

## Personal Life Mobilizer – Customer Care Training

Ensure your Customer Care force is ready to help you getting your Personal Life Mobilizer solution full potential



In order to ensure service adoption you need a well trained customer care infrastructure to support end users when using Personal Life Mobilizer solution. The most your customer care is prepared to provide the right answers and guide to your subscribers in the shortest time, the most you will boost your Personal Life Mobilizer solution potential. More than **98%** of customer care trained using this program rate it between **very good** and **excellent**.



### At the end of the training you will

- > Understand Personal Life Mobilizer solution use cases.
- > Understand end user experience on different PLM scenarios.
- > Main issues and troubleshooting PLM end user issues
- > End users Frequently Asked Questions when using a PLM solution.

### Who should attend

- > Customer Care Staff
- > VAS manager
- > Point of Sales representative

#### Pre-requisites:

- > None

This course is held in English

### Key topics

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| <ul style="list-style-type: none"> <li>&gt; Personal Life Mobilizer</li> <li>&gt; Handset Phonebook</li> <li>&gt; (U)SIM phonebook</li> <li>&gt; User experience</li> </ul> | <ul style="list-style-type: none"> <li>&gt; Customer Care Interface</li> <li>&gt; FAQ</li> <li>&gt; End user support</li> <li>&gt; Optimized Time Response</li> </ul> |
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Day 1	Practice
<p><b>Trainees registration and training overview</b>  <b>Introduction:</b></p> <ul style="list-style-type: none"> <li>&gt; <b>What is Personal Life Mobilizer Solution?</b></li> </ul> <p><b>PLM solution:</b></p> <ul style="list-style-type: none"> <li>&gt; <b>Use Cases for Contacts Management</b>                      Backup, Synchronization, Restore                      Conflict Resolution rules</li> <li>&gt; <b>General Subscribers Use Cases</b>                      Subscriber registration, SIM swap, Handset swap,                      Handset configuration, Service promotion</li> </ul> <p><b>PLM Customer Care Interface</b></p> <ul style="list-style-type: none"> <li>&gt; <b>SIM/Handset Contacts management via Customer Care Interface:</b>                      Backup, Synchronization, etc</li> </ul> <p><b>PLM Self Care Interface</b></p> <ul style="list-style-type: none"> <li>&gt; <b>SIM/Handset Contacts management via Self Care Interface:</b>                      Backup, Synchronization, etc</li> <li>&gt; <b>Self Care Interface usage:</b>                      Settings, history.</li> </ul> <p><b>Supporting end-user</b></p> <ul style="list-style-type: none"> <li>&gt; <b>FAQ / Troubleshooting</b></li> </ul>	<p>Demonstrations.</p> <p>Practical exercises for SIM/handset phonebook on CCI with different use cases</p> <p>Practical exercises for SIM/handset phonebook on SCI with different use cases.</p> <p>Manage SCI settings.                      Execute operations for subscriber and check subscriber history.</p>