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 to the start of the course.

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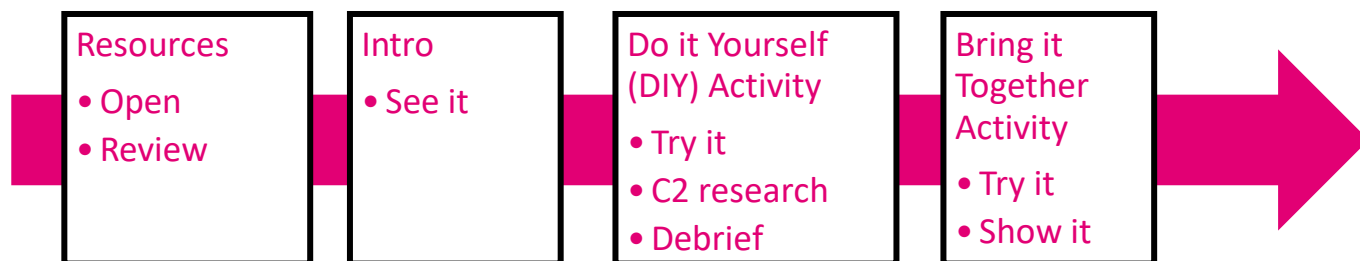- Practice using the tools and resources to support the delivery of the key topics.

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 participants this question and wait for responses.
EXPLAIN	Use your own words to deliver the content.
ACTION	Indicates a task the leader 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

Systems Overview

Topics	Tools	Est. Time
Intro		0:30

• Introduce the topic for today
  ○ Watson
  ○ POS/mPOS
  ○ QuikView
	• Facilitator Guide & Participant Guide
	 • Presentation
	 • Watson Overview
	 https://c2.t-mobile.com/docs/DOC-438690
	 • POS Overview
	 https://c2.t-mobile.com/docs/DOC-438800
	 • QuikView Overview
	 https://c2.t-mobile.com/docs/DOC-438871	

DIY		0:25
• Watch simulations • Bookmark C2 pages • Debrief	• Facilitator Guide & Participant Guide • Presentation • System Simulations https://c2.t-mobile.com/docs/DOC-433580	
		Approximate Time: 0:55

Systems Overview

PURPOSE

- This topic is being delivered to drive awareness of the Systems used during a customer interaction.

- This module provides the knowledge to search, define, & describe common systems used during a customer interaction.

- When the systems are properly used, customers will have an Un-carrier experience and have a greater chance of leaving our store with their needs met and/or issues resolved, which will lead to higher customer satisfaction.

ACTION

Use the slide & the key points in this guide to deliver the topic.

EXPLAIN

- We are going to cover the systems you'll be using in your home store most often at a high level.
- You will get more hands-on experience during Mobile Expert Certification.
- The goal is to drive awareness of the Systems used during customer interactions.
- The systems we are going to cover today include:
  - Watson: Used to check credit and activate new postpaid accounts, and support prepaid customers.

  - Point of Sale (POS/mPOS): Used to collect payment for device & accessory purchases, bill payments, EIP payments, etc.

  - QuikView: Used to support existing customers' accounts.

ACTION

1. Review the C2 Overview pages for each system.
   a. Watson Overview https://c2.t-mobile.com/docs/DOC-438690
   b. POS Overview https://c2.t-mobile.com/docs/DOC-438800
   c. QuikView Overview https://c2.t-mobile.com/docs/DOC-438871

DIY ACTIVITY   25 MINS

PURPOSE	To give MAs the chance to see systems in action and bookmark C2 resources

ACTION	Use the slide & the key points in this guide to deliver the topic.

EXPLAIN	Now that you know what the systems are, how they are used, & the benefits, it's time to see them in action.

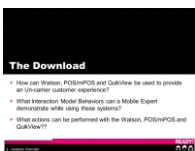| ACTION	1. Have MAs go to the C2 DOC 433580 - Systems Simulations page and watch:

1. Have MAs go to the C2 DOC 433580 - Systems Simulations page and watch:
   a. Account Audit
   b. View Account Memos
   c. EIP Device Purchase
2. Find and Bookmark the following pages in C2. Advise MAs that the pages are good resources and they can review as needed.
   a. POS/mPOS:
      i. C2 DOC 416472 - POS Transactions
      ii. C2 DOC 416124 - mPOS on REMO
      iii. C2 DOC 416650 - Bill Payments in Store
   b. QuikView:
      i. QuikView steps: https://c2.t-mobile.com/community/systems-steps/quikview-steps

EXPLAIN	• Everyone can have different interpretations of the same situations.

ASK	• How can Watson, POS/mPOS and QuikView be used to provide an Un-carrier customer experience?

• How can Watson, POS/mPOS and QuikView be used to provide an Un-carrier customer experience?

• What Interaction Model Behaviors can a Mobile Expert demonstrate while using these systems?

• What actions can be performed with the Watson, POS/mPOS and QuikView??