

Welcome to Day in the life

Day in the life

CSS Business & Culture Foundations (SE Onboarding)

“Our mission is to empower every person and every organization on the planet to achieve more.”

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Participant Guide

## Table of contents

Click [here](https://msmercury.azurewebsites.net/csslearning/2000) to check the list of courses available and take them before or after this session.

[About this module 1](#_Toc493162387)

[CSS Business & Culture Foundations Beta Training Disclaimer: 1](#_Toc493162388)

[Course preparation 1](#_Toc493162389)

[Components for this module: 2](#_Toc493162390)

[Extra prep 2](#_Toc493162391)

[Introduction 3](#_Toc493162392)

[The Day in the life program roadmap 3](#_Toc493162393)

[Topics in this program 3](#_Toc493162394)

[Resources for you 4](#_Toc493162395)

[Real cases, real customers 4](#_Toc493162396)

[Onward and upward 5](#_Toc493162397)

[Change log 6](#_Toc493162398)

# About this module

|  |  |  |  |
| --- | --- | --- | --- |
| This is an icon for audience | This module was created for newly hired support engineers. | | |
| This is an icon for time chart | It will take approximately 10 minutes to train engineers.   * Introduction (10 minutes) | | |
| This is an icon for about this module | This module introduces participants to the curriculum contained in the Day in the life program. | | |
| This is an icon for objectives | After this module, you will be able to:   * Summarize the topics covered in the Day in the life program. | | |
|  | | | |
|  | Icons are used throughout this guide to direct you to types of information: | | |
| This is an icon for time chart | The time a lesson or exercise will take. | This is an icon for an individual exercise | An individual exercise. |
| This is an icon for resource lookup information | Resource lookup information. | This is an icon for class exercise | A team exercise. |
| This is an icon for additional note information | Additional note information. | This is an icon for class exercise | A class exercise. |
|  | | | |

# Introduction

|  |  |
| --- | --- |
| Thumbnails | Notes |
|  |  |

## The Day in the life program roadmap

In this module, you'll get the view from the top, where you can see the work done by support engineers.

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| Thumbnails | Notes |
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## 

## Topics in this program

You've seen the general case flow. Not all cases go through the same steps. In this program, you'll see different types of cases and how they are handled.

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| Thumbnails | Notes |
|  |  |

## Resources for you

You may be surprised at the number of resources Microsoft provides both for customers and exclusively for support engineers.

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| Thumbnails | Notes |
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## 

## Real cases, real customers

In the final series of modules, you'll be immersed in different case scenarios and have the opportunity to see how they were handled by support engineers.

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| Thumbnails | Notes |
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## Onward and upward

Time to move along up the mountain.

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| Thumbnails | Notes |
|  |  |

# Change log

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Changes | | Changed by |
| 05/12/2017 | Changed the format to accommodate new VILT/ILT format. | | a-irandr |
| 03/30/2017 | Document created. | | v-kathf |
|  | |  | |