READY!

T··Mobile·

TR# 2017325

DO IT YOURSELF

MEET YOUR CUSTOMERS

Watch the customer profile videos and take notes:

• What's important to them?
• How do they spend their time?
• How do they use wireless?
• What pain points have they experienced?

READY!

DO IT YOURSELF

LEARN

Complete the following **Interaction Model** Missions on the [Learning Hub](#) or Cornerstone.

Make It Personal
- Be your Un-carrier Self
- Have a Two Way Conversation
- Match Your Customer's Interests

Explore & Discover
- Demonstrate Products & Features
- Explore & Discover our Network

Problem Solved
- Listen, Show Empathy & Apologize
- Listen & Resolve
- Follow Up

Guide the Purchase
- Ask Personalized Questions
- Explain Why T-Mobile
- Share Product, Service & Network Expertise

Stay Connected
- Put the Device in their Hand Ready to Go
- Set the Right Expectations

REFLECT

- What hesitations have you personally had about wireless service?

- How can you ensure you're offering products and services that meet your customer's needs and reduce hesitations?

READY!

3 – UCE Interaction Model

DO IT YOURSELF

RESEARCH

- Research Signature Moves (422131)
  - Read all overviews
  - Dig into our current moves
  - Be an expert on the latest

COMPLETE

Complete the following web-based training in Un-carrier Academy:

Team of Experts

WRITE

- For each Signature Move, write:
  - One feature
  - One benefit
  - Any questions

READY!

DO IT YOURSELF

30 MIN

LEARN

- Complete the Own Our Network WBT in Cornerstone
- Ask yourself:
  - What do I need to know?
  - What do customers care about?

ALTERNATE ACTIVITY

Review these links:

- T-Mobile Cleans Up in Ookla & OpenSignal Reports
- Proof Positive. T-Mobile Does Unlimited Better.
- T-Mobile Network Bands
- Our Network Rally Cry: UFC (COR)
- Network FAQ (COR)
- 7 Benefits of 600 (...MHz Spectrum) (COR)

READY!

DO IT YOURSELF

30 MIN

READ

Read about our coverage maps.
- Coverage Map (415024)
- LTE Comparison Map (430055)

PRACTICE

Explore the places you live, work, and play on the:
- Coverage Map
- LTE Comparison Map

RESEARCH

Research personal coverages solutions.
- Wi-Fi calling (414550)
- Coverage Device Program (415221)
- Coverage Device Comparison (415129)

READY!

DO IT YOURSELF

T-MOBILE ONE

- T-Mobile ONE (424854)
- ONE Plus (428707)
- T-Mobile One No Credit Check (442969)
- T-Mobile ONE 55+ (435084)
- T-Mobile ONE Military (438371)

PREPAID

Prepaid Plans Grab n Go (437003)

T-MOBILE ESSENTIALS

- T-Mobile Essentials (442994)
- T-Mobile Essentials No Credit Check (442993)

WBT

Complete the following web-based training in Un-carrier Academy:
Explore the Possibilities of T-Mobile ONE

WHY T-MOBILE?

- $5 AutoPay bill credit (431997)
- T-Mobile vs. Competition (422745)

READY!

DO IT YOURSELF

45 MIN

LEARN DIGITS

- DIGITS Video #1 (434241)
- DIGITS Video #2 (434242)
- DIGITS Grab & Go (434169)
- DIGITS Rate Plans (438353)
- DIGITS App & Web Client (428303)

WBT

Complete the following web-based training in Un-carrier Academy:

DIGITS WBT

ANSWER

- When is DIGITS free?
- When does it require a rate plan?
- What do the app & web client do?

MAKE IT PERSONAL

- How might you, personally, benefit from using DIGITS service?
- Who do you know that might benefit from DIGITS?
- How would you explain the service to them?

READY!

DO IT YOURSELF

RATE PLANS

- T-Mobile ONE Business (429478)
- T-Mobile ONE w/ ONE Plus Business (442970)
- Simple Choice Plans Business (419782)

READY!

DO IT YOURSELF

GET FAMILIAR

- Check out the Accessory Guide. (436892)
- Learn about EIP for accessories. (423054)
- Explore the accessories in your store.
- Ask an experienced co-worker to show you the ship-to catalog in Tapestry.

CHOOSE & RECORD

1. Using one of the phones you selected, choose:
   - A case and screen protector.
   - A charging solution (other than a car charger).
   - One more accessory, from a different category.
2. Record a video of yourself (~ 60 sec) describing accessory #3 from above and what you like about it.
3. Watch your video. Can you improve? If so, try again.

   Need some inspiration? Check out these examples:
   - *C2 > Sales Training > Accessories > Accessory Zone Videos*
   - *C2 > Sales Training > Accessories > Product Videos*

HOW MUCH?

1. How much is the grand total (before taxes) for the accessories you chose?
2. Would this accessory purchase qualify for EIP?
3. Create a Purchase Estimate.
   - Assume the customer will use EIP for both phone & accessories.
   - Enter both the monthly EIP installments and down payments required today.

READY!

10 – Accessories

DO IT YOURSELF

1 HR 15 MIN

GET FAMILIAR

- C2 > Devices
- T-Mobile.com > Phones

LEARN

Making handsets affordable:
- Equipment Installment Plan (EIP) (419851)
- Smartphone Equality (415726)
- Introducing Smartpicks WBT
- Smartpicks Device Comparison (430777)
- Bring Your Own Device (BYOD) (421579)
- BYOD Check App (437464)

CHOICES, CHOICES

1. Choose 2 phones:
   - Superphone (opposite of your preferred OS)
   - Smartpick
2. Choose 3 favorite specs for each phone.
3. Translate those specs into benefits.

HOW MUCH?

- Review current pricing summaries (415879)
- Check out the Pricing Summary Tool (415879)
Answer:
- What is the full price of each phone you selected?
- How much is the down payment for these phones, for each credit class group?

READY!

11 – Handsets

DO IT YOURSELF

1 HR 15 MIN

RESEARCH

- T-Mobile ONE Tablet (425002)
- T-Mobile ONE Wearable (425004)
- T-Mobile ONE Tablet No Credit Check (428569)
- T-Mobile Essentials Tablet (442968)
- T-Mobile Essentials Tablet: No Credit Check (442967)
- DIGITS Rate Plans (431515)
- Mobile Internet for HotSpots (429651)
- Selling Wearables (435986)

GET FAMILIAR

- C2 > Devices > Filter:
    1. Tablet
    2. Wearables
    3. HotSpot

DEVICE MATCH UP

1. Pick 3 video customers:
    - One you would sell a tablet
    - One you would sell a wearable
    - One you would sell a mobile hotspot
2. For each customer, choose a device/rate plan combo (DIGITS plan, where applicable).
3. How would you explain the benefits to each customer?

HOW MUCH?

- What is the full price of the device for each customer?
- Assuming the customer is well-qualified, how much is their down payment today for the new device?
- How much will their EIP be each month, for 24 months?
- How much will the monthly charge be for the rate plan?
- What, if any, discounts apply on the rate plan?

READY!

DO IT YOURSELF

2 HR

EXPLORE

1. https://c2.t-mobile.com/community/sales-training/iot
2. Visit the sales floor to see which IoT products are sold in your location.

MAKE IT REAL

Who can benefit from IoT products? Probably everyone! Focus on your real-world.

1. Think of a friend/family member that could use SyncUP DRIVE or the Nest Security Pack.
2. Write down the top 3 ways this product could benefit them.
3. Create a short video for your friend or family member:
   - ✓ Explain the product (keep it simple – don't overwhelm with info.)
   - ✓ Explain how you believe the product will make their life better.
   - ✓ Send them the video!
4. Explain this was a training activity and ask for their feedback.

LEARN MORE

- SyncUP DRIVE Video (428552)
- SyncUP DRIVE Overview (427912)
- Connected Home Hub (437248)
- Nest Secure WBT
- T-Mobile FamilyMode WBT
- FamilyMode Grab & Go (442073)
- Family Allowances (415399)
- FamilyMode Hub videos – Choose 2 (442173)

HOW MUCH?

Assume your friend or family member is interested. How would you explain the cost? Explanation should include:

- Cost of the device
- EIP option
- Rate plan (Hint: Nest & SyncUP have their own rate plans.)

READY!

DO IT YOURSELF

1 HR 45 MIN

IDENTIFY

Identify the benefits of these services:

- Protection <360> (442549)
- Tech PHD (431810)
- McAfee Security (431851)
- JUMP! (417571)
- JUMP! On Demand (417546)
- Stateside International (415406)
- Voicemail to Text & Name ID (415385)
- Scam ID & Scam Block (415386)

Choose the value added service(s) you would select for yourself.

NY ONLY

Complete the following web-based training in Un-carrier Academy:

- Protection360
- Protection360 in New York

MATCH

- Watch the customer profile videos assigned to you.
- Listen for cues about the customers lifestyle.
- Identify VAS that would benefit them.
- Be ready to explain the benefit to the customer.

COMPLETE

Complete the following web-based training in Un-carrier Academy:

Protection360

REVIEW

JUMP! & JOD Product Comparison (435029)

WATCH

System Simulations (433580)

- JUMP! Upgrade
- JUMP! On Demand Activations
- JUMP! On Demand Upgrades
- JUMP! On Demand Returns

READY!

14 – Value Added Services

DO IT YOURSELF

45 MIN

REVIEW

Ready! Customer Onboarding video (435747)

COMPLETE

Complete the following web-based training in Un-carrier Academy:

#GetOutoftheRed

PEER INTERVIEW

- What is the best way to make sure a customer leaves happy?
- Have you ever forgotten to tell a customer something important? What happened?
- Why do customers usually return or exchange something?
- What has worked for you when you've asked for referrals?

READY!

DO IT YOURSELF

LEARN

C2 437007

- Understand My Bill Grab 'n Go

C2 433580

- Bill Pay Video
- Bill Review Video

PEER INTERVIEW

- What questions do customers have about their bills?
- Tell me about a situation when a customer was upset about something on their bill. What did you do?
- How do you correct an error on a customer's bill?

COMPLETE

Complete the following web-based training in Un-carrier Academy:

Managing Customer Data – Done Right!

RESPOND

Using peer interview question 2, come up with your own response for handling that situation. Remember to use the Interaction Model!

READY!

DO IT YOURSELF

1 HR 30 MIN

RESEARCH

1. Learn about Grand Central & Troubleshooting
   a. Grand Central Policy & Procedure.
      https://c2.t-mobile.com/docs/DOC-423465
   b. Review, Bookmark & Follow the Standard Troubleshooting Process page.
      https://c2.t-mobile.com/docs/DOC-424227
   c. Review The Fix: Grand Central page.
      https://c2.t-mobile.com/docs/DOC-423803
2. Check your phone in C2 to see what known issues exist and the troubleshooting solutions for your phone.

COMPLETE

Complete the following WBTs:
a. Apple Warranty Exchange
b. Warranty Exchange Just Got Awesome – the Un-carrier Experience WBT
c. Warranty Exchange Just Got Awesome – Before During and After WBT

READY!

DO IT YOURSELF

GRAND CENTRAL – WALKME FLOWS

1. Access at https://grandcentral.t-mobile.com/
2. Log in with your NT ID & PW
3. Enter the phone number given by the Facilitator
4. Look to the bottom left corner & select Need Help?
5. Search & complete the following flows:
    a) Send Promotion SMS to Customer
    b) Customer Experiencing Slow Internet
    c) Find C2 Device Details
    d) Review Apps on Device
    e) Remove Apps from Device
    f) Check Network
    g) Find Application Issues

READY!

DO IT YOURSELF

15 MINS

WATCH

Go to the Systems Simulations (DOC-433580) page and watch:

- Account Audit
- View Account Memos
- EIP Device Purchase

BOOKMARK

Find and bookmark:

- POS/mPOS:
  - POS Transactions (DOC-416472)
  - mPOS on REMO (DOC-416124)
  - Bill Payments in Store (DOC-416650)
- QuikView:
  - QuikView steps: https://c2.t-mobile.com/community/systems-steps/quikview-steps

READY!

DO IT YOURSELF

1 HR 40 MIN

RESEARCH

REMO Training Hub ([DOC-438953](#))
- Access Accounts
- Basic Navigation
- Multitasking apps
- Bill Payments
- Billing Details
- Accessories, airtime, and SIM card purchases

COMPLETE

WBT:
- Retail Mobility (REMO)

Videos:
- REMO Bill Payment
- REMO Accessory Sale
- REMO Postpaid Activation
- REMO Prepaid Activation
- REMO JUMP! Upgrade with EIP

READY!

DO IT YOURSELF

WALKME – REBELLION

1. Open the URL in **Chrome.**
   https://retailtrainingprod.rebellion.t-mobile.com/
2. Log in with your NT Login.
3. Select Start in the pop up box.
4. Select the Training button in the lower right hand corner.
5. Under Getting Started, select Start.
6. Complete all six topics.
   a. Getting Started
      i. Launch the Welcome video
      ii. Close the video window.
      iii. Compete the Getting Started topic to be marked complete.
   b. Account Refills
   c. Account Maintenance
   d. Activations
   e. Devices
   f. Resources
      a. When reviewing the Resources topic, C2 documents are best accessed on the desktop.

READY!

DO IT YOURSELF

RESEARCH

1. Access C2,
2. Open, and read the following pages:
   - C2 DOC 419631 – Retail Valet
   - C2 DOC 431769 - Training and FAQ
     i. Retail Valet FAQ
     ii. Retail Valet Grab and Go

COMPLETE

1. Access Retail Valet:
   https://t-mobile.retailvalet.com/login/
2. Login with the following credentials:
   - NTID: 02test (02test – 15test)
   - Password: magenta
   - Store: 3
3. Add a sample customer, Test - John Legere
4. Select a reason for his visit
5. Save to Queue
6. Select Serve Now
7. Select Finish Serving

READY!