TNX with Go Magenta Dashboard

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

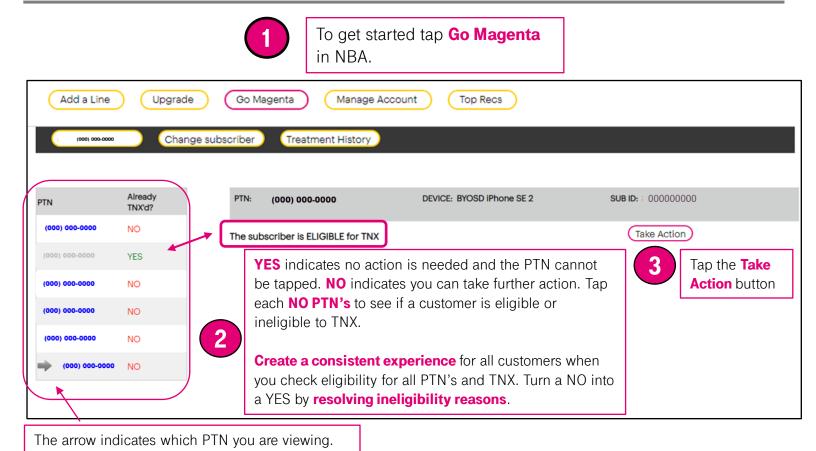
The **Go Magenta Dashboard** now enables eligibility checks for all your customer's lines.

- 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.

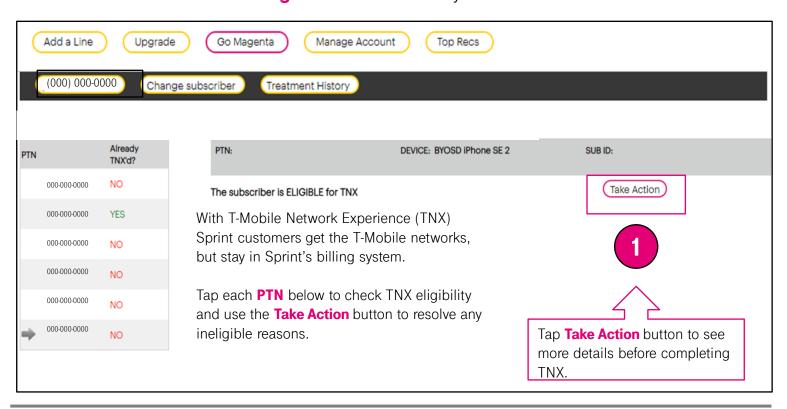
With the launch of **Go Magenta Dashboard**, existing options under the **Go Magenta** button like Change Plan and Magenta Experience Precheck will be moved under the **Manage Account** button. Check out key areas from the **Go Magenta Dashboard** to empower you to have account level migration conversations.

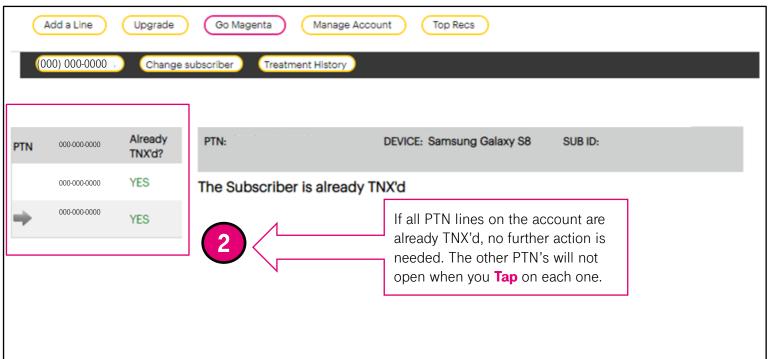




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Scenario: Customer is TNX Eligible - Check out key areas to learn more.

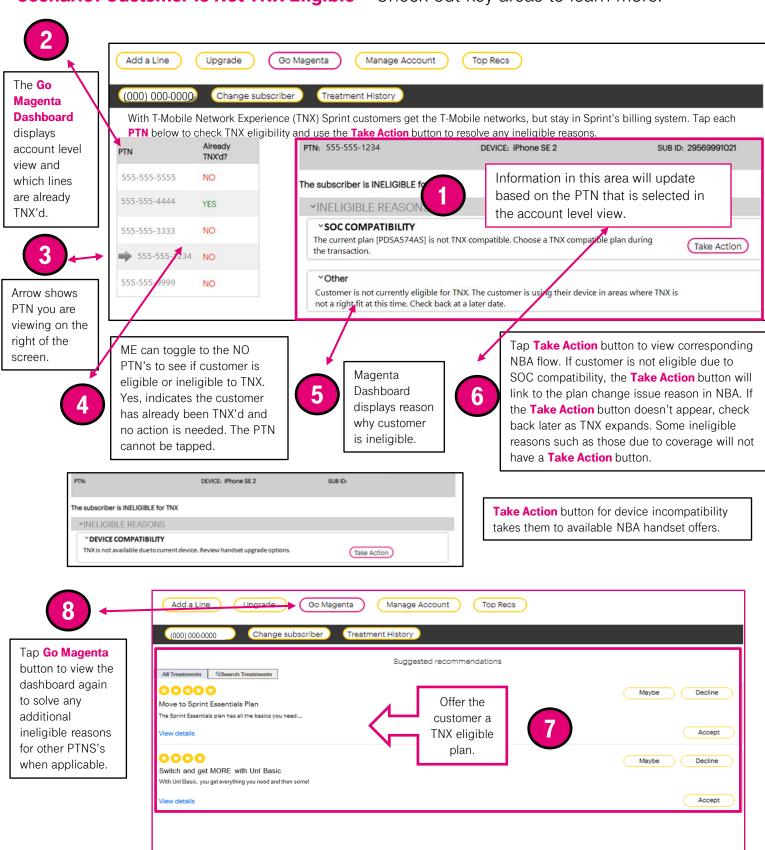




Reporting Opportunity Impacts: Don't worry — when you tap through the **Go Magenta Dashboard** to view additional lines and eligibility, it will not count as a reporting opportunity for each line! If actions are taken on an NBA offer disposition, tapping *accept, decline or maybe*, that will count as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



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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	"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."
Older device that will not be supported by the network or TNX.	"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!" □ 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.	"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."

What to Say — Customer is TNX Eligible

Reason	Customer Positioning
Device is TNX capable with 5G device	"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."
Device is TNX capable without 5G device	"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.
Device is TNX capable, and customer is on a Sprint bill.	"You can take full advantage of the T-Mobile network with a simple SIM swap."

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.