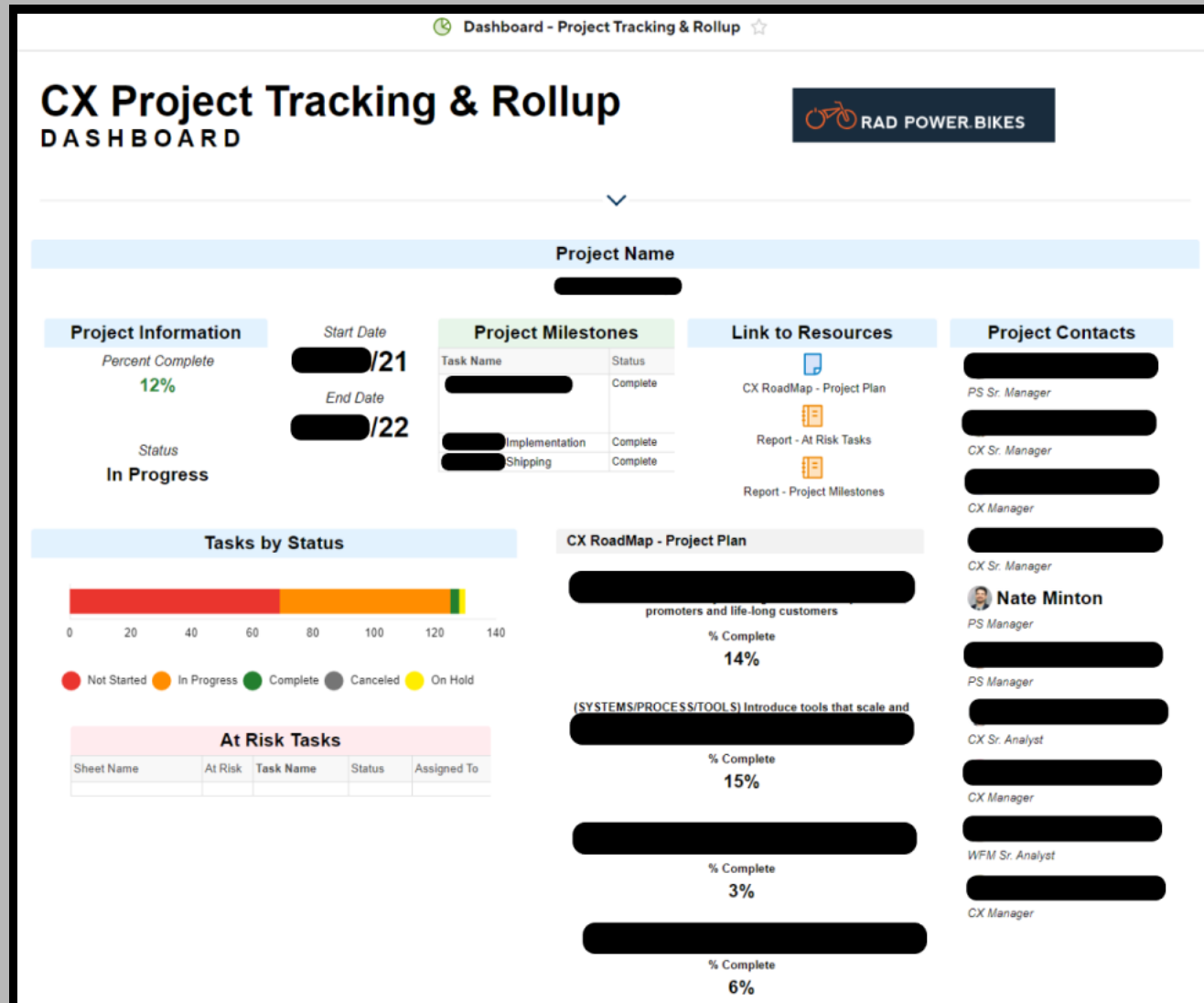


# Stakeholder Updates Deck



# Smartsheet Project Dashboard



# IDP User Interface


	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Codes		Interval (PST)		4:30	4:45	5:00	5:15	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30
2	Phone Support (S)		Online	Potential Working	4	4	4	4	5	5	17	17	17	18	23	23	23
3	Ticket Support (T)		Active Phone	T1/T2	0	0	1	1	1	1	2	1	13	12	13	13	15
4	Lunch (L)		Active Tickets	T1/T2	3	3	2	2	3	3	13	13	1	2	6	6	4
5	Break (B)		Active (Projects)	T2/T3/Returns/ Etc.	1	1	1	1	1	1	2	2	2	1	4	4	4
6	Meeting (M)		Bs	Flexible	0	0	0	0	0	0	0	1	1	1	0	0	0
7	Mentor (G)		Activity	Meetings, etc.	3	3	0	0	1	1	11	11	0	0	4	4	0
8	Escalations (E)		Activity	Outages	0	0	0	0	0	0	0	0	0	0	0	0	0
9	Project (P)		Required Staff		0	0	7	7	7	7	7	15	15	20	20	20	20
10	Excused UTO (EU)	Unexcused UTO (UU)	Staffing Variance		0	0	-4	-4	-4	-4	-3	-12	-1	-6	-5	-5	-1
11	Excused PTO (EP)	Unexcused PTO (UP)															
12	Other Absence (OA)																
13	System Issues (OI)																
14	Mental Health Break (A)																
15	Training/Shadow (X)		Status 1 - Raddite														
16	One on One (I)		Status 2 - Ex-Raddite														
17	Catch/Wrap (W)																
18	Name	Supervisor	Status	Edit Schedule Links	4:30	4:45	5:00	5:15	5:30	5:45	6:00	6:15	6:30	6:45	7:00	7:15	7:30
19	Ale	Ber	1	KS4BkUQ/view													
20	Ale	Ch	1	KS4BkUQ/view													
21	Al	Ch	1	W4BkUQ/viewfo													
22	An	Jen	1	SW4BkUQ/viewfo													
23	An	Res	1	W4BkUQ/viewfo							W	W	S	S	S	S	S
24	An	Ber	1	SW4BkUQ/viewfo													
25	An	Res	1	W4BkUQ/viewfo							W	W	S	S	S	S	S
26	An	Jen	1	SW4BkUQ/viewfo	W	W	P	P	P	P	P	B	P	P	P	P	P
27	Ap	Flo	1	W4BkUQ/viewfo											W	W	S
28	An	Ch	1	W4BkUQ/viewfo													
29	As	Ch	1	SW4BkUQ/viewfo											P	P	P
30	Au	Jen	1	SW4BkUQ/viewfo													
31	Be	Ch	1	W4BkUQ/viewfo											EP	EP	EP
32	Bl	Ma	1	W4BkUQ/viewfo													
33	Br	Tal	1	W4BkUQ/viewfo							W	W	S	S	S	S	S
34	Br	Ma	1	W4BkUQ/viewfo									W	W	S	S	S
35	Br	Jell	1	W4BkUQ/viewfo									W	W	S	S	S

# IDP Google Script


The screenshot displays the Google Apps Script editor interface. At the top, the title bar shows 'Apps Script' with the logo, the project name 'autoFillFriday', and a 'Deploy' button. On the right side of the title bar are help, grid, and user profile icons. Below the title bar is a toolbar with icons for undo, redo, save, run, debug, and a dropdown menu currently showing 'getEditResponseUrls'. To the right of the toolbar is an 'Execution log' link and a 'Use classic editor' link. The left sidebar contains a navigation pane with icons for information, code editor, clock, menu, and settings. The 'Files' section is expanded, showing a list of files: 'addLinksFriday.gs' (selected), 'submitFridayResponses.gs', 'Libraries', and 'Services'. The main editor area displays the code for 'addLinksFriday.gs'. The code is as follows:

```
1 function getEditResponseUrls() {  
2  
3   var formURL = 'https://docs.google.com/forms/d/[REDACTED]/viewform';  
4  
5   var sheetName = 'Friday 3/4 Responses';  
6  
7   var columnIndex = 63;  
8  
9   var sheet = SpreadsheetApp.openByUrl("https://docs.google.com/spreadsheets/d/[REDACTED]").getSheetByName(sheetName);  
10  
11   var data = sheet.getDataRange().getValues();  
12  
13   var form = FormApp.openByUrl(formURL);  
14  
15   for (var i = 1; i < data.length; i++) {  
16  
17     if (data[i][0] != '' && data[i][columnIndex - 1] == '') {  
18  
19       var timestamp = data[i][0];  
20  
21       var formSubmitted = form.getResponses(timestamp);  
22  
23       if (formSubmitted.length < 1) continue;  
24  
25       var editResponseUrl = formSubmitted[0].getEditResponseUrl();  
26  
27       sheet.getRange(i + 1, columnIndex).setValue(editResponseUrl);  
28  
29     }  
30  
31   }  
32  
33 }
```

# FIRM Resource Center

 FIRM Resource Center

HomeSOPTier 3 Service RequestRMS

 **RAD POWER BIKES**

[Firm Handbook](#)[Firm Cases Smartsheet](#)[What is / isn't a FIRM issue?](#)[FIRM to RMS](#)[Battery Retrieval Process](#)[C & D/ Termination](#)[FTC, BBB Complaint Handling](#)[Customer Contact Policy](#)

FIRM Tools

[Recommended Bike Shops](#)[MoAms Schedules](#)[Rad Anomaly Tracker System](#)[Directory](#)[Firm Dropbox Documentation](#)[FedEx Shipping](#)[Legal Forms](#)[Firm Shared Drive](#)[Firm Project Sheet](#)[Firm Intake](#)[Bike Retrieval Sheet](#)

# ROI/Cost Savings Model

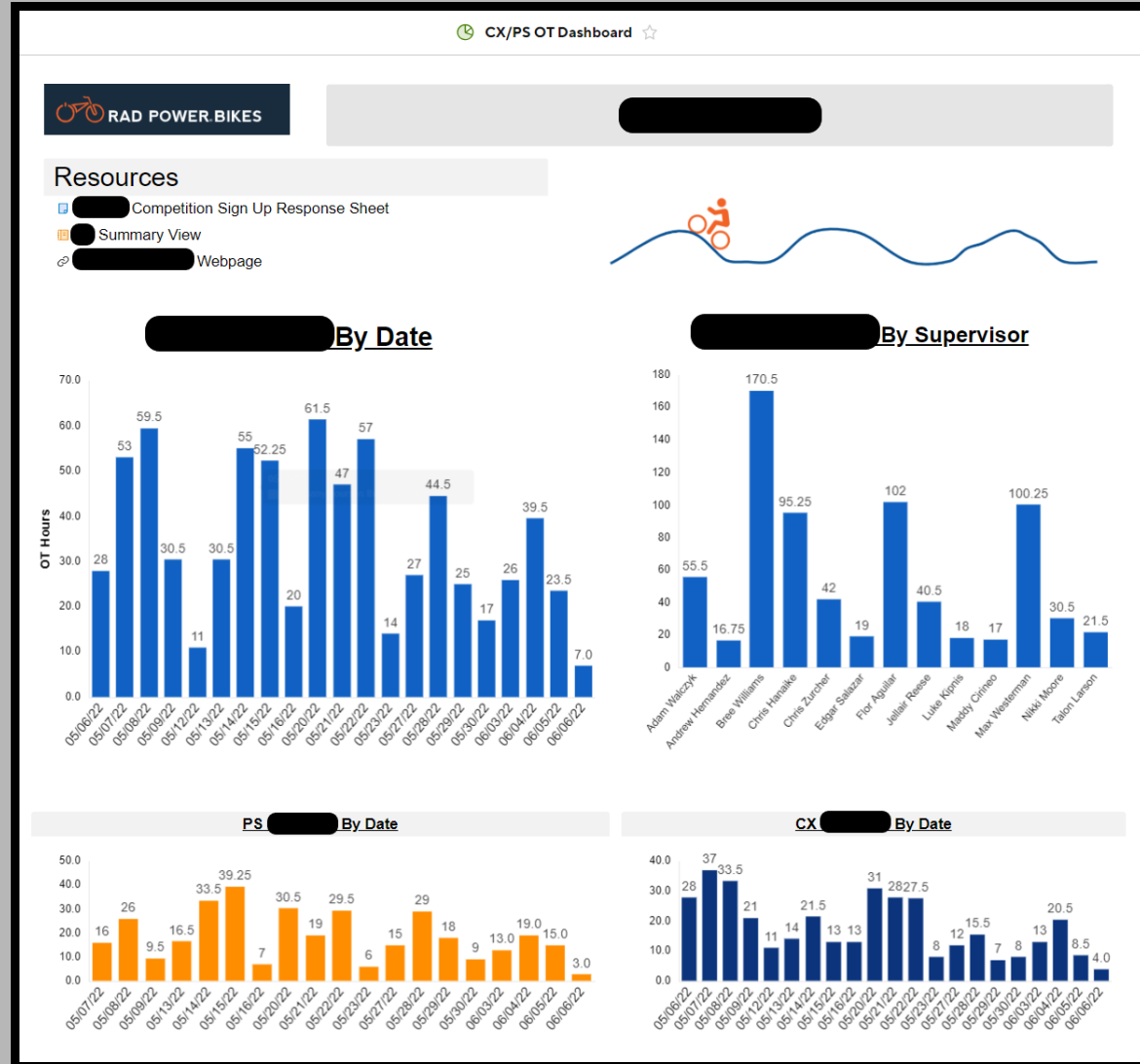
## Ollie: Testers



### ROI/Cost Savings

- █% of questions per day in the #██████████ting channel could have been resolved by an Ollie FAQ.
  - This roughly equates to █ questions per day.
- Every question that has (could have) a corresponding Ollie FAQ costs the business \$█, on average, when responded to by a single leader.
  - However, questions in the #██████████ting channel are responded to, on average, by two or more individuals.
- At the time of writing this, there are █ Ollie FAQs that have the potential to be asked at least once more.
  - This means that with only taking into account the total number of Ollie FAQs that currently exist we already have a potential cost savings of \$██████.
- If we extrapolate this:
  - █ questions X \$█ = **\$332 per day of cost savings**
  - \$█ X █ (open PS days) = **\$119,188 per year of cost savings**

# Smartsheet Reporting Dashboard



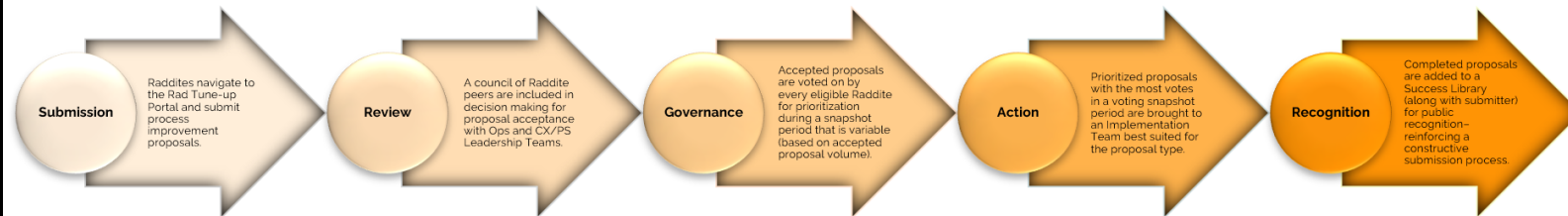
# Process Improvement Program (Executive Overview)

## Overview



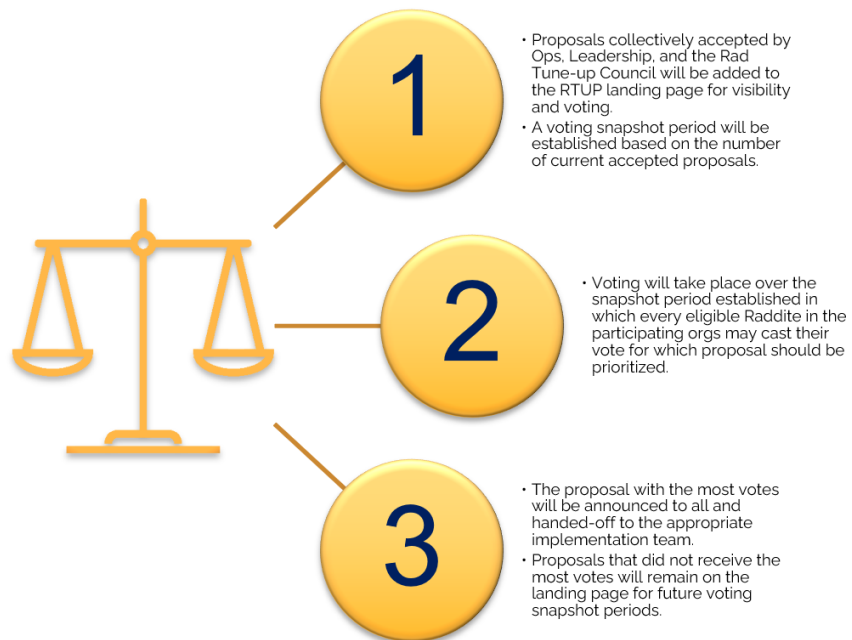
### Purpose

*Platform that invites governance, links Raddite voices to initiatives and outcomes, and enhances RADICAL values.*





# Governance (Detailed View)



# Appendix




1. [RTU Portal](#)
2. [RTU Proposal Submission Form](#)
3. [RTU Portal Backend](#)
4. [RTU Process Flow](#)

# Process Improvement Portal

[Home](#) [Tune-up Council](#) [Success Library](#)

Welcome to the Rad Tune-up Portal!

*This platform was created to help us all be Responsible for our team, Accountable to action and feedback, Diverse in our acceptance of all voices, Innovators as we improve our processes and business, Customer-driven for all riders (inside and outside the business), Approachable as we aim for strong collaboration, and Learners—humbly seeking to improve, everyday.*



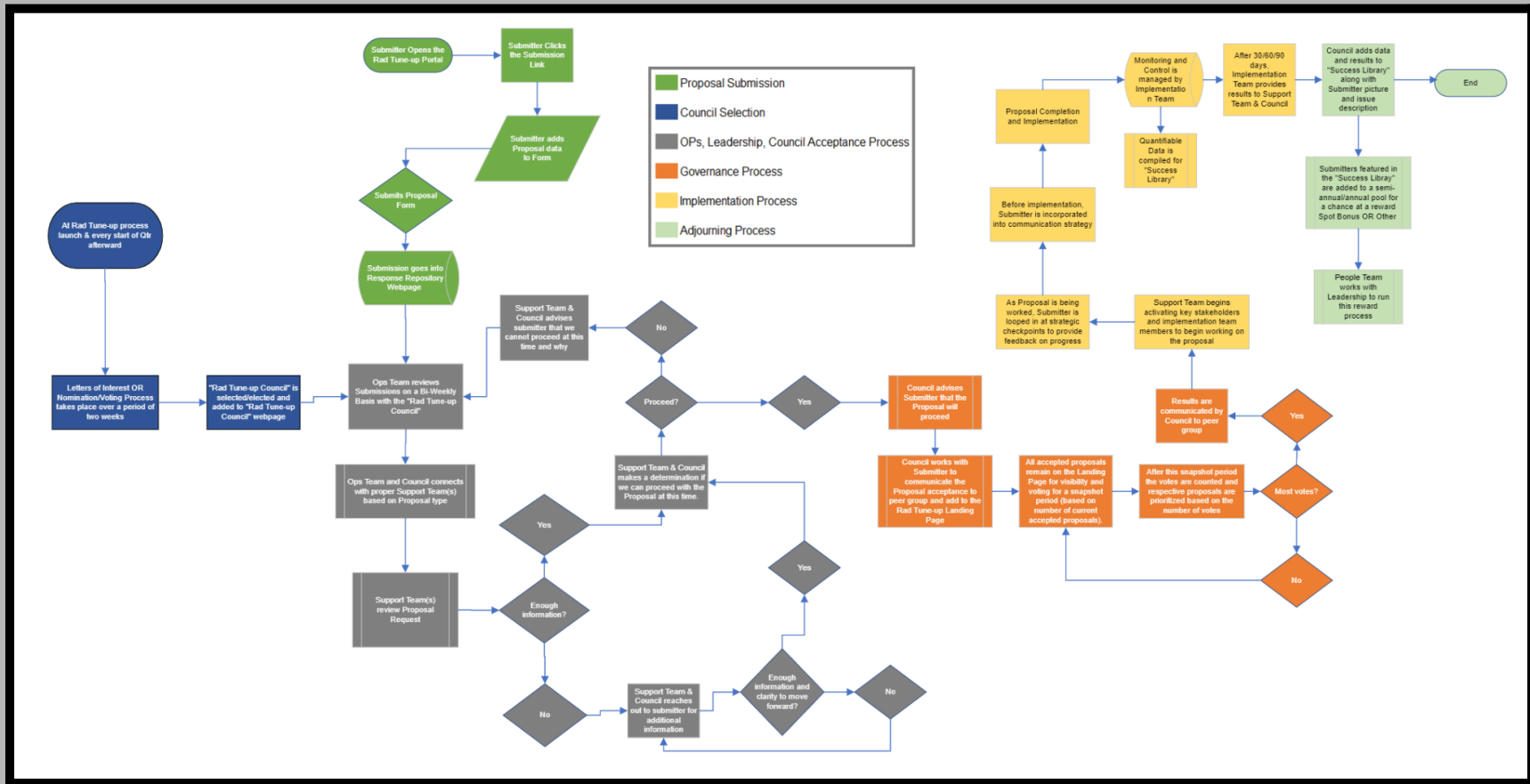
[Submit a Rad Tune-up Proposal](#)

### What to Expect After Submitting a Rad Tune-up Proposal


- Submissions will be collected and reviewed by Ops, CX/PS Leadership, and the Rad Tune-up Council on a regular basis.
  - If needed, one or more of these team members will reach out for clarification and/or additional detail.
- Our goal is to provide you with a response within a few weeks on whether or not the proposal is accepted and can move forward.
  - If the proposal cannot be accepted at that time, you will receive a detailed explanation as to why.
    - At that point, it will be revisited each subsequent review cycle to determine if/when it may be accepted.
- Once a proposal is accepted, the submitter will be included in regular check-ins and updates on progress.
- After launch, results and the impact made by the proposed change will be cataloged and added to the [Success Library](#).





### Current Accepted Proposals

# Process Improvement Workflow



# CXOne WFI Automation Rules

 WFI



Notification Settings

Data Points

Rules

Pending Rule Actions

Rules

Create New

CX Cross-enabled Team (Weekend End 1)

Details

Audit History

Copy

Deactivate

Event Info

Range of recurrence

ID

38

Status

Active

Description

This rule will deactivate all CX skills that the added CX agents may have and reactivate their PS WI skills.

Rule Type

Automatic

Start Date/Time

5/29/2022 7:30 PM

Frequency

Every 1 week(s)

Occurs On

Sunday

End

None

Conditions

☒ No Condition

Actions

1. Manage Agent's Skill

Skill(s):

16377738 - CX Sales US, 16377740 - CX Sales CA, 16377743 - CX Payment Issues CA, 16377745 - CX Payment Issues US, 16377749 - CX Current Owner US, 16377750 - CX Current Owner CA, 16387018 - CX Sales US WI, 16387019 - CX Sales CA WI, 16387022 - CX Payment Issues US WI, 16387023 - CX Payment Issues CA WI, 16387024 - CX Current Owner US WI, 16387025 - CX Current Owner CA WI, 16439678 - Warranty Adjustment - Recall

Agent(s):

Team(s):

Inactivate skill

# CXOne Custom Built Reports

Report Templates

Create New

DetailsParametersFieldsFiltersNotesAudit History

DeleteRunEdit

Report Template Information

Template ID	1672
Name	Detailed Agent Summary Report (NM)
Description	The Detailed Agent Summary Report Hrly uses several statistics to show agent performance, utilization and may even call out what is considered as call avoidance based on hourly intervals
Category	Agent
Type	Private