



Welcome to Amazon

From Hernandez, Will <wilbertg@amazon.com>

Date Fri 2024-05-10 12:08

To deborahsbeghen@gmail.com <deborahsbeghen@gmail.com>



Customer Service Training

amazon

Hello Deborah Sbeghen

A warm welcome to the Amazon family! My name is Will Hernández and I'll be one of your Trainers for next weeks. I will be joined by James Cantillo who will my fellow trainer. We are very excited to get to know you and work together, have fun and MAKE HISTORY!

Please read all of details below carefully.

New Hire Orientation setup

- Will take place on May 13 2024 at 9:00 AM.
- Your attendance is **Mandatory** (This will be paid time). Following the training policy in Amazon, all the new hired employees must have a 100% of attendance in the period of training to get into production.

On May 13 2024 our team will take you through the process of logging into your device.

Equipment Set Up:

- We kindly request you to set up your physical equipment today, to ensure the device is working and updated
- Please email me urgently to wilbertg@amazon.com with copy to silvamfs@amazon.com if you are still missing any components or any equipment is damaged / defective or not working correctly. Please include your login, the missing/defective part, start date, phone number and address.
- Ensure that the ethernet cable we have provided is long enough to connect to your modem. If it does not reach, you will be required to go and buy a long one.
- **DO NOT** attempt to login to your device prior to your orientation session on May 13 2024 as this will be done within the session.
- Once your Trainer confirms that you can start the connection, you'll need your Your Amazon username/login is: **dsbeghen**
- This Login is unique, make sure to annotate it to learn it.

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Guides:

1. CSOS Setup Guide

Your facilitator will walk you through this guide during your Orientation call during an allocated slot.

In addition, please find a video link detailing the physical setup process:

<https://d3l446wndojh0q.cloudfront.net/CSOSVids/Lenovo%20Setup%20Guide%20English.mp4>

Once your equipment is set up, please ensure that your equipment is plugged into your Fibre connection using the ethernet cable.

NB: To ensure you are ready to start the day on May 13 2024 your device may need to run for up to an hour to update any software requirements. This will present as a red screen when powering on your device, should this occur, kindly click PROCEED to upgrade computer and let the upgrade run.

Next steps:

Connecting on May 13 2024:

Please start dialing into the conference call from 9:00 AM **and ensure you have headphones plugged into your cellphone or device.**

Please download “**Amazon Chime**” to your mobile/cell phone before the start of the class on May 13 2024. The instructions are below. As you join the phone call, please be on mute, as there will be a large group on the same call.

- Go to your App store/ Play Store
- In the search option, type “**Amazon Chime**”
- Install app and once installed, open the Chime App
- You will NOT use the “enter user name and password” option but rather the “enter meeting ID” option
- The meeting ID for May 13 2024 is: 9970667911
- Once you have entered the meeting ID, you will be joined to the group chat in Chime.

Training Shift:

Kindly note that your training shift for the next 4 weeks will be:

- Monday to Friday from 08:00 – 17:00 BR Time Zone.

Important Files:

In several minutes you will receive another email with three (3) attached files. Don't forget to check them.

Name of the files:

1. Do's and Don'ts badge photo.
2. CSOS setup Guide.
3. Connecting to Amazon Chime.

You will need to send an email to wilbertg@amazon.com with the badge picture before Day 1. Make sure you review and follow the steps on the Do's and Don'ts badge photo file.

See you soon!

Will Hernández

The logo for Amazon Training, featuring the word "training" in a white, lowercase, sans-serif font. Below the word is a thick, orange curved line that starts under the 't' and ends under the 'g', resembling a smile or a swoosh.