after I have copied and pasted my username and password credentials?	Please type your password (do not copy & paste) and ensure that there is no spacing when entering your password
4.	I am facing technical issues when using FUSE/ EY Spotmentor/ EY CompetencyConnect. Who should I contact?	<p>Fuse</p> <p>Email directly to (either one):</p> <ul style="list-style-type: none"> • Gideon Tan (gideon.tan.hoe@celcom.com.my), • Nurusyifa Binti Abdul Hamid (nurusyifa@celcom.com.my), • Ena Erawati Salleh (ena_erawati@celcom.com.my) <p>EY Spotmentor & CompetencyConnect</p> <p>Email directly to: techsupport@axiatafastforward.com</p>
5.	Is the Enterprise Academy only for Account Managers?	<p>At present, the Enterprise Academy comprises of the following roles:</p> <ol style="list-style-type: none"> 1. Account Management – Public Sector 2. Account Management – Corporate Sector 3. SME – Direct Channel 4. SME – Indirect Channel 5. Solutions Architect

Frequently Asked Questions (FAQ) (2/4)

No.	Question	Response
CDI		
6.	Is the CDI session compulsory?	Yes, it is compulsory
7.	Can I request for a different timeslot to complete my CDI?	Rescheduling of your CDI is not permitted under any circumstances.
8.	What are the IT requirements for the CDI?	Refer to IT Checklist in this User Guide
9.	What happens if I do not complete the tasks within the stipulated timeframe?	This is a timed assessment. If you do not complete the task within the specified time, the platform is configured to automatically start the next task. Please manage your time accordingly.
10.	What if I get logged out of my CDI?	You can re-login into FUSE -> EY Spotmentor -> CDI and continue where you last left off
11.	Should I dress up formally?	Yes, you need to dress up smartly for the CDI
12.	Can I use only audio for my discussion with the facilitator?	No, a video call is mandatory for discussion with the facilitator.
13.	How will I know the result of my CDI?	Once manager rating is completed, a detailed report will be shared with every participant containing both the qualitative and quantitative findings as adjudged by the facilitator during the CDI.

Frequently Asked Questions (FAQ) (3/4)

No.	Question	Response
CDI (Cont'd)		
14.	Can I change my responses/ answers to previous questions?	You can change the response/ answer to previous questions so long as you have not clicked "Submit" for a task. Thereafter, you will no longer be able to change your responses/ answers
15.	What am I being rated on during the CDI?	You will be rated on behavioral and role life cycle competencies relevant for your level and role cluster.
16.	What is the basis of the self and manager ratings?	The self and manager ratings is to evaluate you on knowledge competencies .
17.	Do I need to personally inform my Manager to perform the Manager ratings?	No. After you click "Submit" upon completion of self rating, an automatic email trigger will be sent to your Manager

Frequently Asked Questions (FAQ) (4/4)

No.	Question	Response
Learning Journey		
18.	There are too many learning modules for me to complete. Do I need to complete all of them?	Yes, you will need to complete all of them. It is expected for each participant to spend about up to 4 hours a week on these modules.
19.	I think the learning modules are too easy/ challenging for me and/ or not relevant to my role. What should I do?	Please raise this with your OpCo HR and L&D. You can also include this in the Program Feedback Form circulated on a bi-weekly basis.
20.	<p>I have made some progress or have completed a LinkedIn module. Why is the % progress on my learning journey in Spotmentor not updated?</p> <p>The ‘Mark Finished’ button is also not visible/ enabled for me. Why is that so?</p>	<p>Progress updates between LinkedIn and Spotmentor is only synchronized once a day. Your % progress will also be synchronized once a day, which can be seen on the learning journey itself.</p> <p>If you have fully completed a module, the ‘Mark Finished’ button will be enabled on the following day. You will need to click on that button for it to change to a ‘Finished’ status.</p>
21.	Can I change the modules that are on my Learning Journey?	No, you are not able to change the modules as they have been curated based on your skill gaps profile.
22.	I have completed my self-rating and CDI. Why am I not able to view my learning journey?	Your learning journey will only be available after you have completed your self-rating, CDI and have received your Manager’s rating.
23.	How do I know if my progress on the learning journey is being tracked?	<p>You will need to click on the ‘Mark Finished’ button after you have completed that selected module. You will notice that it will become a ‘Finished’ status upon clicking.</p> <p>Do note that the ‘Mark Finished’ button will only be enabled after you have clicked completed that module. Your progress will be tracked based on the ‘Mark Finished’ button.</p>

User Guide Overview

**Key information on CDI
and IT checklist**

**Step-by-Step Guide
through the platforms
(Participant)**

**Step-by-Step Guide
through the platforms
(Manager)**

**Frequently Asked Questions
(FAQs)**

Key Contact Persons

Key Contact Persons

Please reach out to the following PICs for any queries/ concerns:

1. System-related

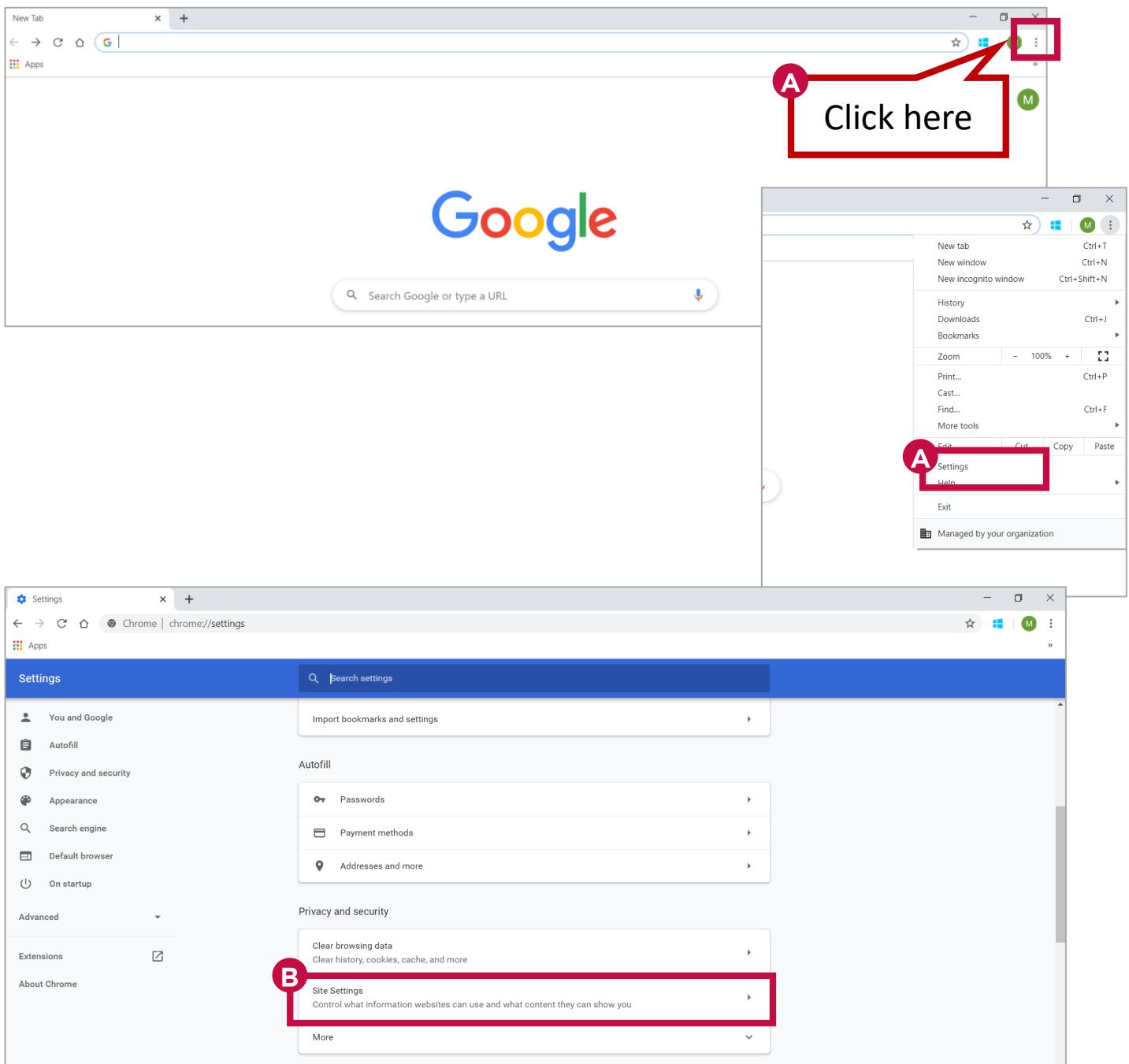
System	Contact Person
Fuse	<ul style="list-style-type: none">Nurusyifa Binti Abdul Hamid – nurusyifa@celcom.com.myEna Erawati Salleh – ena_eraawati@celcom.com.myGideon Tan – gideon.tan.hoe@celcom.com.my
Spotmentor/ CompetencyConnect	Email: techsupport@axiatafastforward.com

2. All other matters – please reach out to your respective OpCO HR & L&D

OpCo	Contact Person
Celcom	<ul style="list-style-type: none">Wendy Ak Pero – wendy_ap@celcom.com.mySamuel Saravanan – sameul.saravanan@celcom.com.my
Dialog	<ul style="list-style-type: none">Rekha Weerasooriya – Rekha.Weerasooriya@dialog.lkJohaan Isaac – Johaan.Isaac@dialog.lkSanaree Godagama – Sanaree.Godagama@dialog.lk
XL	<ul style="list-style-type: none">Rama Yanti – RYANTI@xl.co.idAndree Murtantyo – ANDREEM@xl.co.id
Robi	<ul style="list-style-type: none">Shirin Khan – shirin.khan@robi.com.bdMunim Ahmed – munim.ahmed@robi.com.bd
NCell	<ul style="list-style-type: none">Eliza Pradhan – eliza.pradhan@ncell.axiata.com

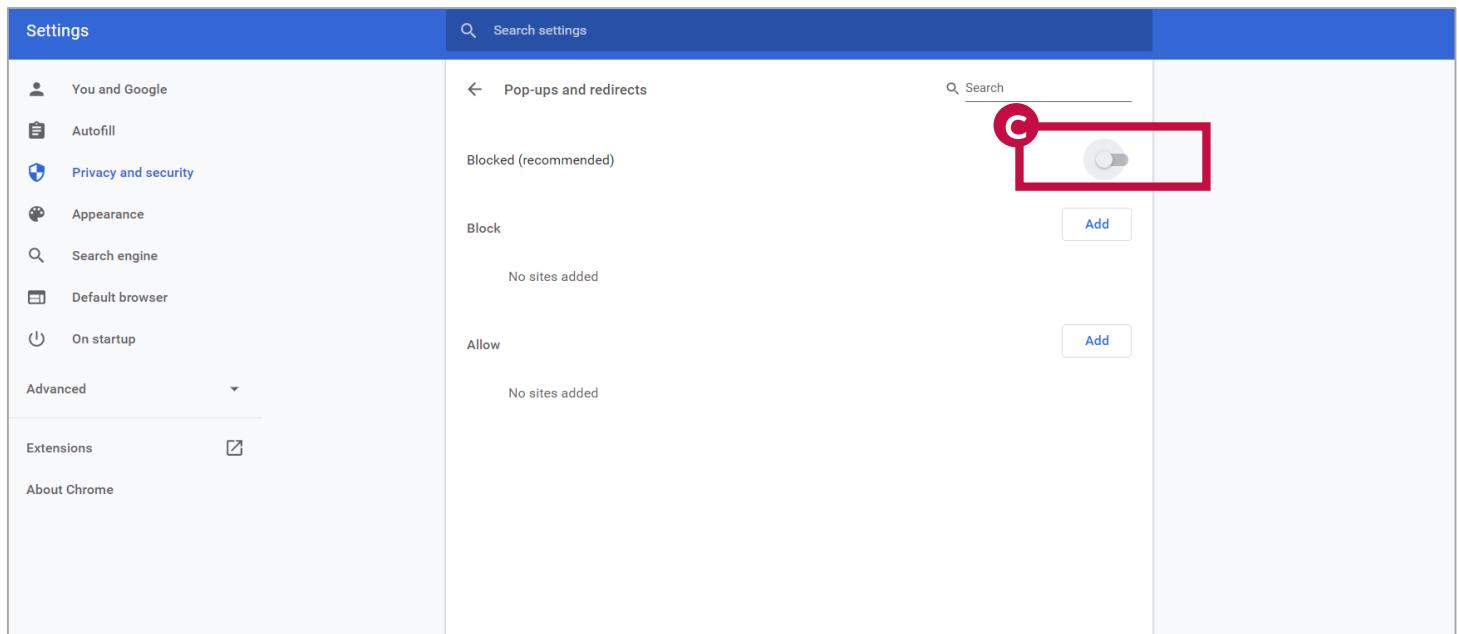
Annexures - Enabling Pop Ups (1/2)

- A** To enable pop ups on Chrome, go to **Settings** -> **Click Settings**
- B** Click Site Settings



Annexures - Enabling Pop Ups (1/2)

- C Slide the **blocked** slider to the right (i.e. turn on)

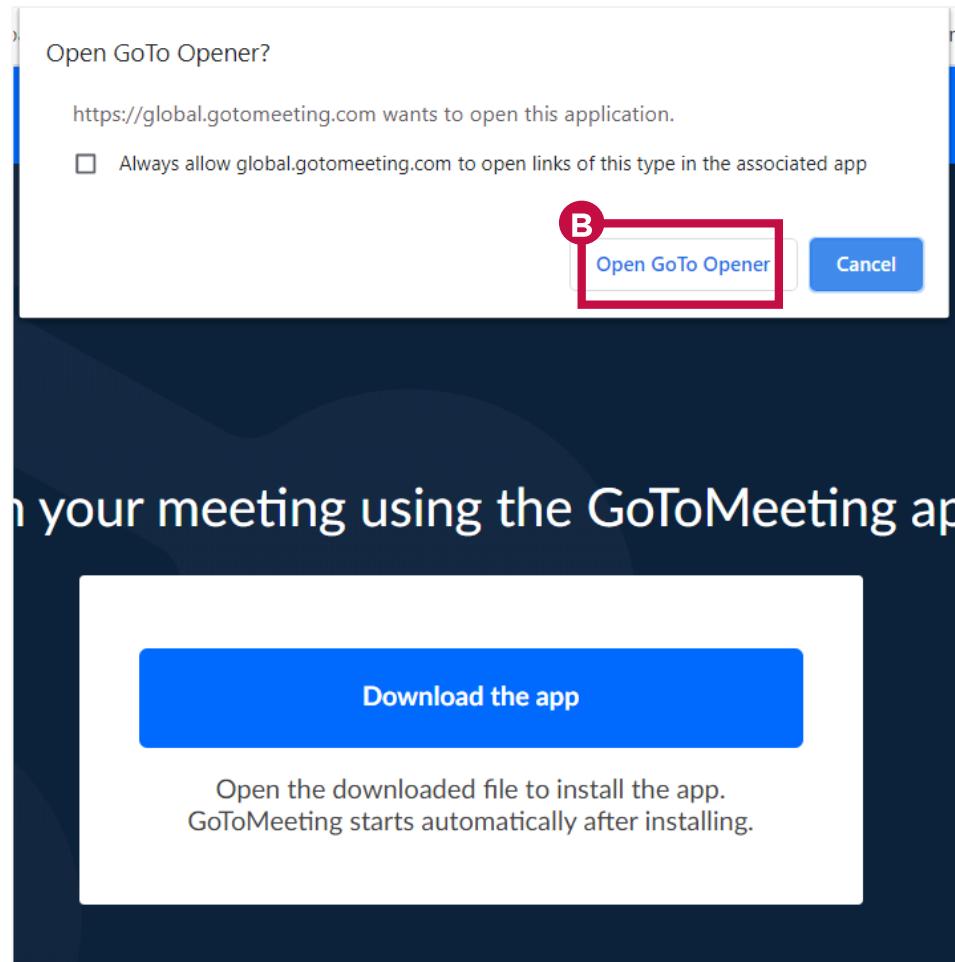
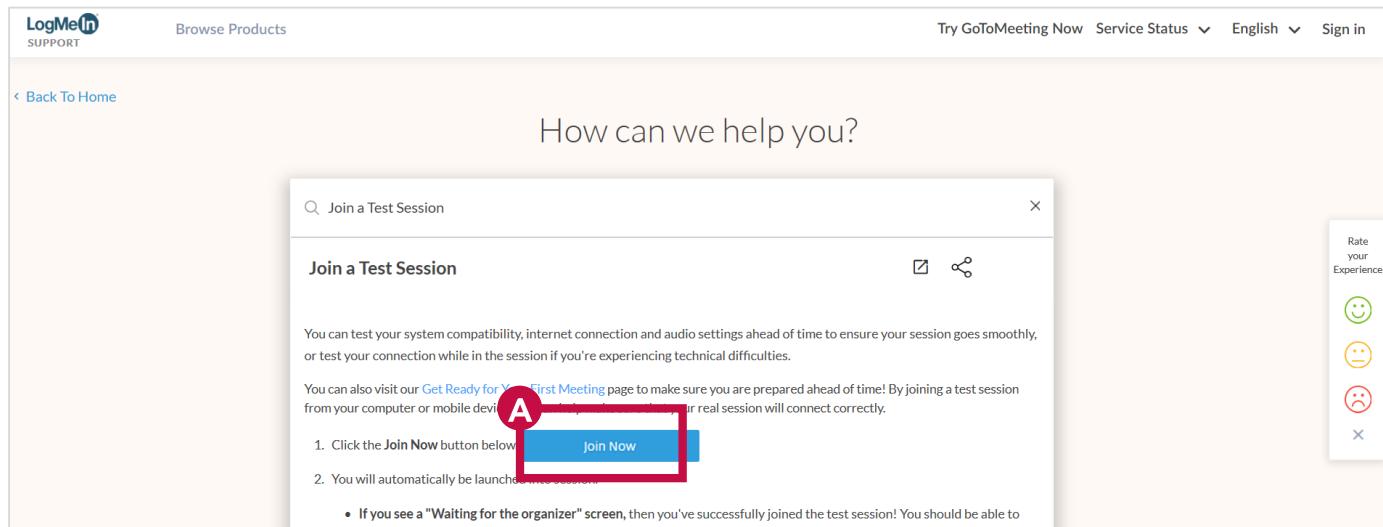


Annexures – Check Go-to-Meeting Link (1/2)

Go to <https://support.goto.com/meeting/help/join-a-test-session-g2m050001>

Please use **Google Chrome browser**

- A Click “Join Now”**
- B Click “Open GoTo Opener” – the GoTo Opener will appear in a separate tab**

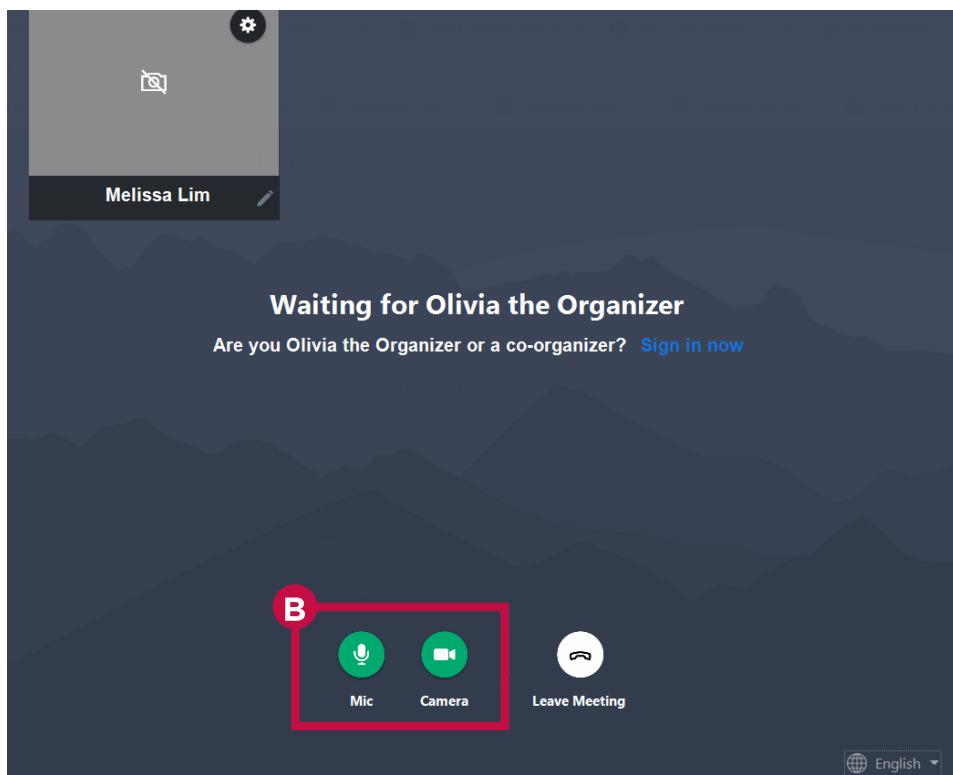
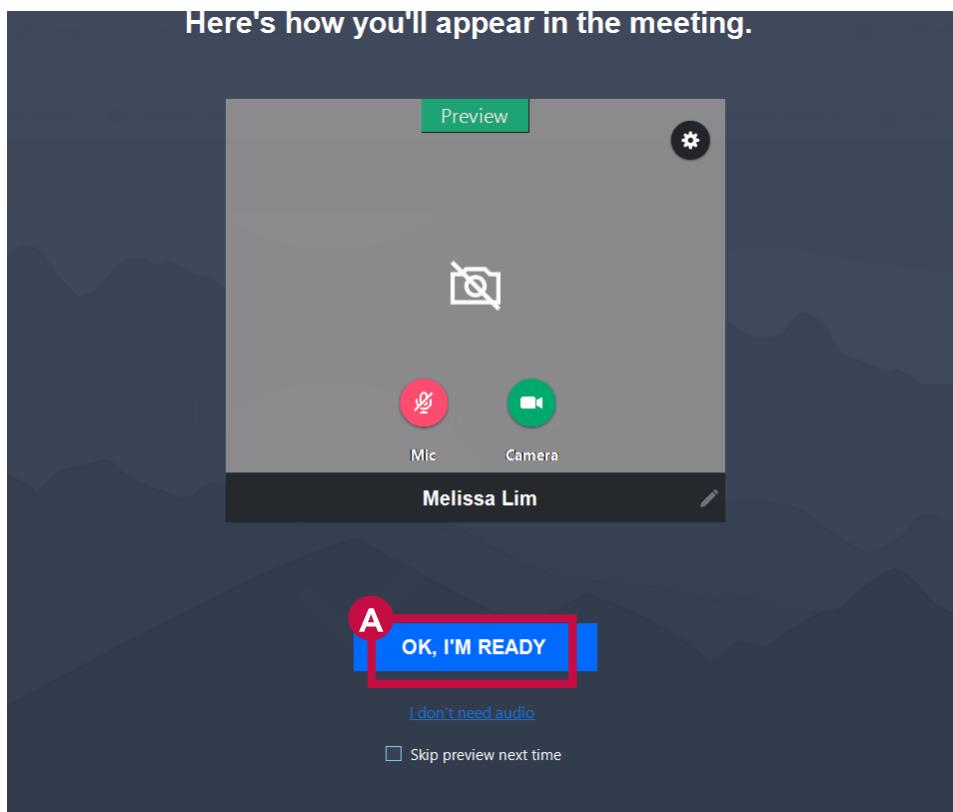


Annexures – Check Go-to-Meeting Link (2/2)

A Click “OK, I'M READY”

B Ensure your **Mic and Camera** are enabled on the day of your CDI

Here's how you'll appear in the meeting.



**Let's *FastForward* to a
sustainable future, together!**
