{New Product}

Curriculum Map

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Table of Contents Title

{New Product} Curriculum Map

Introduction   This document outlines the curriculum components for the {New Product} initiative.

You can use this document to identify the structure, delivery method, and duration, and details of each deliverable.

Overview   This section is a high level look at the {New Product} curriculum.

This blended approach to developing the curriculum for this initiative is intended to provide Sales, CARE, CommCenter, and Field Service Agents all the information needed to support the new features and functionality of {New Product Name}.

The {New Product} curriculum is comprised of the following materials:

Title	Modality	Length (if applicable)	{Client Name} U Course Code
All Audiences			
Product Overview	WBT	30 Minutes	CCIVDPRD0096
Sales			
{New Product} Sales	ILT	2 Hours	CCIVDPRD0097
{New Product} Sales	VILT	2.5 Hours	CCIVDPRD0097
{New Product} Sales Assessment	Assessment	15 Minutes	CCIVDVID0028
{New Product} Direct Sales	VILT	2 Hours	CCIVDPRD0097
{New Product} Direct Sales Assessment	Assessment	15 Minutes	CCISLSAL0139
{New Product} Sales Product Overview	VILT	90 Minutes	CCIVDVID0031
{New Product} Sales Product Overview Assessment	Assessment	15 Minutes	CCISLSAL0138

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{New Product} Curriculum Map, Continued

Title	Modality	Length (if applicable)	{Client Name} U Course Code
Sales (Continued)			
{New Product} Video Sell In Huddle	Huddle	N/A	N/A
{New Product} Sales Refresher Coaching Guide	Coaching Guide	N/A	N/A
{New Product} Sales Refresher	WBT	30 Minutes	CCIVDVID0034
{New Product} Homelife QRG	QRG	N/A	N/A
{New Product} App	QRG	N/A	N/A
{New Product} Sales QRG	QRG	N/A	N/A
{New Product} Sales {Client Name} Video Offering	QRG	N/A	N/A
{New Product} Sales High-Value Customer Interaction Selling Model	QRG	N/A	N/A
Technical Support			
{New Product} Tier 1	ILT	3 Hours	CCIVDPRD0098
{New Product} Tier 1 Assessment	Assessment	15 Minutes	CCIVDVID0062
{New Product} Tier 2	ILT	3 Hours	CCIVDVID0064
{New Product} Tier 2 Assessment	Assessment	15 Minutes	CCIVDVID0024
Field Services			
{New Product} Field Services	ILT	4 Hours	CCIVDPRD0100
{New Product} Field Services Assessment	Assessment	15 Minutes	CCIVDVID0029
{New Product} Field Services QRG	QRG	N/A	N/A
{New Product} UHT Customer Education Guide	Job Aid	N/A	N/A

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{New Product} Curriculum Map, Continued

Title	Modality	Length (if applicable)	{Client Name} U Course Code
CommCenter			
{New Product} CommCenter	ILT	3 Hours	CCIVDPRD0099
{New Product} CommCenter Assessment	Assessment	15 Minutes	CCIVDVID0025
{New Product} Job Aid Creating CUI Tickets	Job Aid	N/A	N/A

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{New Product} Sales

{New Product} Product Overview Course Goals	The goal of the {New Product} Product Overview eLearning course is to provide learners with an overview of the new {New Product} product, explain the features and benefits, and discuss the new packages and pricing for {New Product Name}.

{New Product} Product Overview Course Objectives

At the end of the course, learners will be able to:
1. Describe the benefits of the {New Product} products.
2. List the features of the {Old Product} user experience.
3. List the {New Product} packages available to customers.

{New Product} Product Overview Course Outline

Below is an outline of the {New Product} Product Overview Course.

Lesson 1: Product Overview
1. Describe the {New Product} product offering.
2. Explain the benefits of {New Product} for customers.
3. Explain the benefits of {New Product} for {Client Name}.
4. Identify the equipment required to use the {New Product} service.

Lesson 2: Features and Benefits
1. Differentiate between the {Old Product} and {New Product} product offering.
2. Identify the features of the {New Product} user experience.
3. Identify the features of the {New Product} on-TV apps.
4. Identify the features of the {New Product} App (2nd Screen App).

Lesson 3: Packages and Pricing
1. Recall the {New Product} package(s) available to customers.
2. Identify the pricing options for each component.
3. Describe the installation pricing available to customers.

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{New Product} Sales, Continued

{New Product} Sales ILT Course Goals	The goal of this course is to provide Sales Representatives with information and practice needed to sell {New Product Name}.

{New Product} Sales ILT Course Objectives	At the end of the course, learners will be able to:

1. Provide an overview of the {New Product} features and functions.
2. Incorporate product knowledge into the {New Product} sales conversation.
3. Identify high-value discovery questions related to {New Product Name}.
4. Tailor a personalized {New Product} conversation that appeals to the needs and interests of individual Customers.
5. Educate Customers on the basic requirements of the {New Product} service installation.
6. Identify {New Product} pricing.
7. Identify {New Product} monthly recurring and One-time Charge (OTC) codes.
8. Use ICOMS to successfully create a {New Product} work order.

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**{New Product}
Sales ILT
Course Outline**

Below is an outline of the {New Product} Sales Course.

Lesson 1: Product Overview
1. Provide an overview of the {New Product} features and functions that are likely to interest and excite Customers.
2. Identify the key features that make {New Product} unique.
3. Discuss the Customer benefits of the {New Product} experience.

Lesson 2: Video Sell In
1. Incorporate {New Product} features and benefits into the sales conversation as one of many video solutions.
2. Identify the common characteristics of a video Customer and identify the {New Product} Customer.
3. Incorporate high-value discovery questions into the sales conversation related to video.
4. Personalize the sales conversation so that you are selling the right products to the right Customers.
5. Position {New Product} as the "lead-in" product whenever it makes sense.

Lesson 3: {New Product} Order Entry
1. Identify {New Product} pricing, packages, and bundles.
2. Identify {New Product} monthly recurring and one time charge codes.
3. Identify the ICOMS service codes associated with {New Product Name}.

{New Product} Sales VILT Course Goals, Course Objectives, and Course Outline	***See {New Product} Sales ILT Course Goals, Course Objectives, and Course Outline***

{New Product} Sales Assessment	The {New Product} Sales assessment will test your knowledge of the objectives covered in the {New Product} Sales ILT Training.
	The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event.
	The assessment should take no more than 15 minutes to complete.
	In order to pass the assessment, learners must score an 80% or higher.

{New Product} Direct Sales VILT Course Goals	The purpose of this course is to provide Sales Representatives with information and practice needed to sell {New Product Name}.

{New Product} Direct Sales VILT Course Objectives	At the end of the course, the learner will be able to: 1. Provide an overview of the {New Product} features and functions. 2. Incorporate product knowledge into the {New Product} sales conversation. 3. Identify high-value discovery questions related to {New Product Name}. 4. Tailor a personalized {New Product} conversation that appeals to the needs and interests of individual Customers.

{New Product} Direct Sales VILT Course Outline	Below is an outline of the {New Product} Direct Sales VILT Course. **Lesson 1: Product Overview** 1. Provide an overview of the {New Product} features and functions that are likely to interest and excite Customers. 2. Identify the key features that make {New Product} unique. **3.** Discuss the Customer benefits of the {New Product} experience. **Lesson 2: Video Sell-In** 1. Incorporate {New Product} features and benefits into the sales conversation as one of many video solutions. 2. Identify the common characteristics of a video Customer and identify the {New Product} Customer. 3. Incorporate high-value discovery questions into the sales conversation related to video. 4. Personalize the sales conversation so that you are selling the right products to the right Customers. 5. Position {New Product} as the "lead-in" product whenever it makes sense.

{New Product} Sales, Continued

{New Product} Direct Sales Assessment

This assessment will be used to test your knowledge gained from the {New Product} Direct Sales Virtual Instructor Led Training. This assessment is comprised of 15 multiple choice questions.

The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event.

The assessment should take no more than 15 minutes to complete.

In order to pass the assessment, learners must score an 80% or higher.

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{New Product} Sales Product Overview VILT Course Goals	The purpose of this course is to provide Sales Representatives with information needed to sell {New Product Name}.
{New Product} Sales Product Overview VILT Course Objectives	At the end of the course, learners will be able to: 1. Provide an overview of the {New Product} features and functions.
{New Product} Sales Product Overview VILT Course Outline	Below is an outline of the {New Product} Sales Product Overview VILT Course. **Lesson 1: Product Overview** 1. Provide an overview of the {New Product} features and functions that are likely to interest and excite Customers. 2. Identify the key features that make {New Product} unique. 3. Discuss the Customer benefits of the {New Product} experience.
{New Product} Sales Product Overview Assessment	This assessment will be used to test your knowledge gained from the {New Product} Sales Product Overview Virtual Instructor Led Training. This assessment is comprised of 10 multiple choice questions. The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event. The assessment should take no more than 15 minutes to complete. In order to pass the assessment, learners must score an 80% or higher.

{New Product} Video Sell-In Huddle	This huddle is designed to position {New Product} as a leading solution within the {Client Name} Video Platform and incorporate core selling skills with {New Product} product knowledge to create a personalized sales conversation.
{New Product} Sales Refresher Coaching Guide	The {New Product} Sales Refresher Coaching Guide should be used to reinforce the {New Product} Sales Training. {New Product} Sales Refresher Coaching Guide contains a series of activities that can provide Sales Leaders and their team an opportunity to practice what they have learned in the {New Product} Sales course.
{New Product} Sales Refresher	The {New Product} Sales Training Assessments (Sales Skills, Product Knowledge, and Order Entry) tests your knowledge of the objectives covered in the {New Product} Sales Training course. This assessment is specifically designed as a refresher course for the {New Product} Sales Course. You must score 80% or higher on each assessment to pass.
{New Product} Homelife QRG	This QRG describes the links between {New Product} and Homelife in order for Sales Agents to identify Customers who would benefit from both products and propose a comprehensive package.
{New Product} App QRG	The {New Product} App QRG provides learners the features and benefits of the new {New Product} App.
{New Product} Sales QRG	The {New Product} Sales QRG provides the details concerning the pricing details of {New Product Name}, it also reviews the ICOMS codes required to enroll Customers.
{New Product} Sales {Client Name} Video Offering	The {Client Name} Video Offering Quick Reference Guide provides you a quick and easy way to identify our most popular packages, particularly the ones that offer {Old Product Name}, and identify the type of customer that is most likely to purchase that package.

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{New Product} Sales, Continued

{New Product} Sales High-Value Customer Interaction Selling Model

The High-Value Customer Interaction Selling Model will provide structure and simplicity to your sales conversation with four key behaviors. Demonstrating these behaviors will improve our Customers' Experience and drive customer loyalty by offering the right product to the right customer.

{New Product} Technical Support

{New Product} Tier 1 Course Goals	The goal of this course is to provide incumbent Tier 1 Agents with information and resources needed to support {New Product} Customers. This course includes product information and installation, activation, diagnosis, and troubleshooting activities.

{New Product} Tier 1 Course Objectives	At the end of the course, learners will be able to: 1. Describe the {New Product} product. 2. Describe network architecture and compatible Customer Premise Equipment (CPE). 3. Identify the new user functionalities. 4. Identify tools and resources to support {New Product} Customers. 5. Troubleshoot and resolve Customers' technical issues.

{New Product} Tier 1 Course Outline	Below is an outline of the {New Product} Tier 1 Course.

Lesson 1: Product Overview
1. List features of the {New Product} product.
2. Describe how {New Product} differs from the {Old Product} product.

Lesson 2: Equipment
1. Explain the {New Product} network architecture.
2. Identify the Customer Premise Equipment (CPE) components that support {New Product Name}.
3. Identify the requirements needed to access and use the {New Product} app.

Lesson 3: User Functionality
1. Identify the key elements that make the user experience unique for Customers.
2. Differentiate the user experience among {Old Product Name}, {New Product Name}, and the {New Product} App.

Lesson 4: iNAV
1. Describe updates to iNav that support {New Product Name}.
2. Use iNav to view device health.
3. Use the Corrective Action buttons to resolve an issue.

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{New Product} Tier 1 Assessment

This assessment will be used to test your knowledge gained from the {New Product} Tier 1 Instructor Led Training.

The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event.

The assessment should take no more than 15 minutes to complete.

In order to pass the assessment, learners must score an 80% or higher.

{New Product} Tier 2 Course Goals	The goal of this course is to provide Tier 2 Agents with information and resources needed to support {New Product} Customers.

{New Product} Tier 2 Course Objectives	At the end of the course, learners will be able to:

1. Describe the {New Product} product.
2. Describe the {New Product} network architecture and components.
3. Identify the new user functionalities.
4. Identify tools and resources to support {New Product} Customers.
5. Troubleshoot and resolve Customers' technical issues.

{New Product} Tier 2 Course Outline	Below is an outline of the {New Product} Tier 2 Course.

Lesson 1: Product Overview
1. List features of the {New Product} product.
2. Describe how {New Product} differs from the {Old Product} product.

Lesson 2: Architecture and Components
1. Explain the {New Product} network architecture.
2. Describe {Client Name} network enhancements needed to provide {New Product} functionality.
3. Identify Customer Premise Equipment (CPE) components that support {New Product Name}.
4. Identify the requirements to access and use the {New Product} app.

Lesson 3: User Functionality
1. Identify the key elements that make the user experience unique for Customers.
2. List and describe new user enhancements included in {New Product Name}.

Lesson 4: HomeView
1. Search for Customer accounts.
2. Use HomeView to view device health.
3. Describe the main HomeView screens.
4. Identify problems related to the account.
5. Use the Action Buttons to correct an issue.

{New Product} Tier 2 Course Outline, continued	**Lesson 5: Troubleshooting**
	1. Describe the roles and scope of those responsible for supporting {New Product Name}.
	2. Perform required healthchecks to the Customer's account, recievers, and signals.
	3. Identify and access steps to correct device issues using {New Product} error codes.
	4. Identify and access the steps to {New Product} app issues.
	5. Describe the escalation process to JVT/Tier 3 AVCS.

{New Product} Tier 2 Course Assessment	This assessment will be used to test your knowledge gained from the {New Product} Tier 2 Instructor Led Training.
	The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event.
	The assessment should take no more than 15 minutes to complete.
	In order to pass the assessment, learners must score an 80% or higher.

{New Product} Field Services

{New Product} Field Services ILT Course Goals	The goal of this course is to provide Home Service Technicians (HST) with information and resources needed to support {New Product} Customers. This course includes product education and knowledge, {New Product} installation and activations, and diagnosis and troubleshooting of error messages and codes during installation.
{New Product} Field Services ILT Course Objectives	At the end of the course, the learners will be able to: 1. Identify and describe the main features of {New Product Name}. 2. Describe the components of the {New Product} network architecture. 3. Describe the user functionality enhancements that make the user experience unique for the Customer. 4. Describe the roles and scope of those groups who are responsible for supporting {New Product Name}. 5. Identify and describe scenarios that would require escalation.

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{New Product} Field Services, Continued

{New Product} Field Services ILT Course Outline

Below is an outline of the {New Product} Field Services Course.

Lesson 1: Product Review
1. Recall the main features of {New Product Name}.
2. Briefly describe the {New Product} next generation platform.
3. Explain the differences between {Old Product} and {New Product Name}.
4. List the benefits of {New Product} for {Client Name}.

Lesson 2: Architecture & Components Overview
1. Describe how the {New Product} network architecture differs from the {Old Product} network architecture.
2. Describe differences between {Old Product} and {New Product} equipment.

Lesson 3: User Functionality
1. Identify the key elements that make the user experience unique for Customers.
2. List and briefly explain the new user enhancements included in {New Product}.

Lesson 4: Installation and Activation
1. Correctly perform an installation.
2. Describe equipment installations.
3. Properly activate {New Product} devices.
4. Pair the XR11 Remote Control with a {New Product} device.
5. Verify services including MoCA PHY Rates and Main Services.
6. Perform main checkpoints and diagnosics.
7. Decipher and correct error messages and codes.
8. Use Device Diagnostics to correct issues.
9. Provide Customer education.

{New Product} Field Services Assessment

This assessment will be used to test your knowledge gained from the {New Product} Field Service Instructor Led Training.

The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event.

The assessment should take no more than 15 minutes to complete.

In order to pass the assessment, learners must score an 80% or higher.

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{New Product} Field Services, Continued

{New Product} Field Services QRG	The {New Product} Field Services QRG provides the following to learners: • Product Education and Knowledge. • Installation and Activation of {New Product Name}. • Diagnosis and Troubleshooting of error messages and codes during installation.
{New Product} UHT Customer Education Guide	This Job Aid serves as a reference tool for {Client Name} Field Service employees who install the new {Old Product} equipment. This document provides a checklist to ensure technicians provide Customers the best experience by reviewing pertinent information.

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{New Product} CommCenter

{New Product} CommCenter ILT Course Goals

The goal of this course is to provide CommCenter Agents with information and resources needed to support {New Product} Customers. This training includes:
- Product Education and Knowledge.
- Installation and Activations of {New Product Name}.
- Diagnosis and Troubleshooting of error messages and codes after installation.

{New Product} CommCenter ILT Course Objectives

At the end of the course, learners will be able to:
1. Describe the {New Product} product.
2. Describe the {New Product} network architecture.
3. Identify the new user functionalities.
4. Recall the steps for installing and activating {New Product Name}.
5. Identify tools and resources to support {New Product Name}.
6. Troubleshoot and resolve Customers' technical issues.

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{New Product} CommCenter ILT Course Outline	Below is an outline of the {New Product} CommCenter Course.

Lesson 1: Product Overview
1. List features of the {New Product} product.
2. Describe how {New Product} differs from the {Old Product} product. List features of the {New Product} product.
3. Describe how {New Product} differs from the {Old Product} product.

Lesson 2: Architecture & Components Overview
1. Recall how the {Client Name} video network is configured.
2. Describe {Client Name} network enhancements needed to provide {New Product} functionality.
3. Identify Customer Premise Equipment (CPE) components that support {New Product Name}.
4. Identify the requirements to access and use the second screen app.

Lesson 3: User Functionality
1. Identify the key elements that make the user experience unique for Customers.
2. List and describe new user enhancements included in {New Product Name}.

{New Product} CommCenter
1. Describe equipment installations.
2. Properly activate {New Product} devices.
3. Pair the XR11 Remote Control with a {New Product} device.
4. Verify services including MoCA PHY Rates and Main Services.
5. Perform main checkpoints and diagnosics.
6. Decipher and correct error messages and codes.

{New Product} CommCenter
1. Sign in to the HomeView tool.
2. Search for Customer accounts.
3. Use HomeView to view device health.
4. Describe the main HomeView screens.

{New Product} CommCenter ILT Course Outline, continued	**Lesson 6: Troubleshooting** 1. Describe the roles and scope of those responsible for supporting {New Product Name}. 2. Perform required healthchecks to the Customer's account, recievers, and signals. 3. Identify and access steps to correct device issues using {New Product} error codes. 4. Identify and access the steps to {New Product} mobile app issues. 5. Describe the escalation process to Tier 3 and beyond.
{New Product} CommCenter ILT Assessment	This assessment will be used to test your knowledge gained from the {New Product} CommCenter Instructor Led Training. The assessments should be completed at the end of the class or no later than 5 days from the Instructor led event. The assessment should take no more than 15 minutes to complete. In order to pass the assessment, learners must score an 80% or higher.
{New Product} Job Aid Creating CUI Tickets	This Job Aid serves as a reference tool for {Client Name} CommCenter employees who provide technical support for **{New Product Name}**. It walks employees through creating CUI tickets to escalate issues to the JVT/Advanced Video Client Team.