

TNX with Go Magenta Dashboard

Get more TNX opportunities! Learn how to use the new Go Magenta Dashboard.

The **Go Magenta Dashboard** now enables eligibility checks for all your customer's lines.

- Provide a consistent experience and ensure everyone gets to take advantage of the T-Mobile Network Experience – **offer it to all lines** on the account!
- **Entire accounts** = TNX opportunity, not just the customer in front of you today.

Using the **Go Magenta Dashboard**:

- ✓ Check all lines for current TNX status and eligibility on the account
- ✓ Offer to TNX each line, and if additional lines are not in the store, **set up appointments**
- ✓ If a line is not yet on TNX, use the new **Take Action** button to begin the TNX process, or resolve any ineligible reasons.

With the launch of **Go Magenta Dashboard**, existing options under the **Go Magenta** button like Change Plan and Magenta Experience Precheck will be moved under the **Manage Account** button. Check out key areas from the **Go Magenta Dashboard** to empower you to have account level migration conversations.

1

To get started tap **Go Magenta** in NBA.

The screenshot shows the Go Magenta Dashboard interface. At the top, there are buttons for 'Add a Line', 'Upgrade', 'Go Magenta', 'Manage Account', and 'Top Recs'. Below these, there's a section for '(000) 000-0000' with buttons for 'Change subscriber' and 'Treatment History'. The main area displays a table of PTNs and their TNX status.

PTN	Already TNX'd?
(000) 000-0000	NO
(000) 000-0000	YES
(000) 000-0000	NO
(000) 000-0000	NO
(000) 000-0000	NO
(000) 000-0000	NO

Annotations on the screenshot:

- 1** To get started tap **Go Magenta** in NBA.
- 2** The subscriber is **ELIGIBLE** for TNX. **YES** indicates no action is needed and the PTN cannot be tapped. **NO** indicates you can take further action. Tap each **NO PTN's** to see if a customer is eligible or ineligible to TNX. **Create a consistent experience** for all customers when you check eligibility for all PTN's and TNX. Turn a NO into a YES by **resolving ineligibility reasons**.
- 3** Tap the **Take Action** button.

The arrow indicates which PTN you are viewing.

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Scenario: Customer is TNX Eligible – Check out key areas to learn more.

PTN: (000) 000-0000 DEVICE: BYOSD iPhone SE 2 SUB ID:

PTN	Already TNXd?
000-000-0000	NO
000-000-0000	YES
000-000-0000	NO
000-000-0000	NO
000-000-0000	NO
000-000-0000	NO
000-000-0000	NO

The subscriber is **ELIGIBLE** for TNX

With T-Mobile Network Experience (TNX) Sprint customers get the T-Mobile networks, but stay in Sprint's billing system.

Tap each **PTN** below to check TNX eligibility and use the **Take Action** button to resolve any ineligible reasons.

Take Action

1

Tap **Take Action** button to see more details before completing TNX.

PTN: (000) 000-0000 DEVICE: Samsung Galaxy S8 SUB ID:

PTN	Already TNXd?
000-000-0000	YES
000-000-0000	YES
000-000-0000	YES

The Subscriber is already TNX'd

2

If all PTN lines on the account are already TNX'd, no further action is needed. The other PTN's will not open when you **Tap** on each one.

Reporting Opportunity Impacts: Don't worry – when you tap through the **Go Magenta Dashboard** to view additional lines and eligibility, it will not count as a reporting opportunity for each line! If actions are taken on an NBA offer disposition, tapping *accept, decline or maybe*, that will count as an opportunity per line. This is the same as when you check each line manually in GST/RMS.-

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Scenario: Customer is Not TNX Eligible – Check out key areas to learn more.

2 The **Go Magenta Dashboard** displays account level view and which lines are already TNX'd.

3 Arrow shows PTN you are viewing on the right of the screen.

4 ME can toggle to the NO PTN's to see if customer is eligible or ineligible to TNX. Yes, indicates the customer has already been TNX'd and no action is needed. The PTN cannot be tapped.

5 Magenta Dashboard displays reason why customer is ineligible.

6 Tap **Take Action** button to view corresponding NBA flow. If customer is not eligible due to SOC compatibility, the **Take Action** button will link to the plan change issue reason in NBA. If the **Take Action** button doesn't appear, check back later as TNX expands. Some ineligible reasons such as those due to coverage will not have a **Take Action** button.

7 Offer the customer a TNX eligible plan.

8 Tap **Go Magenta** button to view the dashboard again to solve any additional ineligible reasons for other PTN's when applicable.

Information in this area will update based on the PTN that is selected in the account level view.

Take Action button for device incompatibility takes them to available NBA handset offers.

PTN	Already TNX'd?
555-555-5555	NO
555-555-4444	YES
555-555-3333	NO
555-555-2234	NO
555-555-9999	NO

PTN: 555-555-1234 DEVICE: iPhone SE 2 SUB ID: 29569991021

The subscriber is **INELIGIBLE** for

INELIGIBLE REASON

SOC COMPATIBILITY
The current plan [PDSA574AS] is not TNX compatible. Choose a TNX compatible plan during the transaction. **Take Action**

Other
Customer is not currently eligible for TNX. The customer is using their device in areas where TNX is not a right fit at this time. Check back at a later date.

The subscriber is **INELIGIBLE** for TNX

INELIGIBLE REASONS

DEVICE COMPATIBILITY
TNX is not available due to current device. Review handset upgrade options. **Take Action**

Suggested recommendations

All Treatments Search Treatments

★★★★★
Move to Sprint Essentials Plan
The Sprint Essentials plan has all the basics you need....
[View details](#)

★★★★★
Switch and get MORE with Unl Basic
With Unl Basic, you get everything you need and then some!
[View details](#)

Maybe Decline Accept

Maybe Decline Accept

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What to Say – Customer is NOT TNX Eligible

Reason	Customer Positioning
Newer device not yet added to TNX Capability. Example: Google Pixel	<i>"It looks like your device is not yet able to take advantage of the T-Mobile Network Experience. Don't worry, we're hard at work to make more devices eligible in the future."</i>
Older device that will not be supported by the network or TNX.	<i>"Don't worry, we have some great devices that will help you take advantage of the latest technology and network capabilities. Let's check to see what your account is eligible for so we can get you set up with TNX!"</i> <input type="checkbox"/> Tap Take Action button. The Go Magenta Dashboard will alert you if the customer's device is not compatible, and if so, the Take Action button will link to the upgrade issue reason. This is an excellent opportunity to pitch the customer any upgrade offers they may be targeted for – if applicable, in NBA.
Current device is eligible but requires a firmware update to participate. ME should update firmware.	<i>"Great news, your device is eligible for TNX with an update to the latest firmware. Let's update your phone so it will have the latest updates to ensure the best experience possible and allow us to enable the T-Mobile Network Experience."</i>

What to Say – Customer is TNX Eligible

Reason	Customer Positioning
Device is TNX capable with 5G device	<i>"The T-Mobile Network Experience provides you with a full T-Mobile network experience. With a T-Mobile SIM in your 5G device you'll get immediate access to our most powerful signal yet, and work inside and outdoors, from coast-to-coast."</i>
Device is TNX capable without 5G device	<i>"The T-Mobile Network Experience provides you with a full T-Mobile network experience.. With a new SIM card in your device, provided at no cost, you'll also be able to opt-in immediately to our latest Un-Carrier benefit Scam Shield, our multi-layered scam-blocking protection that lets you say goodbye to scammers for good – for FREE."</i>
Device is TNX capable, and customer is on a Sprint bill.	<i>"You can take full advantage of the T-Mobile network with a simple SIM swap."</i>

Resources

For more information check out:

- ✓ [TNX C2](#) page for complete details.
- ✓ [TNX i-Connect](#) for complete details.
- ✓ [TNX FAQs](#) for answers to some of the frequently asked questions.