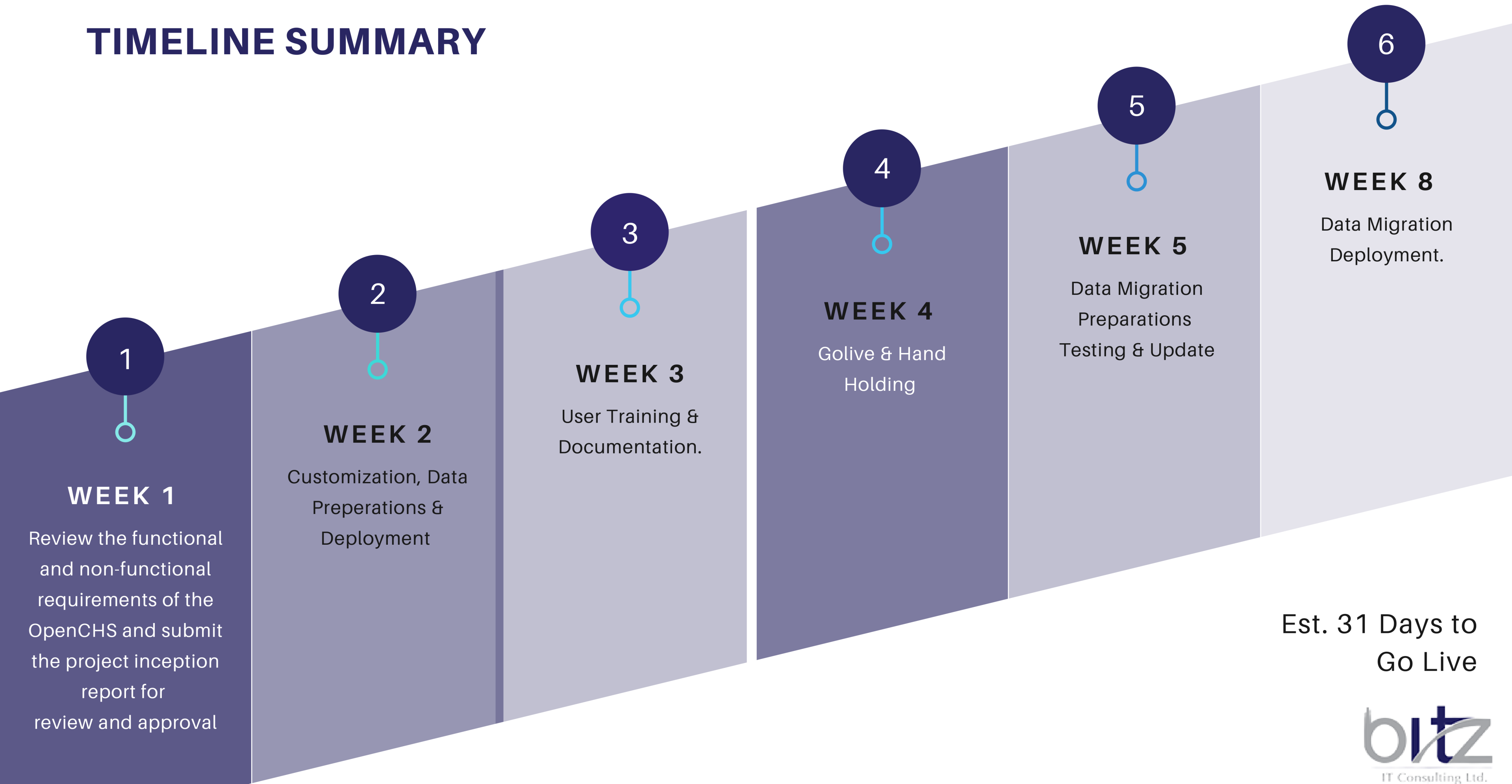


# TIMELINE SUMMARY

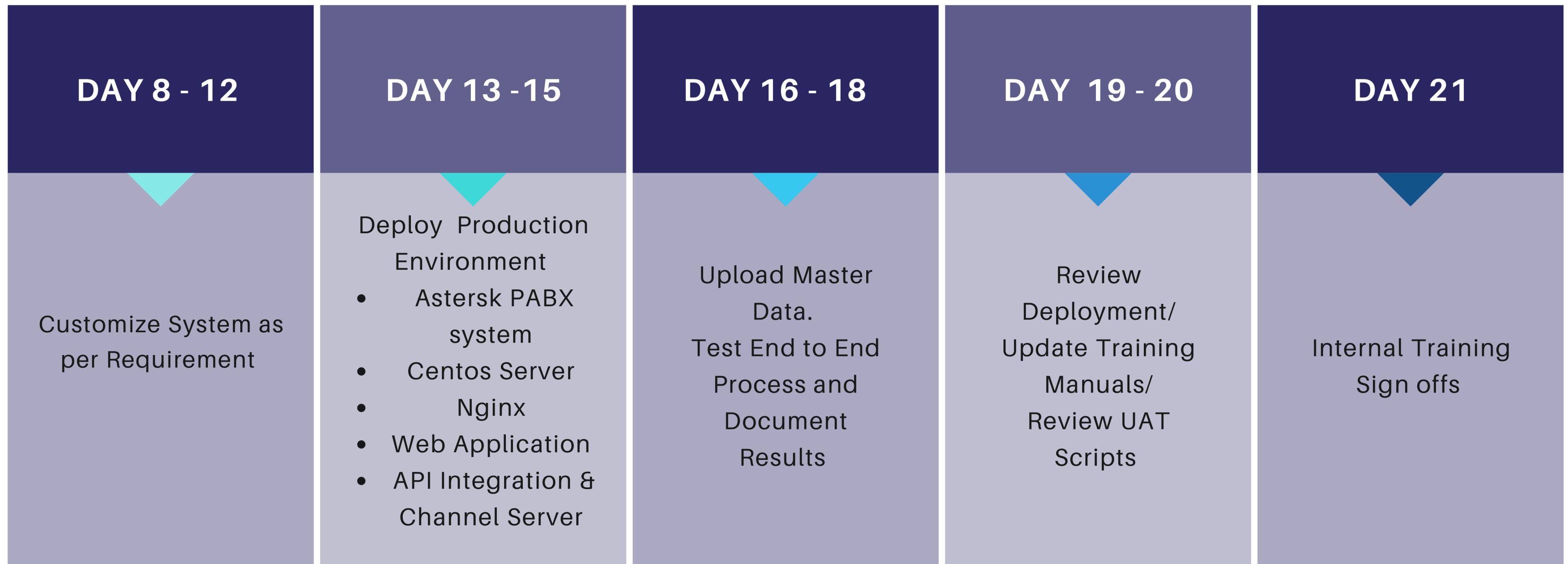


Est. 31 Days to  
Go Live

# Requirment Gathering-Week 1



# CUSTOMIZATION-Week 2



# USER TRAINING -Week 3

DAY 21 - 22	DAY 23	DAY 24	DAY 25 & 26	DAY 27
Call Center Agent Practical Training	Supervisors/ Partners Training	User Acceptance Training & Sign Off	Training of Trainers & Admin Users	Go-Live Sign offs

# USER TRAINING -Week 3

