

LEARNING GUIDE



In-Market Order Management Specialist Self-Directed Learning Guide [OPTIX Version]



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Introduction

Welcome to the In-Market Order Management Specialist Self-Directed Learning Guide!

To onboard you in your new role as an Order Management Specialist, the Self-Directed Learning Guide (SDLG) provides the information you need to complete the training identified in your Individual Learning Plan (ILP). The SDLG provides details and instructions for training on each product/service in your ILP – whether it's a learning activity such as an order management process review or online course, reviewing resources such as M&Ps or job aids, or a side-by-side activity to learn on the job. If you previously worked in a Cox service delivery position or are new to your role, the SDLG provides the structure you need to quickly onboard as an Order Management Specialist.

How is Order Management Changing?

Cox Business is introducing changes to the way it manages orders for some of its products through a new operating model with standardized order management processes. The new approach will allow for significant reductions in operating costs, greater productivity, faster order activation intervals, and an improved customer experience.

Two new positions have been created, Order Management Specialist I and II, that combine the Order Coordinator and Sales Support functions.

- The Order Management Specialist I handles simple orders, IP Centrex orders with fewer than 10 phones, and Hybrid Fiber Coax without Fiber.
- The Order Management Specialist II handles everything the Specialist I handles but also Hybrid Fiber Coax with Fiber, simple plus orders, and in the future, additional complex functions and products.

Changes to the Order Management Process Flow

The new Order Management process flow has been streamlined into three major tasks: Support, Order Entry, and Customer Acceptance.

Support

In the Simple Support task, the Order Management Specialist first assesses the scope of the project to be worked. Then he or she completes the project checklist and uses ICOMS and OPTIX to analyze the serviceability of the project.

Order Entry

Order entry tasks start with entering the work order into ICOMS. For CBI orders, additional provisioning is often needed. This can include adding a Static IP address, adding Web Hosting Services

and creating email accounts. Additional provisioning may also be needed to create or edit the Customer's MyAccount Profile.

When additional provisioning is complete, the OM Specialist determines if service validation is required. For Voice orders, he or she makes a test call. For CBI orders with speed upgrades, the Specialist checks Edgehealth to verify the correct speed.

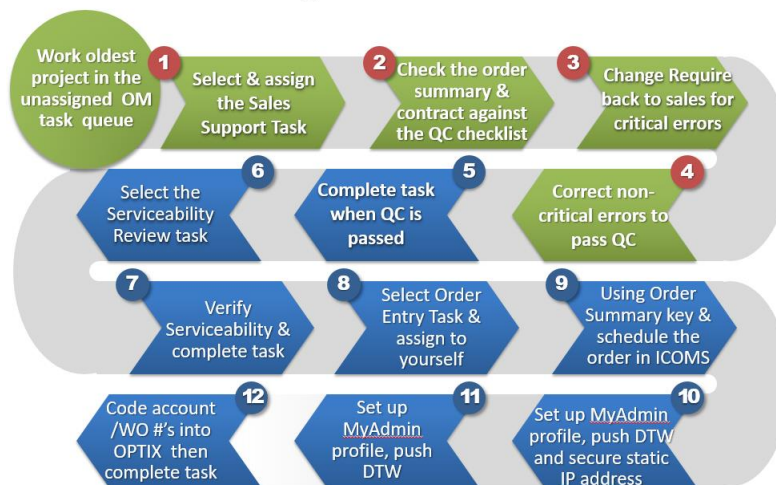
When the Service Validation step is complete, the OM Specialist notifies the customer with a confirmation email or phone call. During the scheduling task, the Specialist first determines if the order has a service date. If not, the order is placed in Pending status. Next, the OM Specialist determines if a new port is needed. If so, the order is also placed in pending status. Then, if the order is "office only," meaning no port is required, the order process can continue. If a port is needed, the OM Specialist arranges for the installation.

Customer Acceptance

During Customer Acceptance tasks, the OM Specialist verifies that validation is complete in ICOMS. If not, he or she reconciles the status with dispatch in the Communications Center. If dispatch cannot reconcile the order, it is sent back to the Order Management Specialist to be reconciled in ICOMS and OPTIX. If dispatch reconciles the order, the OM Specialist completes it in ICOMS and adds the check-in date to OPTIX so that it matches ICOMS. At this point, the Customer Acceptance task is complete.

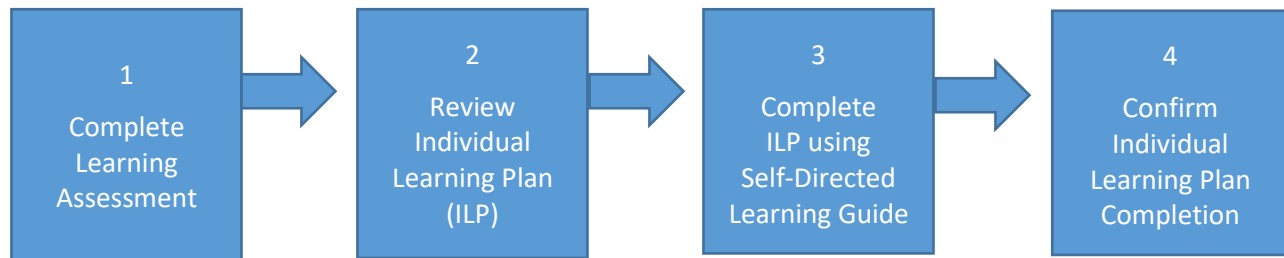
Below is a very high-level diagram of the new end-to-end order management tasks. Full details on the Simple Order Management Process flow can be found in iGrafx (see instructions under the *Locating Resources* section of this Guide).

Order Management End to End Tasks



Training Program for Order Management Specialists

A training program for Order Management Specialists has been developed to help orient you to your new role as quickly as possible. You should have already completed steps 1 and 2 below and be ready to begin step 3 using the Self-Directed Learning Guide.



Below is a brief description of the training program for Order Management Specialists.

1. **Learning Assessment** - Complete the online Learning Assessment for Order Management Specialists, if you have not already done so. The Assessment can be found in the Cox Business myLearning site under the section “Cox Orientation and New Hire – In-Market” (see the **Locating Resources** section of this Guide).
2. **Individual Learning Plan** - Your Individual Learning Plan will be generated based on your Learning Assessment responses. Review the identified learning activities with your Supervisor.
3. **Self-Directed Learning Guide** - Refer to the Self-Directed Learning Guide to complete the learning activities identified in Individual Learning Plan in consultation with your Supervisor. Print out a copy of the Guide and have the Supervisor sign to confirm completion as instructed. You and your Supervisor will determine a schedule to complete the learning activities in your Individual Learning Plan using the Self-Directed Learning Guide.
4. **Individual Learning Plan Completion** - When all learning activities identified in your Individual Learning Plan are completed, your Supervisor has signed off on these activities in the Self-Directed Learning Guide. Then, go to Cox U to confirm your training is completed (see the **Individual Learning Plan Completion** section of this Guide).

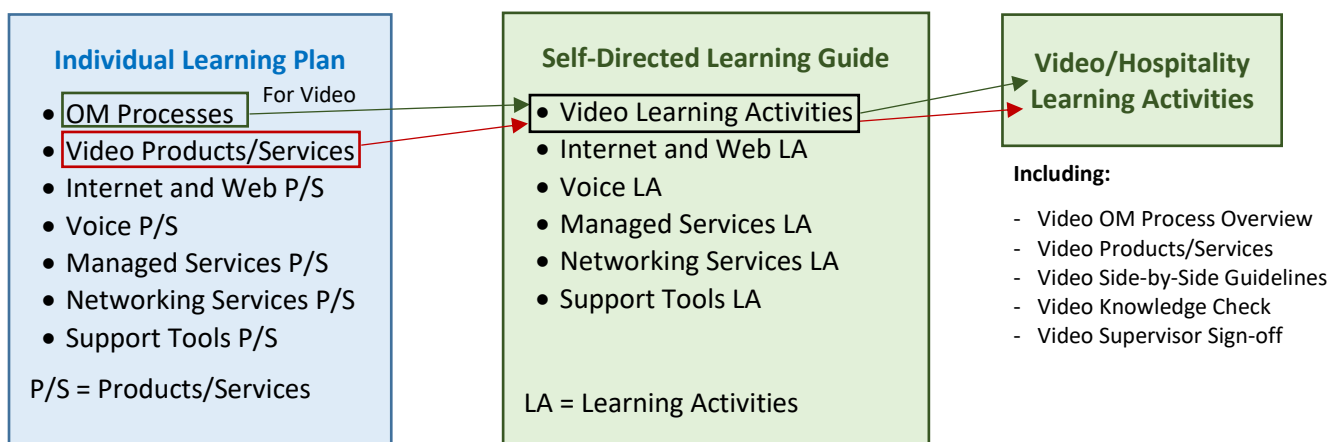
Continue to the **Getting Started** section of this Guide to begin your training.

Getting Started

Your Individual Learning Plan identifies the training you need to be successful in your new role, and the Self-Directed Learning Guide provides information on the learning activities that will help you complete that training.

The graphic below shows an example of how to match up identified ILP training needs to the learning activities found in the SDLG.

For video products, for example, the ILP identifies training needed for the OM Process for video; to find that in the SDLG go to the Video/Hospitality section under the Video OM Process Overview section. As well, under the individual video products/services in the ILP (Contour, CB TV, etc.), you will also go to the Video/Hospitality section of the SDLG to view the specific learning activities you need to complete. Use the same process to view the learning activities for each product/service, OM process, and support tools. Please review the **Table of Contents** for more information on the structure of the SDLG.



In addition to your Individual Learning Plan, training is required for all Order Management Specialists on new hire orientation, compliance, contracts, and accounts. Go to the section on **Other Required Courses (not in ILP)** and follow the instructions to complete this training.

How to use the Self-Directed Learning Guide

To use the SDLG effectively, you will need to complete the following steps.

1. Orient yourself to the SDLG by reviewing the **Introduction**.
2. Go to the **Locating Resources** section and review the instructions for accessing the myLearning site, where all courses and resources listed in the SDLG are housed. This section also includes information on how to access iGrafx.
3. Transfer the training identified in your Individual Learning Plan to the SDLG.

Example of transferring ILP training needed on Video: Contour on Campus to SDLG.

Individual Training Plan (Video section, Contour on Campus)

Product	Task	Your Rating	Go to this section in your Self-Directed Learning Guide...
Contour on Campus	Product Knowledge	Training Needed	- Contour on Campus Product Overview - Contour on Campus Product Knowledge Self-Directed Activities
	Quality Control	Training Needed	- Contour on Campus Quality Control Self-Directed Activities
	Order Processing	Training Needed	- Contour on Campus Order Processing Self-Directed Activities
	Task Completion	Training Needed	- Contour on Campus Task Completion Self-Directed Activities
	Customer Support	Training Needed	- Contour on Campus Customer Support Self-Directed Activities
	Escalations	Training Needed	- Contour on Campus Escalations Self-Directed Activities

Transfer the training needed from the ILP (identified as “training needed” in orange text) to the SDLG under the corresponding Video/Hospitality products/services section for Contour on Campus by checking off tasks where additional training is required (see screenshot below). Follow the same process for all products, services, and support tools.

Self-Directed Learning Guide (Video/Hospitality section, Contour on Campus)

Contour on Campus (Complex Orders)

Please review any local M&Ps, if available, by accessing the Cox Business myAxis Product Site. A link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.”

Status	Self-Directed Learning Activities
<input checked="" type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i> . <ul style="list-style-type: none">- Contour on Campus Product Overview [Course ID: CCICBCBS0147]- Contour on CB Product Blast [Course ID: CCICBCBS0445] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input checked="" type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input checked="" type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none">- Contour on Campus – ICOMS <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input checked="" type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input checked="" type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input checked="" type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Check off the ☒ Assigned box in the SDLG for all ILP tasks requiring training.

When training is completed, check off the ☒ Completed box.

4. Consult with your Supervisor on your ILP and schedule time to complete the learning activities. You will be assigned a Peer Learning Partner to assist you with side-by-side activities.
5. Complete the ILP identified learning activities using the guidance in the SDLG. This will include:
 - a. **Process Overviews** - You will discuss the high-level OM process steps for video, Internet and web, etc., with your Supervisor to ensure you understand the new process steps.
 - b. **Product/Service Training** – Complete all assigned courses and access and review all resources listed for each product/service.
 - c. **Side-by-Side Activities** – Complete side-by-sides activities for products/services with your assigned Peer Learning Partner after completing all required coursework and reviewing resources.
6. When you finish all the training in a category, such as video, complete the Video Knowledge Check as assigned by your Supervisor.
7. If you successfully complete the Knowledge Check, your Supervisor will sign-off that you have successfully completed your training for that category of products/services. You will need to complete all assigned training for all categories.
8. When you complete ALL the training identified in the ILP, your Supervisor will sign-off to confirm. You will then follow the instructions in the **Individual Learning Plan Completion** section of this guide to confirm your completion of your ILP training in Cox U.
9. Remember to also complete the training listed in the **Other Required Courses** section of this Guide. This training is not included in your ILP, but is required for all Order Management Specialists.

Locating Resources

The **Cox Business myLearning** site for Order Management Specialists - In-Market provides quick access links to the Cox U courses, job aids, and M&Ps, identified in the Self-Directed Learning Guide. Instructions for accessing myLearning are detailed below, as well as how to view the **Simple Order Management Process Flow** in iGrafx.

Accessing the CB MyLearning Site for Order Management - In-Market

1. Go to directly to the [Order Management – In-Market site](#) (link). Bookmark site for quick access to it later.

To navigate to the site from within MyAxis, go to: **my HR > myCareer > myLearning > Cox Business > CB Job Role Learn > Order Management > Order Management – In-Market**

2. The myLearning site for Order Management – In-Market is organized into the following sections (screenshot below).

- Cox Orientation and New Hire – In-Market
- Compliance – In-Market
- CB Contracts and Accounts – In-Market
- Systems and Tools
- CB Video/Hospitality – In-Market
- CB Internet Services – In-Market
- CB Voice – In-Market
- Managed Services – In-Market
- Networking Services – In-Market
- CB References and Resources – In-Market (includes access to Cox Business myAxis Product site)

The screenshot displays the myAxis Connect interface for the 'Order Management - In-Market' section. The top navigation bar includes links like 'Home', 'Inside Sales', 'Retention Sales', etc. The main content area is divided into two columns of course lists.

Cox Orientation and New Hire - In-Market

Title	Course Code	Course Type
Local New Hire Orientation (HR)		ILT
OM Learning Assessment/Individual Learning Plan/Learning Guide-- Coming Soon!		Assessment
OM In-Market Learning Guide Completion -- Coming Soon!		Self-Paced
Introduction to CB Order Management Initiative 2017	CCICBCS0731	WBT

Compliance - In-Market


Title/Cox U URL	Course Code	Course Type
Doing Business Right - Our Code of Conduct & Attestation	WBT-CCI-CCICPDBR0009-02	WBT
Information Security & Privacy (Consent Decree)	WBT-CCI-CCICPCPL0067-01	WBT
Building a Culture of Inclusion for Employees	WBT-CCI-CCIDVDIV0017-01	WBT
Protecting Customer Information: CPNI & Privacy (CB Version)	WBT-CCI-CCICPCPL0066-01	WBT
Universal Hazardous Waste for California (CA only)	WBT-CCI-CCICPCPL0069-01	WBT
Illness & Injury (CA only)	WBT-CCI-CCICPCPL0068-01	WBT
Identity Theft Program	WBT-CCI-CCICPCPL0014-01	WBT
Cox Business - Signature and Spend Training	WBT-CCI-CCICBCS0730-01	WBT

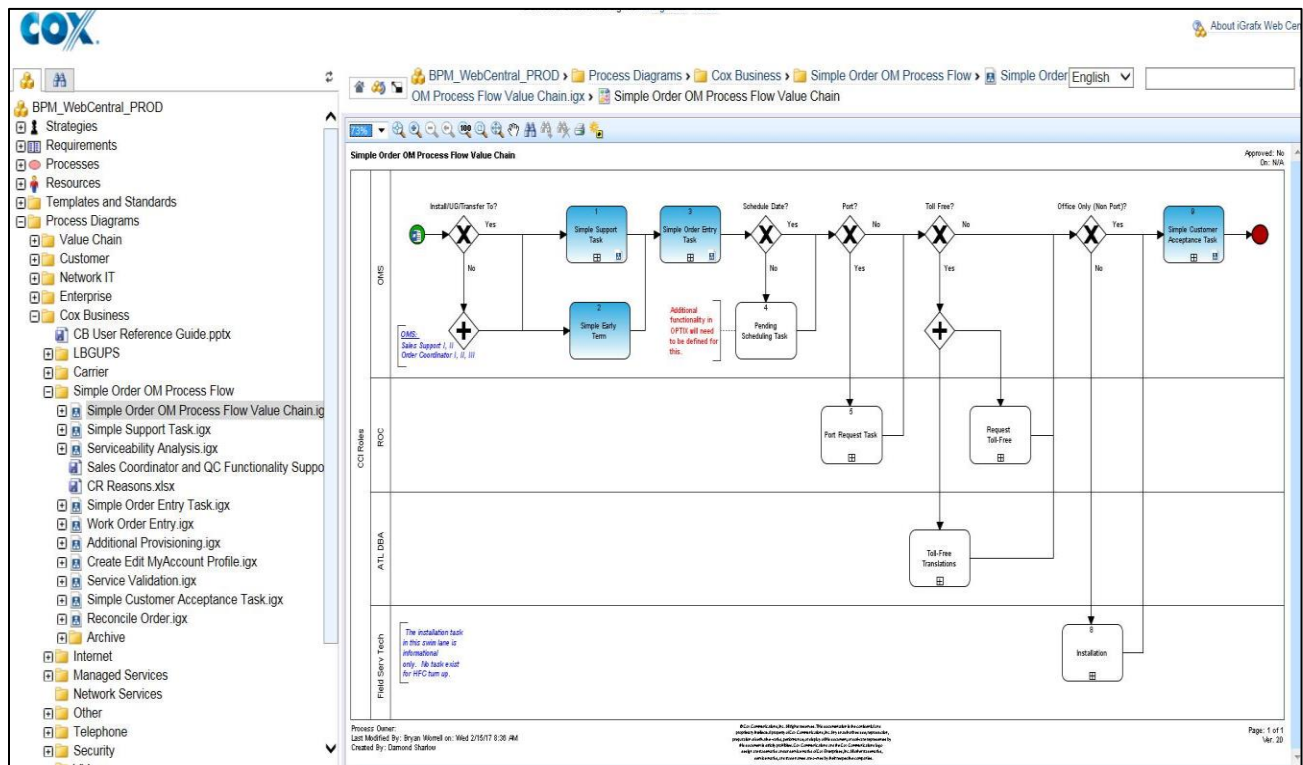
CB Internet Services - In-Market

Product	Title/Cox U URL	Course Code	Course Type
CB Internet (CBI)	CBI 2.1 Product Overview	WBT-CCI-CCICBCS0114-01	WBT
CB Internet (CBI)	Entering CBI Orders	SPD-CCI-CCICBCS0519-01	Self-Paced
CB Internet Gateway	Introducing Cox Business Internet Gateway and Guest WiFi	WBT-CCI-CCICBCS0521-02	WBT
CB Internet Gateway	Cox Business Internet Gateway 2.0 Product Overview	WBT-CCI-CCICBCS0135-01	WBT
CB Internet Gateway	Cox Business Internet Gateway Order	WBT-CCI-CCICBCS0523-02	WBT
CB Internet Gateway	Keying Cox Business Cox WiFi Orders in ICOMS and Setting Up MyAdmin Users	WBT-CCI-CCICBCS0542-02	WBT
Cox Fiber Internet (CFI)	CFI GPON Product and Sales Overview	WBT-CCI-CCICBCS0144-01	WBT
Cox Fiber Internet (CFI)	Cox Fiber Internet (CFI) OPTIX Job Aid	WBT-CCI-CCICBCS0633-01	WBT
Cox Fiber Internet (CFI)	Order Entry for Cox Fiber Internet (CFI) Job Aid	SPD-CCI-CCICBCS0121-02	WBT
Internet	IPMR and Burstable COI Demonstration	WBT-CCI-CCICBCS0634-01	WBT

iGrafx Web Central

iGrafx is a process mapping tool that also serves as a repository for Cox Business order management process maps. The **Simple Order OM Process Flow** identifies the key tasks completed by Order Management Specialists to process orders, and can be found in iGrafx in the Cox Business folder.

1. Go to the following link: <http://catl0as1503/webcentral>
2. Select **BPM_WebCentral_PROD** and enter your enterprise credentials using corp\ and select OK.
3. Select the **Cox Business** folder, then the **Simple Order OM Process Flow** folder.
4. Select the **Simple Order OM Process Flow Value Chain.pdf** to view. The PDF will appear to the right of the folder structure. Click on the icon  shown in the process steps to expand out sub-processes.



Other Required Courses (not in ILP)

All Order Management Specialists are required to complete additional courses not included in the Individual Learning Plan. These courses can be completed concurrently with your Individual Learning Plan training and can be found in the myLearning site (see **Locating Resources** section of this Guide).

Cox Orientation and New Hire Training – In-Market

- ☐ **Cox Orientation and New Hire, In-Market** (if you are a new hire)

Compliance - In-Market

If you are new to Cox, there are compliance courses you must complete within the first 30 days on the job. Go to the myLearning site, then launch and complete the courses listed below. If you transferred into this position you may have already taken these courses; please note the **Cox Business – Signature and Spend Training** course was added in February 2017.

- ☐ Doing Business Right – Our Code of Conduct & Attestation
- ☐ Information Security & Privacy (Consent Decree)
- ☐ Building a Culture of Inclusion for Employees
- ☐ Protecting Customer Information: CPNI & Privacy (CB Version)
- ☐ Universal Hazardous Waste for California (CA only)
- ☐ Illness & Injury (CA only)
- ☐ Identity Theft Program
- ☐ Cox Business – Signature and Spend Training (added February 2017)

Contracts and Accounts - In-Market

Go to the myLearning site, then launch and complete the following contracts and accounts courses.

- ☐ Cox Business Tax Exempt Process
- ☐ Tax Exemption Process for Cox Business Sales Teams
- ☐ Customer Segmentation Process – Order Management Responsibilities
- ☐ OPTIX Signed Amendment Reduction (SAMDR) Process Training

Video / Hospitality Learning Activities

Refer to your **Individual Learning Plan** to determine your training needs for video/hospitality, and in consultation with your Supervisor complete the identified self-directed learning activities. The following products and services are included in this section:

Simple Orders

- Cox Business TV
- Contour

Complex Orders

- Contour on Campus
- Bulk HD Select
- HD Free to Guest
- Hospitality TV
- Hospitality Wi-Fi 2.0

The Video/Hospitality section includes guidance on:

- **Order Management Process:** An overview of the high-level Cox Business order management process for video/hospitality to review with your Supervisor.
- **Learning Activities:** Each service or product has its own set of self-directed learning activities to complete as indicated in your Individual Learning Plan.
- **Side-by-Side Guidelines:** Complete side-by-sides with your assigned Peer Learning Partner, as indicated in your Individual Learning Plan. The Guidelines are applicable to any product or service in this section.
- **Knowledge Check:** Contact your Supervisor for the Knowledge Check after completing all required training.
- **Supervisor Sign-Off:** When you successfully complete all training and the Knowledge Check, your Supervisor will sign-off that you are fully trained.

Order Management Process for Video

This high-level overview of the Cox Business order management process for both simple and complex video products/services is based on the Cox Business **Simple Order OM Process Flow**, located in iGrafx (for instructions on accessing iGrafx go to the **Locating Resources** section of this Guide).

The Order Management Walkthrough below is designed to facilitate a discussion with your Supervisor to confirm your understanding of the video order process. Please be aware that your local market process may differ, especially for complex order processing; continue to follow your local market M&Ps for specific product processing.

Status	Order Management Walkthrough
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	QC Tasks <ul style="list-style-type: none"> □ Validate the following areas of the contract: CPNI, contract/service match, and signature existence and spend authority. □ If there is a contract issue/error, identify if it falls under Amendment Reduction Process guidelines. If yes, correct the error/issue and send an email to the customer. If it doesn't fall under these guidelines, return the contract to Sales for correction.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	New Install Tasks <ul style="list-style-type: none"> □ Determine if the address is serviceable and available in ICOMS; if yes, create a new account in ICOMS. □ Key in account information: name, authorized users, CPNI, POC, segmentation, category type, reason code, and sale ID number. Key in the monthly reoccurring service codes and one-time service installation codes. □ Determine if the equipment is balanced, if the pricing is correct, the right number of outlets are identified, and if the TVs are in a private or public space. □ Schedule work order in appropriate Q-code timeframe, and add in any work order comments. □ For duplicating/triplicating the same product at one location, ensure separate equipment for each duplication and balance occurrences to make sure it works.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Service Change Tasks <ul style="list-style-type: none"> □ Locate a current account in ICOMS and add, upgrade, or downgrade service.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Disconnects/Reconnects/Transfers Tasks <ul style="list-style-type: none"> □ For disconnects, locate a current account in ICOMS and apply disconnect terms. Determine if an early termination fee (ETF) applies, disconnect service, and determine if equipment needs to be returned and how. □ For reconnects, locate a current account in ICOMS. Determine the reason for the previous disconnect and reconnect service according to guidelines. □ For transfers, locate to/from accounts in ICOMS and transfer service according to guidelines.

Continued on next page.

☐ Assigned

☐ Reviewed

Customer Confirmation Tasks

- ☐ Verify order is complete in ICOMS and send confirmation email to customer.
- ☐ Complete task in OPTIX. If not complete in ICOMS, reconcile with the Communications Center group (dispatch).

☐ Assigned

☐ Reviewed

Multi-Location Order

- ☐ Complete the process for setting up accounts in multiple locations.

Video Products

Self-directed learning activities related to simple and complex order management tasks have been developed for each video product offered by Cox Business. Refer to your Individual Learning Plan to determine your training needs and complete the learning activities listed for that video product. Links to resources are provided when available. The Video Side-by-Side Guidelines can be found at the end of this section.

Cox Business TV (Simple Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, "CB References and Resources, In-Market." You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none">– Adding Digital Video– Installing National Accounts Video– Upgrade to Cablecard– Video and Internet Reconnects <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Contour (Simple Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> – Contour for CB Product Blast [Course ID: CCICBCBS0445] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> – Ordering Contour for Cox Business in OPTIX [Course ID: CCICBCBS05925] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – OPTIX Order Entry Guide – ICOMS Order Entry M&P for Contour <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Contour on Campus (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> – Contour on Campus Product Overview [Course ID: CCICBCBS0147] – Contour on CB Product Blast [Course ID: CCICBCBS0445] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – Contour on Campus – ICOMS <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Bulk HD Select (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> Bulk and Hospitality TV Portfolio Product Overview [Course ID: CCICBCBS0576] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> Keying Work Orders for Bulk HD Select in ICOMS [Course ID: CCICBCBS0572] Ordering HD Select in OPTIX [Course ID: CCICBCBS0570] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> Bulk HD Select ICOMS Installation Bulk HD Select ICOMS Downgrade Bulk HD Select ICOMS Disconnect Bulk HD Select ICOMS Upgrade <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

HD Free to Guest (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> – Introduction to HD Free to Guest [Course ID: CCICBCBS0259] – Cox Business HD Free to Guest with UCrypt (for Sales and Sales Support) [Course ID: CCICBCBS0287] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> – Keying High Definition Free to Guest Set Back Box Orders [Course ID: CCICBCBS0389] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – OPTIX Ordering of HD Free to Guest – Installing HD Free to Guest Floodgate – Bulk HD Select ICOMS Installation – Bulk HD Select ICOMS Downgrade – Bulk HD Select ICOMS Disconnect – Bulk HD Select ICOMS Upgrade <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Hospitality TV (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> – Cox Hospitality TV for Sales and Sales Support [Course ID: CCICBCBS0382] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Hospitality Wi-Fi (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> Introduction to Hospitality Wi-Fi [Course ID: CCICBCBS0399] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Video/Hospitality – In-Market</i>. <ul style="list-style-type: none"> Keying High Definition Free to Guest Set Back Box Orders [Course ID: CCICBCBS0401] Hospitality W-Fi 2.0 Responsive Splash Pages Overview [Course ID: CCICBCBS0632] Hospitality Wi-Fi 2.0 Splash Page Initialization [Course ID: CCICBCBS0123] Hospitality Wi-Fi 2.0 Splash Page – Passcode Change [Course ID: CCICBCBS0124] <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Video Side-by-Side Guidelines.

Video/Hospitality Side-by-Side Guidelines

The Video Side-by-Side Guidelines can be used with any video product, and are designed to be completed with your assigned Peer Learning Partner. Please be aware that your local market video order processing may differ, especially for complex orders. For specific product processing, please continue to follow your local market M&Ps.

Side-by-Side Guidelines

Product Knowledge

Discuss the features, packaging, and equipment requirements (if any) for this video product with your assigned side-by-side Peer Learning Partner. Then, demonstrate the following to your partner.

- ☐ Demonstrate knowledge of the product's main features and benefits; explain the product to your Peer Learning Partner as you would to a customer.
- ☐ Share any packaging requirements for the product, describe any work order or equipment requirements, and demonstrate you know where to find applicable service codes.

Quality Control

Observe your assigned side-by-side Peer Learning Partner complete quality control on an order for this product. Then, demonstrate the following to your partner based on available guidelines and checklists.

- ☐ Demonstrate how you would QC an order for this product.
- ☐ Identify several common order mistakes made for this product, demonstrate the process for fixing order errors, and identify when it is appropriate to return an order to Sales using change required functionality in OPTIX.

Order Processing

Observe your assigned side-by-side Peer Learning Partner complete order processing for this product. Then, demonstrate the following to your partner.

- ☐ Determine if the equipment and pricing is correct, the right number of outlets are identified, and if the TVs are in a private or public space.
- ☐ Process the product order in ICOMS. Locate a current account in ICOMS, key an order for this product into ICOMS, and demonstrate knowledge of the correct service codes.
- ☐ Demonstrate how to schedule customer installation for this product, and identify any other tools needed to process this order.
- ☐ Discuss appropriate procedures for service changes, disconnects, reconnects, transfers, and multi-location orders.

Continued on next page.

Task Completion

Observe your assigned side-by-side Peer Learning Partner complete task completion activities for this product. Then, demonstrate the following to your partner.

- ☐ Verify provisioning is accurate and demonstrate how to send an order confirmation email, how to capture documentation in OPTIX, and how to reschedule an installation.
- ☐ Identify any additional OPTIX tasks that need to be completed.

Customer Support

Observe your assigned side-by-side Peer Learning Partner complete customer support activities for this product. Then, demonstrate the following to your partner.

- ☐ Identify the most common support/rescheduling requests for this product and how to resolve them to avoid escalations.
- ☐ Role play a conversation with a customer in a professional manner about any order issues; for example, a change in equipment or pricing, or difficulty scheduling installation at a time that works for the customer.

Escalations

- ☐ Discuss with your assigned side-by-side Peer Learning Partner when and how to escalate an incomplete customer order and liaise with the proper department to resolve the issue.

Video/Hospitality Knowledge Check

When you have completed your assigned training, contact your Supervisor to take a Video Knowledge Check. The Knowledge Check will consist of completing an end-to-end order of a video/hospitality product, as determined by your Supervisor.

Video/Hospitality Supervisor Sign-Off

Your Supervisor will discuss the learning activities in this section with you, clarify any outstanding questions, and ensure that either they or a Peer Learning Partner have observed you perform the tasks covered in this section before signing off on competency.

Supervisor Sign-Off

All assigned tasks in the Individual Learning Plan and the Knowledge Check have been completed successfully. Either a Peer Learning Partner or I have observed this employee perform the tasks covered in this section, and I hereby certify that the employee has displayed competency in the order management processes for all Cox Business video products.

Employee signature: _____ **Date:** _____

Supervisor signature: _____ **Date:** _____

Internet and Web Learning Activities

Refer to your **Individual Learning Plan** to determine your training needs for Internet and web, and in consultation with your Supervisor complete the identified self-directed learning activities. The following products and services are included in this section:

Simple Orders

- Cox Business Internet
- Internet Gateway 2.0/Guest Wi-Fi

Complex Orders

- Internet 2.1
- Cox Fiber Internet GPON
- Cox Optical Internet
- Internet Protocol Management Reporting (IPMR)

The Internet and Web section includes guidance on:

- **Order Management Process:** An overview of the high-level Cox Business order management process for Internet and web to review with your Supervisor.
- **Learning Activities:** Each service or product has its own set of self-directed learning activities to complete as indicated in your Individual Learning Plan.
- **Side-by-Side Guidelines:** Complete side-by-sides with your assigned Peer Learning Partner, as indicated in your Individual Learning Plan. The Guidelines are applicable to any product or service in this section.
- **Knowledge Check:** Contact your Supervisor for the Knowledge Check after completing all required training.
- **Supervisor Sign-Off:** When you successfully complete all training and the Knowledge Check, your Supervisor will sign-off that you are fully trained.

Order Management Process for Internet and Web

This high-level overview of the Cox Business order management process for both simple and complex Internet and web products is based on the Cox Business **Simple Order OM Process Flow**, located in iGrafx (for instructions on accessing iGrafx go to the **Locating Resources** section of this Guide).

The Order Management Walkthrough below is designed to facilitate a discussion with your Supervisor to confirm your understanding of the Internet and web order process. Please be aware that your local market process may differ, especially for complex order processing; continue to follow your local market M&Ps for specific product processing.

Status	Order Management Walkthrough
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	QC Tasks <ul style="list-style-type: none"><input type="checkbox"/> Validate the following areas of the contract: CPNI, contract/service match, and signature existence and spend authority.<input type="checkbox"/> If there is a contract issue/error, identify if it falls under Amendment Reduction Process guidelines. If yes, correct the error/issue and send an email to the customer. If it doesn't fall under these guidelines, return the contract to Sales for correction.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	New Install Tasks <ul style="list-style-type: none"><input type="checkbox"/> Determine if the address is serviceable and available in ICOMS; if yes, create a new account in ICOMS.<input type="checkbox"/> Key in account information: name, authorized users, CPNI, POC, segmentation, category type, reason code, and sale ID number. Key in the monthly reoccurring service codes and one-time service installation codes.<input type="checkbox"/> Confirm type of modem or Wi-Fi combo (or other types of equipment for complex products), verify the support speed the customer signed up for, and determine if a static IP address is needed (do not give if not needed).<input type="checkbox"/> Schedule work order in appropriate Q-code timeframe, and add in any work order comments.<input type="checkbox"/> Create a MyAdmin account and static IP address in SOAK, if needed.<input type="checkbox"/> For duplicating/triplicating the same product at one location, ensure separate equipment for each duplication and balance occurrences to make sure it works.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Service Change Tasks <ul style="list-style-type: none"><input type="checkbox"/> Locate a current account in ICOMS and add, upgrade, or downgrade service.

Continued on next page.

☐ Assigned

☐ Reviewed

Disconnects/Reconnects/Transfers Tasks

- ☐ For disconnects, locate a current account in ICOMS and apply disconnect terms. Determine if an early termination fee (ETF) applies, disconnect service, and determine if equipment needs to be returned and how.
- ☐ For reconnects, locate a current account in ICOMS. Determine the reason for the previous disconnect and reconnect service according to guidelines.
- ☐ For transfers, locate to/from accounts in ICOMS and transfer service according to guidelines.
- ☐ Use SOAK to delete/re-establish the customer's static IP address.

☐ Assigned

☐ Reviewed

Customer Confirmation Tasks

- ☐ Verify order is complete in ICOMS and send confirmation email to customer.
- ☐ Complete task in OPTIX. If not complete in ICOMS, reconcile with the Communications Center group (dispatch).

☐ Assigned

☐ Reviewed

Multi-Location Orders Tasks

- ☐ Complete the process for setting up accounts in multiple locations.

Internet and Web Products

Self-directed learning activities related to simple and complex order management tasks have been developed for each Internet and web product offered by Cox Business. Refer to your Individual Learning Plan to determine your training needs and complete the learning activities listed for that Internet or web product. Links to resources are provided when available. The Internet/Web Side-by-Side Guidelines can be found at the end of this section.

Cox Business Internet 2.1 (Simple Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn - Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> CBI 2.1 Product Overview [Course ID: CICBCBS0114] <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and review the following job aid(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> Entering CBI Orders Job Aid [Course ID: CICBCBS0519] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> CBI OPTIX Order Entry 2014 OPTIX Build Guide CBI Service Tier Calculator How to Install CBI How to Disconnect CBI How to Install Web Hosting Adding IP Addresses <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> CBI Service Delivery Procedures CBI Service Delivery Process <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.

Internet Gateway 2.0, Guest Wi-Fi (Simple Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> – Introducing Cox CBI Gateway and Guest Wi-Fi [Course ID: CICBCBS0521] – CBI Gateway 2.0 Product Overview [Course ID: CICBCBS0135] <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> – CBI Gateway Orders [Course ID: CICBCBS0523] – Keying CB Wi-Fi Orders in ICOMS and Setting Up MyAdmin [Course ID: CICBCBS0542] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – CBI Gateway Order Entry OPTIX – CBIG Wi-Fi OPTIX Build – CBIG with Wi-Fi Guest Access <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – CBI Gateway Service Delivery <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.

Cox Fiber GPN (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> – CFI GPON Product and Sales Overview [Course ID: CICBCBS0144] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – Cox Fiber Internet Job Aid (Sales Information) – Cox Fiber Internet 2.1 STU GPON <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and review the following job aid(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> – Cox Fiber Internet OPTIX Job Aid [Course ID: CICBCBS0633] – Order Entry for Cox Fiber Internet Job Aid [Course ID: CICBCBS0121] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – How to Install CFI – SOAK Reference for CFI Changes – How to Input a CFI STU HBB GPON Order into OPTIX – How to Identify an Address as Gigabit Available or Serviceable OPTIX (STU HBB) – CFI Order Entry ICOMS – CFI 2.1 ICOMS Order Entry – CFI GPON FSR Installation <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.

Cox Optical Internet (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – How to Install COI with Burstable Billing & IPMR – Installing Cox Optical Internet <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.

Internet Protocol Management Reporting (IPMR) (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this product.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> – IPMR and Burstable COI Demonstration [Course ID: CICBCBS0595] <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and review the following job aid(s) in the section <i>CB Internet Services – In-Market</i>. <ul style="list-style-type: none"> – Entering Orders for IPMR for COI and Burstable COI Customers in ICOMS [Course ID: CICBCBS0588] – COI IPMR Manual Burstable Billing Job Aid [Course ID: CICBCBS0589] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – COI IPMR OPTIX – COI IPMR Burstable Billing Revenue Assurance – COI IPMR ICOMS Order Entry – IPMR 18 IPM OPTIX – IPMR 171PM Preview View OPTIX – Installing COI with Burstable Billing and IPMR <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Internet/Web Side-by-Side Guidelines.

Internet and Web Side-by-Side Guidelines

The Internet and Web Side-by-Side Guidelines can be used with any Internet and web product, and are designed to be completed with your assigned Peer Learning Partner. Please be aware that your local market Internet and web product processing may differ, especially for complex orders. For specific product processing, please continue to follow your local market M&Ps.

Side-by-Side Guidelines

Product Knowledge

Discuss the features, packaging, and equipment requirements (if any) for this product with your assigned side-by-side Peer Learning Partner. Then, demonstrate the following to your partner.

- ☐ Demonstrate knowledge of the product's main features and benefits; explain the product as you would to a customer.
- ☐ Share any packaging requirements for the product, describe any work order or equipment requirements, and demonstrate you know where to find applicable service codes.

Quality Control

Observe your assigned side-by-side Peer Learning Partner complete quality control on an order for this product. Then, demonstrate the following to your partner based on available guidelines and checklists.

- ☐ Demonstrate how you would QC an order for this product.
- ☐ Identify several common order mistakes made for this product, demonstrate the process for fixing order errors, and identify when it is appropriate to return an order to Sales using change required functionality in OPTIX.

Order Processing

Observe your assigned side-by-side Peer Learning Partner complete order processing for this product. Then, demonstrate the following to your partner.

- ☐ Confirm type of modem or Wi-Fi combo (or other equipment), verify the support speed the customer signed up for, and determine if a static IP address is needed (do not give if not needed).
- ☐ Process the product order in ICOMS. Locate a current account in ICOMS, key an order for this product into ICOMS, and demonstrate knowledge of the correct service codes.
- ☐ Demonstrate how to schedule customer installation for this product, and identify any other tools needed to process this order.
- ☐ Create a MyAdmin account and establish a static (if necessary) or dynamic IP address in SOAK.
- ☐ Discuss appropriate procedures for service changes, disconnects, reconnects, transfers, and dual/triple orders.

Continued on next page.

Task Completion

Observe your assigned side-by-side Peer Learning Partner complete task completion activities for this product. Then, demonstrate the following to your partner.

- ☐ Verify provisioning is accurate and demonstrate how to send an order confirmation email, how to capture documentation in OPTIX, and how to reschedule an installation.
- ☐ Identify any additional OPTIX tasks that need to be completed.

Customer Support

Observe your assigned side-by-side Peer Learning Partner complete customer support activities for this product. Then, demonstrate the following to your partner.

- ☐ Identify the most common support/rescheduling requests for this product and how to resolve them to avoid escalations.
- ☐ Role play a conversation with a customer in a professional manner about any order issues; for example, you might want to role play a conversation about the difference between a static IP address and dynamic IP address, and why the customer has a type on his/her account.

Escalations

- ☐ Discuss with your assigned side-by-side Peer Learning Partner when and how to escalate an incomplete customer order and liaise with the proper department to resolve the issue.

Internet and Web Knowledge Check

When you have completed your assigned training, contact your Supervisor to take an Internet and Web Knowledge Check. The Knowledge Check will consist of completing an end-to-end order of an Internet or web product, as determined by your Supervisor.

Internet and Web Supervisor Sign-Off

Your Supervisor will discuss the learning activities in this section with you, clarify any outstanding questions, and ensure that either they or a Peer Learning Partner have observed you perform the tasks covered in this section before signing off on competency.

Supervisor Sign-Off

All assigned tasks in the Individual Learning Plan and the Knowledge Check have been completed successfully. Either a Peer Learning Partner or I have observed this employee perform the tasks covered in this section, and I hereby certify that the employee has displayed competency in the order management processes for all Cox Business Internet and web products.

Employee signature: _____ **Date:** _____

Supervisor signature: _____ **Date:** _____

Voice Services Learning Activities

Refer to your **Individual Learning Plan** to determine your training needs for voice services, and in consultation with your Supervisor complete the identified self-directed learning activities. The following services are included in this section:

Simple Orders

- VoiceManager
- IP Centrex Squared

Complex Orders

- IP Centrex
- SIP Trunking
- PRI over HFC
- High Capacity PRI

Other Complex Orders

- Virtual Numbering Service
- VM Auto Attendance
- VM Hunting
- Voicemail Fax to Email MIAB
- Service Assurance Plan
- IPC Call Center
- IPC Receptionist Console
- Telecommunications Service Priority
- Calix ONT and Calix B6
- e911 and Emergency Locator Service

The Voice Services section includes guidance on:

- **Order Management Process:** An overview of the high-level Cox Business order management process for voice services to review with your Supervisor.
- **Learning Activities:** Each service has its own set of self-directed learning activities to complete as indicated in your Individual Learning Plan.
- **Side-by-Side Guidelines:** Complete side-by-sides with your assigned Peer Learning Partner, as indicated in your Individual Learning Plan. The Guidelines are applicable to any service in this section.
- **Knowledge Check:** Contact your Supervisor for the Knowledge Check after completing all required training.
- **Supervisor Sign-Off:** When you successfully complete all training and the Knowledge Check, your Supervisor will sign-off that you are fully trained.

Order Management Process for Voice Services

This high-level overview of the Cox Business order management process for both simple and complex voice services is based on the Cox Business **Simple Order OM Process Flow**, located in iGrafx (for instructions on accessing iGrafx go to the **Locating Resources** section of this Guide).

The Order Management Walkthrough below is designed to facilitate a discussion with your Supervisor to confirm your understanding of the voice service order processes. Please be aware that your local market process may differ, especially for complex order processing; continue to follow your local market M&Ps for specific product processing.

Status	Order Management Walkthrough
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	QC Tasks <ul style="list-style-type: none"> □ Validate the following areas of the contract: CPNI, contract/service match, signature existence and spend authority, porting, and toll-free documents. Request a CSR and bill copy information. □ If there is a contract issue/error, identify if it falls under Amendment Reduction Process guidelines. If yes, correct the error/issue and send an email to the customer. If it doesn't fall under these guidelines, return the contract to Sales for correction.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	New Install Tasks <ul style="list-style-type: none"> □ Determine if the address is serviceable and available in ICOMS; if yes, create a new account in ICOMS. □ Key in account information: name, authorized users, CPNI, POC, segmentation, category type, reason code, and sale ID number. □ ICOMS determines rate center; key in the monthly reoccurring service codes and one-time service installation codes. □ Identify if a port and ensure appropriate documentation, double-check correct fees, identify features customer wants, and ensure provisioning in DTW. Determine directory listing, PIC (long distance) and LPIC (local long distance). □ Identify the number of seats, paths, and additional lines for the key system. □ Schedule work order in appropriate Q-code timeframe, and add in any work order comments. □ Create a MyAdmin account. □ Discuss appropriate procedures for service changes, disconnects, reconnects, and dual/triple orders. □ Perform installation tasks when FSR is on-site, as appropriate for product. □ For duplicating/triplicating orders, if want both VoiceManager and IP Centrex, must have separate ICOMS accounts and merge into one bill.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Service Change Tasks <ul style="list-style-type: none"> □ Locate a current account in ICOMS and add, upgrade, or downgrade service.

Continued on next page.

- ☐ Assigned
- ☐ Reviewed

Disconnects/Reconnects/Transfers Tasks

- ☐ For disconnects, locate a current account in ICOMS and apply disconnect terms. Determine if an early termination fee (ETF) applies, disconnect service, and determine if equipment needs to be returned and how.
- ☐ For reconnects, locate a current account in ICOMS. Determine the reason for the previous disconnect and reconnect service according to guidelines.
- ☐ For transfers, locate to/from accounts in ICOMS and transfer service according to guidelines.

- ☐ Assigned
- ☐ Reviewed

Customer Confirmation Tasks

- ☐ Verify order is complete in ICOMS and send confirmation email to customer.
- ☐ Complete task in OPTIX. If not complete in ICOMS, reconcile with the Communications Center group (dispatch).

- ☐ Assigned
- ☐ Reviewed

Multi-Location Tasks

- ☐ Complete the process for setting up accounts in multiple locations.

Voice Services

Self-directed learning activities related to simple and complex order management tasks have been developed for each voice service offered by Cox Business. Refer to your Individual Learning Plan to determine your training needs and complete the learning activities listed for that voice service. Links to resources are provided when available. The Voice Side-by-Side Guidelines can be found at the end of this section.

VoiceManager (Simple Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, "CB References and Resources, In-Market." You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Introduction to Cox Business VoiceManager Portfolio [Course ID: CCICBCBS0346] – Cox Business Voice Mail eModule [Course ID: CCICBCBS0533] – CB VoiceManager Toolbar Tutorial [Course ID: CCICBCBS0347] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Keying Work Orders for Cox Business Voicemail [Course ID: CCICBCBS0536] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – VoiceManager ICOMS Install Steps – Alternate Number Install <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

IP Centrex Squared (Simple Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> – Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – IP Centrex Product Overview [Course ID: CCICBCBS0351] – IP Centrex Technology Basics [Course ID: CCICBCBS0635] – Cox PBX Overview [Course ID: CCICBCBS0637] – IPC 2.0.1 Quick Hits [Course ID: CCICBCBS0553] – Cox IP Centrex 2.0.2 Enhancements [Course ID: CCICBCBS0594] – IPC 2.0.3 Features Overview [Course ID: CCICBCBS0451] – IP Centrex Features Training Overview [Course ID: CCICBCBS0621] – IP Centrex 2.0.4 Collaboration [Course ID: CCICBCBS0133] – Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> □ Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> □ Learn: Go to Cox U via myLearning and complete the following course(s) and job aid(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – IP Centrex Squared Key System [Course ID: CCICBCBS0915] – Key Systems Overview [Course ID: CCICBCBS0636] – Ordering and Provisioning IP Centrex in OPTIX [Course ID: CCICBCBS0377] – Moving Through the IP Centrex Ordering Process [Course ID: CCICBCBS0402] – Order Entry Process Updates for IP Centrex 2.0.2 Job Aid [Course ID: CCICBCBS0598] – IP Centrex 2.0.3 Configuration, Order Entry, and Troubleshooting [Course ID: CCICBCBS0627] □ Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – IP Centrex Order Entry and Provisioning – IP Centrex Order Entry Type II – Call Path and Multi-Bill Quantity □ Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> □ Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Continued on next page.

- ☐ Assigned
- ☐ Completed

Customer Support

- ☐ **Side-by-Side:** Refer to the Voice Side-by-Side Guidelines.

- ☐ Assigned
- ☐ Completed

Escalations

- ☐ **Side-by-Side:** Refer to the Voice Side-by-Side Guidelines.

IP Centrex (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – IP Centrex Product Overview [Course ID: CCICBCBS0351] – IP Centrex Technology Basics [Course ID: CCICBCBS0635] – Cox PBX Overview [Course ID: CCICBCBS0637] – IPC 2.0.1 Quick Hits [Course ID: CCICBCBS0553] – Cox IP Centrex 2.0.2 Enhancements [Course ID: CCICBCBS0594] – IPC 2.0.3 Features Overview [Course ID: CCICBCBS0451] – IP Centrex Features Training Overview [Course ID: CCICBCBS0621] – IP Centrex 2.0.4 Collaboration [Course ID: CCICBCBS0133] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) and job aid(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Key Systems Overview [Course ID: CCICBCBS0636] – Ordering and Provisioning IP Centrex in OPTIX [Course ID: CCICBCBS0377] – Moving Through the IP Centrex Ordering Process [Course ID: CCICBCBS0402] – Order Entry Process Updates for IP Centrex 2.0.2 Job Aid [Course ID: CCICBCBS0598] – IP Centrex 2.0.3 Configuration, Order Entry, and Troubleshooting [Course ID: CCICBCBS0627] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – IP Centrex Order Entry and Provisioning – IP Centrex Order Entry Type II – Call Path and Multi-Bill Quantity <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

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- ☐ Assigned
- ☐ Completed

Customer Support

- ☐ **Side-by-Side:** Refer to the Voice Side-by-Side Guidelines.

- ☐ Assigned
- ☐ Completed

Escalations

- ☐ **Side-by-Side:** Refer to the Voice Side-by-Side Guidelines.

SIP Trunking (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> SIP Trunking Overview [Course ID: CCICBCBS0290] CB SIP Trunking Product Knowledge [Course ID: CCICBCBS0302] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> SIP Order Entry [Course ID: CCICBCBS0301] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> SIP Trunking ICOMS Order Entry Guide <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> My Account Enterprise Feature Enhancements for SIP Trunking [Course ID: CCICBCBS0666] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

PRI over HFC (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – CB PRI and Digital Trunk Order Entry Training [Course ID: CCICBCBS0279] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – PRI Over HFC in OPTIX [Course ID: CCICBCBS0271] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – Installing PRI <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

High Capacity PRI (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i> . <ul style="list-style-type: none"> – Keying High Capacity ISDN PRI Gateway Work Orders [Course ID: CCICBCBS0544] – Keying High Capacity FXS Gateway Work Orders in ICOMS [Course ID: CCICBCBS0620] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – Installing PRI <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Virtual Numbering Service (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> CB Virtual Numbering Service (VNS) Tutorial [Course ID: CCICBCBS0348] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

VM Auto Attendant (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> CB VoiceManager Auto Attendant Tutorial [Course ID: CCICBCBS0350] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

VM Hunting (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – CB VoiceManager Hunting Tutorial [Course ID: CCICBCBS0349] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Voicemail Fax to Email MIAB (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Readable Voicemail Fax to Email MIAB [Course ID: CCICBCBS0575] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Service Assurance Plan (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – CB Service Assurance Plan [Course ID: CCICBCBS0367] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

IP Centrex Call Center (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Intro to Call Center Standard for IP Centrex [Course ID: CCICBCBS0673] – Agent Console Tutorial for IPC Call Center Standard [Course ID: CCICBCBS0715] – MyAccount Admin Tutorial for IPC Call Center Standard [Course ID: CCICBCBS0716] – IP Centrex CDR Overview [Course ID: CCICBCBS0638] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

IP Centrex Receptionist Console (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> CB IP Centrex Receptionist Console Product Introduction [Course ID: CCICBCBS0505] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> Processing a Receptionist Console Order Through Order Entry [Course ID: CCICBCBS0506] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> Receptionist Console Call Queuing <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Telecommunications Service Priority (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Telecommunications Service Priority (TSP) Overview [Course ID: CCICBCBS0386] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Ordering TSP using OPTIX [Course ID: CCICBCBS0384] – Keying the Install Work Order for TSP in ICOMS [Course ID: CCICBCBS0383] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Calix ONT and Calix B6 (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i> . <ul style="list-style-type: none"> – Entering a Calix ONT Work Order in ICOMS [Course ID: CCICBCBS0510] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

e911 and Emergency Locator Service (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – CB Emergency Locator Service Product Overview [Course ID: CCICBCBS0339] – E911 Trunking Practices Overview [Course ID: CCICBCBS0325] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Voice – In-Market</i>. <ul style="list-style-type: none"> – Adding and Provisioning Emergency Locator Service in OPTIX [Course ID: CCICBCBS0357] <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Voice Side-by-Side Guidelines.

Voice Side-by-Side Guidelines

The Voice Side-by-Side Guidelines can be used with any voice service and are designed to be completed with your assigned Peer Learning Partner. Please be aware that your local market voice service processing may differ, especially for complex orders. For specific product processing, please continue to follow your local market M&Ps.

Side-by-Sides Guidelines

Product Knowledge: Discuss the features, packaging, and equipment requirements (if any) for this voice service with your assigned side-by-side Peer Learning Partner. Then, demonstrate the following to your partner.

- ☐ Demonstrate knowledge of the service's main features and benefits; explain the service as you would to a customer.
- ☐ Share any packaging requirements for the service, describe any work order or equipment requirements, and demonstrate you know where to find applicable service codes.

Quality Control: Observe your assigned side-by-side Peer Learning Partner complete quality control on an order for this service. Then, demonstrate the following to your learning partner based on available guidelines and checklists.

- ☐ Demonstrate how you would QC an order for this service.
- ☐ Identify several common order mistakes made for this service, demonstrate the process for fixing order errors, and identify when it is appropriate to return an order to Sales using change required functionality in OPTIX.

Order Processing: Observe your assigned side-by-side Peer Learning Partner complete order processing for this service. Then, demonstrate the following to your partner.

- ☐ Determine directory listing, PIC (long distance) and LPIC (local long distance), identify if a port and ensure appropriate documentation, double-check correct fees, identify features customer wants, and ensure provisioning in DTW.
- ☐ Verify the number of seats, paths, and additional lines.
- ☐ Process the service order in ICOMS. Locate a current account in ICOMS, key an order for this service into ICOMS, and demonstrate knowledge of the correct service codes.
- ☐ Demonstrate how to schedule customer installation for this service, and identify any other tools needed to process this order.
- ☐ Create a MyAdmin account.
- ☐ Discuss appropriate procedures for service changes, disconnects, reconnects, transfers, and dual/triple orders.

Continued on next page.

Task Completion: Observe your assigned side-by-side Peer Learning Partner complete task completion activities for this service. Then, demonstrate the following to your partner.

- ❑ Verify provisioning is accurate and demonstrate how to send an order confirmation email, how to capture documentation in OPTIX, and how to reschedule an installation.
- ❑ Identify any additional OPTIX tasks that need to be completed.

Customer Support: Observe your assigned side-by-side Peer Learning Partner complete customer support activities for this service. Then, demonstrate the following to your partner.

- ❑ Identify the most common support/rescheduling requests for this service and how to resolve them to avoid escalations.
- ❑ Role play a conversation with a customer in a professional manner about any order issues; for example, a change in equipment or pricing, or difficulty scheduling an installation at a time that works for a customer.

Escalations:

- ❑ Discuss with your assigned side-by-side Peer Learning Partner when and how to escalate an incomplete customer order and liaise with the proper department to resolve the issue.

Voice Knowledge Check

When you have completed your assigned training, contact your Supervisor to take a Voice Knowledge Check. The Knowledge Check will consist of completing an end-to-end order of a voice service, as determined by your Supervisor.

Voice Process Supervisor Sign-Off

Your Supervisor will discuss the learning activities in this section with you, clarify any outstanding questions, and ensure that either they or a Peer Learning Partner have observed you perform the tasks covered in this section before signing off on competency.

Supervisor Sign-Off

All assigned tasks in the Individual Learning Plan and the Knowledge Check have been completed successfully. Either a Peer Learning Partner or I have observed this employee perform the tasks covered in this section, and I hereby certify that the employee has displayed competency in the order management processes for all Cox Business voice services.

Employee signature: _____ **Date:** _____

Supervisor signature: _____ **Date:** _____

Managed Services Learning Activities

Refer to your **Individual Learning Plan** to determine your training needs for managed services, and in consultation with your Supervisor complete the identified self-directed learning activities. The following services are included in this section:

- Managed Router and Security
- DDoS Mitigation
- Managed Wi-Fi (SMB)

The Managed Services section includes guidance on:

- **Order Management Process:** An overview of the high-level Cox Business order management process for managed services to review with your Supervisor.
- **Learning Activities:** Each service has its own set of self-directed learning activities to complete as indicated in your Individual Learning Plan.
- **Side-by-Side Guidelines:** Complete side-by-sides with your assigned Peer Learning Partner, as indicated in your Individual Learning Plan. The Guidelines are applicable to any managed service in this section.
- **Knowledge Check:** Contact your Supervisor for the Knowledge Check after completing all required training.
- **Supervisor Sign-Off:** When you successfully complete all training and the Knowledge Check, your Supervisor will sign-off that you are fully trained.

Order Management Process for Managed Services

This high-level overview of the Cox Business order management process for managed services is based on the Cox Business **Simple Order OM Process Flow**, located in iGrafx (for instructions on accessing iGrafx go to the **Locating Resources** section of this Guide).

The Order Management Walkthrough below is designed to facilitate a discussion with your Supervisor to confirm your understanding of managed service order processes. Please be aware that your local market process may differ, especially for complex order processing; continue to follow your local market M&Ps for specific service processing.

Status	Order Management Walkthrough
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Contracts QC Tasks <ul style="list-style-type: none"> □ Validate the following areas of the contract: CPNI, contract/service match, and signature existence and spend authority. □ If there is a contract issue/error, identify if it falls under Amendment Reduction Process guidelines. If yes, correct the error/issue and send an email to the customer. If it doesn't fall under these guidelines, return the contract to Sales for correction.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	New Install Tasks <ul style="list-style-type: none"> □ Determine if address is serviceable and available in ICOMS; if yes, create a new account in ICOMS. □ Key in account information: name; authorized users; CPNI; POC; segmentation; category type, reason code, and sale ID number. Key in the monthly reoccurring service codes and one-time service installation codes. □ Perform any managed services vendor coordination tasks required. □ Schedule work order in appropriate Q-code timeframe, and add in any work order comments. □ For duplicating/triplicating same service at one location, ensure separate equipment for each duplication and balance occurrences to make sure it works. □ Create a MyAdmin account and static IP address in SOAK, if needed.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Service Change Tasks <ul style="list-style-type: none"> □ Locate a current account in ICOMS and add, upgrade, or downgrade service.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Disconnects/Reconnects/Transfers Tasks <ul style="list-style-type: none"> □ For disconnects, locate a current account in ICOMS and apply disconnect terms. Determine if an early termination fee (ETF) applies, disconnect service, and determine if equipment needs to be returned and how. □ For reconnects, locate a current account in ICOMS. Determine the reason for the previous disconnect and reconnect service according to guidelines. □ For transfers, locate to/from accounts in ICOMS and transfer service according to guidelines. □ Use SOAK to delete/re-establish the customer's static IP address, if necessary.

Continued on next page.

☐ Assigned

☐ Reviewed

Customer Confirmation Tasks

- ☐ Verify order is complete in ICOMS and send confirmation email to customer.
- ☐ Complete task in OPTIX. If not complete in ICOMS, reconcile with the Communications Center group (dispatch).

☐ Assigned

☐ Reviewed

Multi-Location Orders Tasks

- ☐ Complete the process for setting up accounts in multiple locations.

Managed Services

Self-directed learning activities related to simple and complex order management tasks have been developed for each managed service offered by Cox Business. Refer to your Individual Learning Plan to determine your training needs and complete the learning activities listed for that managed service. Links to resources are provided when available. The Managed Services Side-by-Side Guidelines can be found at the end of this section.

Managed Router and Security (MRS) (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Managed Services – In-Market</i>.<ul style="list-style-type: none">MRS Product Overview [Course ID: CCICBCBS0118]MRS Product Overview Part 2 [Course ID: CCICBCBS0674]<input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) and job aid(s) in the section <i>CB Managed Services – In-Market</i>.<ul style="list-style-type: none">Introduction to the Services Fulfillment Platform [Course ID: CCICBCBS0160]Closing an SPP Order – Job Aid [Course ID: CCICBCBS0140]<input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.

DDoS Mitigation (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Managed Services – In-Market</i>. <ul style="list-style-type: none"> DDoS Mitigation Overview [Course ID: CCICBCBS0136] Distributed Denial of Service: A Primer [Course ID: CCICBCBS0134] <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.

Managed Wi-Fi (SMB) (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <input type="checkbox"/> Side-by-Side: Refer to the Managed Services Side-by-Side Guidelines.

Managed Services Side-by-Side Guidelines

The Managed Services Side-by-Side Guidelines can be used with any managed service, and are designed to be completed with your assigned Peer Learning Partner. Please be aware that your local market managed services order processing may differ, especially for complex orders. For specific service processing, please continue to follow your local market M&Ps.

Side-by-Side Guidelines

Product Knowledge

Discuss the features, packaging, and equipment requirements (if any) for this service with your assigned side-by-side Peer Learning Partner. Then, demonstrate the following to your partner.

- ☐ Demonstrate knowledge of the service's main features and benefits; explain the service as you would to a customer.
- ☐ Share any packaging requirements for the service, describe any work order or equipment requirements, and demonstrate you know where to find applicable service codes.

Quality Control

Observe your assigned side-by-side Peer Learning Partner complete quality control on an order for this service. Then, demonstrate the following to your partner based on available guidelines and checklists.

- ☐ Demonstrate how you would QC an order for this service.
- ☐ Identify several common order mistakes made for this service, demonstrate the process for fixing order errors, and identify when it is appropriate to return an order to Sales using change required functionality in OPTIX.

Order Processing

Observe your assigned side-by-side Peer Learning Partner complete order processing for this service. Then, demonstrate the following to your partner.

- ☐ Process the service order in ICOMS. Locate a current account in ICOMS, key an order for this service into ICOMS, and demonstrate knowledge of the correct service codes.
- ☐ Demonstrate the ability to coordinate with managed services vendors for the service.
- ☐ Demonstrate how to schedule customer installation for this service, and identify any other tools needed to process this order.
- ☐ Discuss appropriate procedures for service changes, disconnects, reconnects, transfers, and multi-locations orders.

Continued on next page.

Task Completion

Observe your assigned side-by-side Peer Learning Partner complete task completion activities for this service. Then, demonstrate the following to your partner.

- ☐ Verify provisioning is accurate and demonstrate how to send an order confirmation email, how to capture documentation in OPTIX, and how to reschedule an installation.
- ☐ Identify any additional OPTIX tasks that need to be completed.

Customer Support

Observe your assigned side-by-side Peer Learning Partner complete customer support activities for this service. Then, demonstrate the following to your learning partner.

- ☐ Identify the most common support/rescheduling requests for this service and how to resolve them to avoid escalations.
- ☐ Role play a conversation with a customer in a professional manner about any order issues; for example, a change in equipment or pricing, or difficulty scheduling installation at a time that works for the customer.

Escalations

- ☐ Discuss with your assigned side-by-side Peer Learning Partner when and how to escalate an incomplete customer order and liaise with the proper department to resolve the issue.

Managed Services Knowledge Check

When you have completed your assigned training, contact your Supervisor to take a Managed Services Knowledge Check. The Knowledge Check will consist of completing an end-to-end order of a managed service, as determined by your Supervisor.

Managed Services Supervisor Sign-Off

Your Supervisor will discuss the learning activities in this section with you, clarify any outstanding questions, and ensure that either they or a Peer Learning Partner have observed you perform the tasks covered in this section before signing off on competency.

Supervisor Sign-Off

All assigned tasks in the Individual Learning Plan and the Knowledge Check have been completed successfully. Either a Peer Learning Partner or I have observed this employee perform the tasks covered in this section, and I hereby certify that the employee has displayed competency in the order management processes for all Cox Business managed services.

Employee signature: _____ **Date:** _____

Supervisor signature: _____ **Date:** _____

Networking Services Learning Activities

Refer to your **Individual Learning Plan** to determine your training needs for networking services, and in consultation with your Supervisor complete the identified self-directed learning activities. The following networking services are included in this section:

- MetroEthernet/EPMR
- Wholesale Ethernet
- MPLS IP-VPN In-Market and Cross-Market
- IP-VPN Performance Management Reporting
- Small Cell Managed Services – Indoor
- Small Cell Managed Services - Outdoor

The Networking Services section includes guidance on:

- **Order Management Process:** An overview of the high-level Cox Business order management process for networking services to review with your Supervisor.
- **Learning Activities:** Each service has its own set of self-directed learning activities to complete as indicated in your Individual Learning Plan.
- **Side-by-Side Guidelines:** Complete side-by-sides with your assigned Peer Learning Partner, as indicated in your Individual Learning Plan. The Guidelines are applicable to any service in this section.
- **Knowledge Check:** Contact your Supervisor for the Knowledge Check after completing all required training.
- **Supervisor Sign-Off:** When you successfully complete all training and the Knowledge Check, your Supervisor will sign-off that you are fully trained.

Order Management Process for Networking Services

This high-level overview of the Cox Business order management process for networking services is based on the Cox Business **Simple Order OM Process Flow**, located in iGrafx (for instructions on accessing iGrafx go to the **Locating Resources** section of this Guide).

The Order Management Walkthrough below is designed to facilitate a discussion with your Supervisor to confirm your understanding of networking service order processes. Please be aware that your local market process may differ, especially for complex order processing; continue to follow your local market M&Ps for specific product processing.

Status	Order Management Walkthrough
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Contracts QC Tasks <ul style="list-style-type: none"> □ Validate the following areas of the contract: CPNI, contract/service match, and signature existence and spend authority. □ If there is a contract issue/error, identify if it falls under Amendment Reduction Process guidelines. If yes, correct the error/issue and send an email to the customer. If it doesn't fall under these guidelines, return the contract to Sales for correction.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	New Install Tasks <ul style="list-style-type: none"> □ Determine if the address is serviceable and available in ICOMS; if yes, create a new account in ICOMS. □ Key in account information: name, authorized users, CPNI, POC, segmentation, category type, reason code, and sale ID number. Key in the monthly reoccurring service codes and one-time service installation codes. □ Perform any networking services vendor coordination tasks required for the service. □ Schedule work order in appropriate Q-code timeframe, and add in any work order comments. □ For duplicating/triplicating same product at one location, ensure separate equipment for each duplication and balance occurrences to make sure it works. □ Create a MyAdmin account and static IP address in SOAK, if needed.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Service Change Tasks <ul style="list-style-type: none"> □ Locate a current account in ICOMS and add, upgrade, or downgrade service.
<input type="checkbox"/> Assigned <input type="checkbox"/> Reviewed	Disconnects/Reconnects/Transfers Tasks <ul style="list-style-type: none"> □ For disconnects, locate a current account in ICOMS and apply disconnect terms. Determine if an early termination fee (ETF) applies, disconnect service, and determine if equipment needs to be returned and how. □ For reconnects, locate a current account in ICOMS. Determine the reason for the previous disconnect and reconnect service according to guidelines. □ For transfers, locate to/from accounts in ICOMS and transfer service according to guidelines. □ Use SOAK to delete/re-establish the customer's static IP address.

Continued on next page.

☐ Assigned

☐ Reviewed

Customer Confirmation Tasks

- ☐ Verify order is complete in ICOMS and send confirmation email to customer.
- ☐ Complete task in OPTIX. If not complete in ICOMS, reconcile with the Communications Center group (dispatch).

☐ Assigned

☐ Reviewed

Multi-Location Orders Tasks

- ☐ Complete the process for setting up accounts in multiple locations.

Networking Services

Self-directed learning activities related to simple and complex order management tasks have been developed for each networking service offered by Cox Business. Refer to your Individual Learning Plan to determine your training needs and complete the learning activities listed for that networking service. Links to resources are provided when available. The Networking Services Side-by-Side Guidelines can be found at the end of this section.

MetroEthernet/EPMR (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, "CB References and Resources, In-Market." You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) and job aid(s) in the section <i>CB Networking Services – In-Market</i>.<ul style="list-style-type: none">– EPMR Installation Job Aid [Course ID: CCICBCBS0601]<input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"><input type="checkbox"/> Learn: Access and review the following resource link(s).<ul style="list-style-type: none">– How to Install Metro-E Fiber– How to Install Metro-E HFC<input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"><input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.

Wholesale Ethernet (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – Introduction to Wholesale Ethernet Access - HFC [Course ID: CCICBCBS0532] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and review the following job aid(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – Entering Orders for the WEA – HFC Product [Course ID: CCICBCBS0534] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.

MPLS IP-VPN In-Market and Cross-Market (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – Introduction to Cox MPLS IP-VPN [Course ID: CCICBCBS0432] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – Entering IP-VPN Services into OPTIX [Course ID: CCICBCBS0503] – Entering IP-VPN Services in ICOMS [Course ID: CCICBCBS0422] – Creating a Cross-Market IP-VPN Presales Order in Granite Order Wizard Webinar [Course ID: CCICBCBS0551] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.

IP-VPN Performance Management Reporting (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> Performance Management Reporting Overview [Course ID: CCICBCBS0585] IP-VPN Performance Management Reporting Portal Demo [Course ID: CCICBCBS0607] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.

Small Cell Managed Services - Indoor (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – Introduction to Small Cell Managed Services - Indoor [Course ID: CCICBCBS0117] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and review the following job aid(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – OPTIX for Small Cell Job Aid [Course ID: CCICBCBS0115] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.

Small Cell Managed Services - Outdoor (Complex Orders)

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this service.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Product Knowledge <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – Introduction to Small Cell Managed Services - Outdoor [Course ID: CCICBCBS0132] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control Tasks <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Processing <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and review the following job aid(s) in the section <i>CB Networking Services – In-Market</i>. <ul style="list-style-type: none"> – OPTIX for Small Cell Job Aid [Course ID: CCICBCBS0115] <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Task Completion <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Escalations <ul style="list-style-type: none"> <input type="checkbox"/> Side-by-Side: Refer to the Networking Services Side-by-Side Guidelines.

Networking Services Side-by-Side Guidelines

The Networking Services Side-by-Side Guidelines can be used with any networking service, and are designed to be completed with your assigned Peer Learning Partner. Please be aware that your local market networking service order processing may differ, especially for complex orders. For specific service processing, please continue to follow your local market M&Ps.

Side-by-Side Guidelines

Product Knowledge

Discuss the features, packaging, and equipment requirements (if any) for this service with your assigned side-by-side Peer Learning Partner. Then, demonstrate the following to your partner.

- ☐ Demonstrate knowledge of the service's main features and benefits; explain the service as you would to a customer.
- ☐ Share any packaging requirements for the service, describe any work order or equipment requirements, and demonstrate you know where to find applicable service codes.

Quality Control

Observe your assigned side-by-side Peer Learning Partner complete quality control on an order for this service. Then, demonstrate the following to your partner based on available guidelines and checklists.

- ☐ Demonstrate how you would QC an order for this service.
- ☐ Identify several common order mistakes made for this service, demonstrate the process for fixing order errors, and identify when it is appropriate to return an order to Sales using change required functionality in OPTIX.

Order Processing

Observe your assigned side-by-side Peer Learning Partner complete order processing for this service. Then, demonstrate the following to your partner.

- ☐ Process the service order in ICOMS. Locate a current account in ICOMS, key an order for this service into ICOMS, and demonstrate knowledge of the correct service codes.
- ☐ Demonstrate the ability to coordinate with managed services vendors for the service.
- ☐ Demonstrate how to schedule customer installation for this service, and identify any other tools needed to process this order.
- ☐ Discuss appropriate procedures for service changes, disconnects, reconnects, transfers, and multi-locations orders.

Continued on next page.

Task Completion

Observe your assigned side-by-side Peer Learning Partner complete task completion activities for this service. Then, demonstrate the following to your partner.

- Verify provisioning is accurate and demonstrate how to send an order confirmation email, how to capture documentation in OPTIX, and how to reschedule an installation.
- Identify any additional OPTIX tasks that need to be completed.

Customer Support

Observe your assigned side-by-side Peer Learning Partner complete customer support activities for this service. Then, demonstrate the following to your learning partner.

- Identify the most common support/rescheduling requests for this service and how to resolve them to avoid escalations.
- Role play a conversation with a customer in a professional manner about any order issues; for example, a change in equipment or pricing, or difficulty scheduling installation at a time that works for the customer.

Escalations

- Discuss with your assigned side-by-side Peer Learning Partner when and how to escalate an incomplete customer order and liaise with the proper department to resolve the issue.

Networking Services Knowledge Check

When you have completed your assigned training, contact your Supervisor to take a Networking Services Knowledge Check. The Knowledge Check will consist of completing an end-to-end order of a networking service, as determined by your Supervisor.

Networking Services Supervisor Sign-Off

Your Supervisor will discuss the learning activities in this section with you, clarify any outstanding questions, and ensure that either they or a Peer Learning Partner have observed you perform the tasks covered in this section before signing off on competency.

Supervisor Sign-Off

All assigned tasks in the Individual Learning Plan and the Knowledge Check have been completed successfully. Either a Peer Learning Partner or I have observed this employee perform the tasks covered in this section, and I hereby certify that the employee has displayed competency in the order management processes for all Cox Business networking services.

Employee signature: _____ **Date:** _____

Supervisor signature: _____ **Date:** _____

Support Tools Learning Activities

Refer to your **Individual Learning Plan** to determine your training needs for support tools, and in consultation with your Supervisor complete the identified self-directed learning activities. The following support tools are included in this section:

- ICOMS
- OPTIX
- MyAdmin
- SOAK
- DocuSign
- Partner Control
- Intermanager
- Vision
- UET

The Support Tools section includes guidance on:

- **Learning Activities:** Each support tool has its own set of self-directed learning activities to complete as indicated in your Individual Learning Plan.
- **Side-by-Side Guidelines:** Complete side-by-sides with your assigned Peer Learning Partner, as indicated in your Individual Learning Plan.
- **Knowledge Check:** Contact your Supervisor for the Knowledge Check after completing all required training.
- **Supervisor Sign-Off:** When you successfully complete all training and the Knowledge Check, your Supervisor will sign-off that you are fully trained.

Support Tools Learning Activities

Self-directed learning activities related to support tools have been developed for each tool used by Cox Business. Refer to your Individual Learning Plan to determine your training needs and complete the learning activities listed for that support tool. Links to resources are provided when available. ICOMS and OPTIX have their own Support Tool Side-by-Side Guidelines, followed by guidelines for other support tools at the end of this section.

ICOMS

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Navigation <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>Systems and Tools – In-Market</i>.<ul style="list-style-type: none">Integrated Customer Messaging (ICOMS) [Course ID: CCICBCBS0704]<input type="checkbox"/> Learn: Access and review the following resource link(s).<ul style="list-style-type: none">All Documentation for ICOMS<input type="checkbox"/> Side-by-Side: Refer to the ICOMS Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Order Entry <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) under <i>Systems and Tools</i>.<ul style="list-style-type: none">Setting Up Contract Templates [Course ID: CCICBCBS0526]Attaching and Reviewing a Contract Template in ICOMS [Course ID: CCICBCBS0527]<input type="checkbox"/> Side-by-Side: Refer to the ICOMS Side-by-Side Guidelines.

ICOMS Side-by-Side Guidelines

Discuss the tool’s purpose, navigation, key features, and important screens with your side-by-side Peer Learning Partner and observe them using the tool for simple and complex orders. Then, demonstrate the following knowledge to your partner based on available guidelines.

- ☐ Demonstrate the simple work order process for a Cox Business Internet.
- ☐ Demonstrate setting up a simple work order for multiple products.
- ☐ Demonstrate processing a complex work order for the IP Centrex voice product.

OPTIX

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Navigation <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>Systems and Tools – In-Market</i>. <ul style="list-style-type: none"> – OPTIX Processes [Course ID: CCICBCBS0150] – Reviewing and Demonstrating OPTIX 1.4 Sales Presentation Enhancements [Course ID: CCICBCBS0380] – Reviewing OPTIX 1.4 General Enhancements [Course ID: CCICBCBS0379 and Course ID: CCICBCBS0391] – OPTIX 1.4 [Course ID: CCICBCBS0151] <input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none"> – OPTIX User Guide – Navigating in OPTIX – Search for an Account in OPTIX – Submitting a CIR in OPTIX – Assigning and Completing Simple Tasks in OPTIX – Converting a Proposal to a Project – Create a Project in OPTIX – New Account – Create a Project in OPTIX – Existing Account – Creating a Proposal <input type="checkbox"/> Side-by-Side: Refer to the OPTIX Side-by-Side Guidelines.
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Quality Control <ul style="list-style-type: none"> <input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) under <i>Systems and Tools</i>. <ul style="list-style-type: none"> – OPTIX Processes – Overview and Tutorials [Course ID: CCICBCBS0552] – Processing a Not Burdening the First Deal Request in OPTIX [Course ID: CCICBCBS0387] – Entering an MDU Request in OPTIX [Course ID: CCICBCBS0516] <input type="checkbox"/> Side-by-Side: Refer to the OPTIX Side-by-Side Guidelines.

OPTIX Side-by-Side Guidelines

Discuss the tool's purpose, navigation, key features, and important screens with your side-by-side Peer Learning Partner and observe them using the tool for simple and complex orders. Then, demonstrate the following knowledge to your partner based on available guidelines.

- ☐ Click on a task and open it, perform a function, and close the task.
- ☐ Receive a sales support task, open the task, perform the sales support function (QC an order), then close the task.
- ☐ Open OPTIX, swivel chair into ICOMS, perform order entry, close task in OPTIX.

MyAdmin

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, "CB References and Resources, In-Market." You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	<p>Navigation</p> <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>Systems and Tools – In-Market</i>.<ul style="list-style-type: none">– CB MORTI – MyAdmin and SOAK [Course ID: CCICBCBS0714]<input type="checkbox"/> Learn: Access and review the following resource link(s).<ul style="list-style-type: none">– Creating a MyAdmin Profile and Pushing DTW in TOMS– MyAdmin Documentation<input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

SOAK

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	Navigation <ul style="list-style-type: none"><input type="checkbox"/> Learn: Go to Cox U via myLearning and complete the following course(s) in the section <i>Systems and Tools – In-Market</i>.<ul style="list-style-type: none">– CB MORTI – MyAdmin and SOAK [Course ID: CCICBCBS0714]– Provisioning IPs for CSRs Using SOAK [Course ID: CCICBNOP313]<input type="checkbox"/> Learn: Access and review the following resource link(s).<ul style="list-style-type: none">– Documentation for SOAK<input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

DocuSign

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	<input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

Partner Control

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	<input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

Intermanager

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	<input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

Vision

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	<input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

UET

Please review M&Ps by accessing the Cox Business myAxis Product Site; a link to this site can be found in myLearning under the section, “CB References and Resources, In-Market.” You may also have local M&Ps that apply to this tool.

Status	Self-Directed Learning Activities
<input type="checkbox"/> Assigned <input type="checkbox"/> Completed	<input type="checkbox"/> Learn: Access and review the following resource link(s). <ul style="list-style-type: none">– Documentation for Remedy (UET) <input type="checkbox"/> Side-by-Side: Refer to the Support Tools Side-by-Side Guidelines.

Support Tools Side-by-Side Guidelines

The Support Tools Side-by-Side Guidelines can be used with any support tool (please note ICOMS and OPTIX have their own Side-by-Side Guidelines), and are designed to be completed with your assigned Peer Learning Partner. Please be aware that use of these tools in your own local market may differ, especially for complex orders; please continue to follow your local market M&Ps when appropriate.

Side-by-Side Guidelines

Tool Knowledge

Discuss the support tool's purpose, navigation, key features, and important screens with your side-by-side Peer Learning Partner. Then, demonstrate the following to your partner.

- ☐ Describe the tools navigation, key features, and important screens of the support tool.

Tool Use

Observe your partner using the support tool as appropriate during simple and complex orders. Then, demonstrate use of the tool to your partner based on available guidelines.

- ☐ Use the tool appropriately during a simple or complex order.

Support Tools Knowledge Check

When you have completed your assigned training, contact your Supervisor to take a Support Tools Knowledge Check. The Knowledge Check will consist of completing an end-to-end order of a product using various support tools, as determined by your Supervisor.

Support Tools Supervisor Sign-Off

Your Supervisor will discuss the learning activities in this section with you, clarify any outstanding questions, and ensure that either they or a Peer Learning Partner have observed you perform the tasks covered in this section before signing off on competency.

Supervisor Sign-Off

All assigned tasks in the Individual Learning Plan and the Knowledge Check have been completed successfully. Either a Peer Learning Partner or I have observed this employee perform the tasks covered in this section, and I hereby certify that the employee has displayed competency in the use of support tools for order management of Cox Business services and products.

Employee signature: _____ **Date:** _____

Supervisor signature: _____ **Date:** _____

Individual Learning Plan Completion

Upon satisfactory completion of all required Individual Learning Plan activities, your Supervisor will confirm completion by signing below. To officially record your ILP completion in Cox U, follow the instructions provided below.

Individual Learning Plan Completion Supervisor Sign-Off

Supervisor Sign-Off

All assigned Individual Learning Plan activities have been completed successfully. I hereby certify that the employee has displayed competency in the order management processes for all Cox Business products and services.

Employee signature: _____ Date: _____

Supervisor signature: _____ Date: _____

How to Confirm Individual Learning Plan Completion in Cox U

At the direction of your Supervisor, go the myLearning section *Cox Orientation and New Hire – In-Market* and click on the Cox U course link, **Order Management Specialists Self-Directed Learning – Course Completion** [Course code: CCICBCBS0734]. Follow the instructions to confirm you have completed all assigned Individual Learning Plan activities and displayed competency in the order management processes for all Cox Business products and services.