ID	% Complete		Task Mode	Task Name	Duration	Start	Finish	Pred	Resource Names	Notes		October 10/3
1	**58%**			**Training**	**35 days**	**Mon 10/4/21**	**Fri 11/19/21**					
2	100%	✔	📌	kickoff	1 wk	Mon 10/4/21	Fri 10/8/21		Felix Reta			
3	**55%**			**Knowledge xfer**	**30 days**	**Mon 10/11/21**	**Fri 11/19/21**					
4	60%			CBT	30 days	Mon 10/11/21	Fri 11/19/21	2	Shaun Rowe,Jay F			
5	50%	📁		SmartGuide	30 days	Mon 10/11/21	Fri 11/19/21	2	April Tomlinson	Agents and Leadersh		
6	12%	📁		**Verint ticket for drill down**	2 mons	Mon 10/4/21	Fri 12/3/21	2		Issue surfaced during forms review by supervisors...		
7	**0%**	📁		**Call center rollout scheduling**	**5 days**	**Fri 12/3/21**	**Fri 12/10/21**	**3,6**		**Not site but LOB**		
8	0%	📁		Credit Risk	1 day	Fri 12/3/21	Mon 12/6/21	3		Verint		
9	0%	📁		Card Services debit OFD	1 day	Fri 12/3/21	Mon 12/6/21	3		Verint		
10	0%	📁		Card Services Debit OFS	0 days	Fri 12/3/21	Fri 12/3/21	3		A2G dependency		
11	0%	📁		Bank Services/Credit Services	1 day	Fri 12/3/21	Mon 12/6/21	3		Verint		
12	0%	📁		ePay OFS	1 wk	Fri 12/3/21	Fri 12/10/21	3		A2G dependency		
13	0%	📁		ePay OFD	1 day	Fri 12/3/21	Mon 12/6/21	3		Verint		
14	0%	📁		Biller	0 days	Fri 12/3/21	Fri 12/3/21	3		A2G dependency		
15	0%	📁		Digital Channels OFS	0 days	Fri 12/3/21	Fri 12/3/21	3		Verint		
16	0%	📁		Digital Channels OFD	1 day	Fri 12/3/21	Mon 12/6/21	3		A2G dependency		
17	**0%**			**Agent enablement**	**1 day**	**Fri 12/3/21**	**Mon 12/6/21**	**3,6**				
18	0%	👤		Agent permissions	1 day	Fri 12/3/21	Mon 12/6/21		Becky Collins,Jeni			
19	0%	👤		Supervisor permissions	1 day	Fri 12/3/21	Mon 12/6/21		Becky Collins,Jeni			

Project: AQM to Production v0.
Date: Tue 11/9/21

Task	Inactive Summary	External Tasks
Split	Manual Task	External Milestone
Milestone	Duration-only	Deadline
Summary	Manual Summary Rollup	Progress
Project Summary	Manual Summary	Manual Progress
Inactive Task	Start-only	
Inactive Milestone	Finish-only	

ID	% Complete		Task Mode	Task Name	Duration	Start	Finish	Pred	Resource Names	Notes	
20	**0%**			**Execution**	**15.9 days**	**Mon 11/22/21**	**Mon 12/13/21**	**7,17**			
21	0%			Perform access review	1 day	Fri 12/10/21	Mon 12/13/21	7,17		Agents check, escalat	
22	0%			Communicate AQM availabiltiy	2 days	Tue 11/30/21	Wed 12/1/21	4	Stephen Gilmore		
23	0%			AQM CCO deployed	0 days	Wed 12/1/21	Wed 12/1/21				
24	0%			Dashboards and reporting enhanced	0 days	Mon 11/22/21	Mon 11/22/21		Felix Reta	Dependency on SDK-Datamart	
25	**0%**			**Closing**	**10 days**	**Mon 12/13/21**	**Mon 12/27/21**	**20**			
26	0%			Lessons Learned	2 wks	Mon 12/13/21	Mon 12/27/21			Include deployment LL	
27	**0%**			**A2G**	**182 days?**	**Wed 7/21/21**	**Thu 3/31/22**			**Just for reference as**	

Task	▬▬▬	Inactive Summary	⊏⊐	External Tasks	▬▬▬
Split	············	Manual Task	▬▬▬	External Milestone	◆
Milestone	◆	Duration-only	▬▬▬	Deadline	⬇
Summary	�------▯	Manual Summary Rollup	▬▬▬	Progress	▬▬▬
Project Summary	▯------▯	Manual Summary	▯------▯	Manual Progress	▬▬▬
Inactive Task	▭	Start-only	⊏		
Inactive Milestone	◇	Finish-only	⊐		

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