DIGITS

HOW TO USE THIS FACILITATOR GUIDE

This guide is used to assist facilitators in delivering topics to learners in a clear and efficient manner. Facilitators will need to perform the following tasks prior t the start of the course.

- Read through the facilitator guide.
- Confirm you have access to the tools and resources.
- Practice using the tools and resources to support the delivery of the key topics.

The Ready! content was designed with both T-Mobile Corporate-Owned Retail (COR) & TPR employees in mind. But there are a few topics that apply to COR employees only.

This guide will identify those topics in the Topics, Tools, & Time section & throughout the guide with **(COR ONLY)**. When a topic is identified as **(COR ONLY),** TPR trainers are encouraged to use this time to deliver the topic objective as it aligns with their business.

Key Terms	What it Means for You
PURPOSE	Provides the WIIFM of the topic and/or activity.
TIME	Indicates the approximate time for the activity.
ASK	Ask the learners this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the facilitator must do.
INSTRUCTIONS	Provides steps on how to complete an activity.
DEBRIEF	Guided discussion to gauge knowledge retention.

STANDARD MODULE FLOW

Resources
- Open
- Review

Intro
- See it

Do it Yourself (DIY) Activity
- Try it
- C2 research
- Debrief

Bring it Together Activity
- Try it
- Show it

READY!

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Topics	Tools	Est. Time
Intro		0:10
Introduce the topic for today.	• Facilitator Guide & Participant Guide • Presentation	
DIY Activity		1:00

• Research
• Debrief
	• Facilitator Guide & Participant Guide
	• Presentation
	• DIGITS WBT
	• C2 pages:
	    ○ https://c2.t-mobile.com/docs/DOC-434241
	    ○ https://c2.t-mobile.com/docs/DOC-434242
	    ○ https://c2.t-mobile.com/docs/DOC-434169
	    ○ https://c2.t-mobile.com/docs/DOC-438353
	    ○ https://c2.t-mobile.com/docs/DOC-428303	

Bring It Together Activity		0:35
Practice identifying which customers can benefit from DIGITS and how to explain the service.	• Facilitator Guide & Participant Guide • Presentation	
	Approximate Time: 1:45	

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PURPOSE

Mobile Associates will be introduced to DIGITS, to gain a foundational understanding of this unique service.

After successfully completing this module, they will be able to:

- Describe what DIGITS is.
- Explain benefits of DIGITS.
- Identify customers who may benefit from DIGITS.

EXPLAIN

Explain the following in your own words:

- DIGITS is an incredible service.

- It allows customers to have one number, used across multiple devices.

- It also allows the customer to use multiple phone numbers, on one device.

- It's a unique product that has so many possible uses and potential benefits.

- As you'll see, this service defies labels.

- It can be a free service, using the DIGITS app.

- Or it can be an additional line of service, which requires a DIGITS rate plan.

ASK

- Does anyone have any firsthand experience with DIGITS? Maybe you or someone you know uses the service? Or have you heard overheard any sales conversations about DIGITS?

- Allow a few minutes for discussion before moving on to set up the DIY activity.

- If no one has experience, here's a scenario:

  - Jennifer would like to have one number to give her business contacts and one for her personal life but she doesn't want to carry two phones.
  - With DIGITS, she can have multiple phone numbers on one device. T-Mobile can just add DIGITS Talk & Text plan to her account. She will be able to manage both numbers from one phone.

DIY ACTIVITY   60 MIN

PURPOSE   Mobile Associates will learn about the variations of DIGITS and the benefits of the service.

INSTRUCTIONS   TIME: 45 min research, 15 min debrief

See the **DIGITS DIY Activity** slide.

1. Learn about DIGITS in C2.

2. Complete the DIGITS WBT in Un-carrier Academy.

3. Answer the questions in the box.

4. Answer the Make It Personal questions.

5. Be prepared to share what you chose, the monthly cost, and why it will benefit you.

DEBRIEF   See the **DIGITS Download** slide.

- What are the 2 main things you can do with DIGITS?
    - One phone, multiple numbers. One number, multiple phones.
- What do you need to do on devices without built-in DIGITS?
    - Download the DIGITS app.
- Name some devices with DIGITS built-in.
    - List will vary. Check C2 for latest.
    - https://c2.t-mobile.com/docs/DOC-434169
- What are the 4 types of DIGITS rate plans?
    - DIGITS Talk & Text
    - High Speed Data with Paired DIGITS
    - Data with Paired DIGITS
    - Non-T-Mobile (NT) DIGITS Talk & Text
    - https://c2.t-mobile.com/docs/DOC-434169

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BRING IT TOGETHER ACTIVITY   35 MIN

PURPOSE   This activity will help Mobile Associates identify customers that will benefit from DIGITS functionality and each of the DIGITS rate plans.


INSTRUCTIONS

TIME: 5 min setup, 15 min group breakout time, 10 min presentations, 5 min debrief

- See the DIGITS Bring It Together slide.

- Split class into small groups of 3-4. No more than 4 people to allow everyone time to skill practice, due to time constraints.

- Each group will come up with a description of two different customers. Be creative. Give the customer's personal preferences and lifestyle. Make that customer come to life.

    1. One that will use the free DIGITS app.

    2. One that will use a DIGITS rate plan.

- Assign each group a DIGITS rate plan, making sure all rate plan types below are covered.

    1. DIGITS Talk & Text

    2. High Speed Data with Paired DIGITS

    3. Data with Paired DIGITS

    4. Non-T-Mobile (NT) DIGITS Talk & Text

- They should be able to describe who that customer is, how they will use DIGITS, the phone and devices they have, and whether an app is required.

- Select a representative to present their customer description.

- Give the learners 15 minutes to develop their customers.

- At the end of 15 minutes, begin the customer presentations.

- Limit customer presentations to about 1 minute per customer.

- Depending upon time, all groups may not be able to present both customers.

- Make sure every rate plan is represented.

BRING IT TOGETHER ACTIVITY (CONTINUED)

DEBRIEF
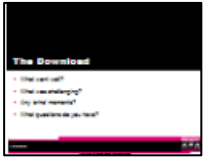
See the **Bring It Together Download** slide

- What went well?

- What was challenging?

- Any 'a-ha' moments?

- What questions do you have?