

MONDAY October 22: Day One

(Misha and Anna arrive at 7am for preparation)

8am-8:55am : Intro, ACE Meet & Greet Timeline

9am-9:30am : Systems Activation: Can you log in?

9:30am-9:40am: 10 min break

9:40am-12pm : Banking Product 101 (non-troubleshooting, non-bug)

12pm-1pm: Lunch

1pm-2:25pm : Banking Product 101 continued (non-troubleshooting, non-bug)

2:25pm-2:55pm : Confluence Training

2:55pm-3:05pm: 10 min break

3:05pm-3:25pm : Game activity

3:25pm-4:50pm: Banking Product 101 continued (non-troubleshooting, non-bug)

4:50-5pm : Survey

(Misha and Anna are staying until 6pm for onsite support for outsource members outside of this cohort)

TUESDAY October 23: Day Two

(Misha and Anna arrive at 7am for preparation)

8am-8:05am : Look alive!

8:05am-8:10am : Timeline of Big Banking Product Changes in the Past Year

8:10am-8:25am : WHO IS WHO: Channel management

8:25am-10am : Common Banking Issues (use/practice on live tickets to demonstrate)

10am-10:15am: 15 min break

10:15am-11am : Slack channel management

11am-12pm : Common Banking Issues (use/practice on live tickets to demonstrate)

12pm-1pm: Lunch

1pm-1:30pm : Required Reading Time: Top 22 FAQ Greatest Hits

1:30pm-3pm : Ticket practice

3pm-3:15pm: 15 min break

3:15pm-3:40pm : Quantitative expectations

3:40pm-4pm : Game activity (can be used for buffer if going overtime)

4pm-4:30pm: Product Migration Overview (Live meeting with Head of Product)

4:30pm-4:50pm : Ticket practice

4:50-5pm : Survey

(Misha and Anna are staying until 6pm for onsite support for outsource members outside of this cohort)

WEDNESDAY October 24: Day Three

8am-8:05am : Look alive!

8:05am-8:35am : Required Reading Time: Macro Greatest Hits

8:35am-10am : Investments 101

10:05am-10:20am: 15 min break

10:20am-11:15am: Ticket Practice

11:15am-12pm : Trickier Banking Troubleshooting

12pm-1pm: Lunch

1pm-2:30pm : Trickier Banking Troubleshooting

2:30pm-3pm: Live meeting with HQ supervisors: Elsa, Erin, Natalie, Lee

1:15pm-1:30pm : PII Refresher

1:30pm-2:15pm : Mobile app exploration

2:15pm-2:30pm: 15 min break

2:30pm-2:50pm : Game activity (can be used for buffer if going overtime)

2:50pm-4:50pm : Ticket Practice

4:50-5pm : Survey

THURSDAY October 25: Day Four

8am-8:05am: Look alive

8:05am-9:05am : Required Reading Time: Encore of FAQ & Macro Greatest Hits

9:05am-10:40am : Ticket Practice

10:40am-10:55am: 15 min break

11am-11:15am: Live meeting with Andrei, CEO

11:10am-11:30am : Ticket Practice

11:30am-12pm : Highly advanced banking product issues

12-1pm: Lunch

1pm-1:10pm : Mobile app common issues

1:10pm-1:40pm : Investment Accounts Functionality (non-troubleshooting, non-bug)

1:40pm-1:55pm: 15 min break

1:55pm-2:20pm : Game activity (can be used for buffer if going overtime)

2:20pm-3pm : Highly advanced banking product issues

3pm-4pm: Fraudulent Customers 101: Live tutorial with Stephen

4pm-4:50pm : Ticket practice

4:50-5pm : Survey

FRIDAY October 26: Day Five

8am-8:05am: Look alive

8:05am-9:05am : Common issues on investment accounts, including how to use Nottingham

9:05am-9:25am : Microdeposit troubleshooting

9:25am-10:30am : Highly advanced banking product issues

10:30am-10:45am: 15 min break

10:45am-11:00am : Quantitative expectations revisited

11:10am-12pm : Ticket practice

12-1pm: Lunch

1pm-2pm : Ticket practice

2pm-2:30pm: 15 min break

2:30pm-2:55pm : Game activity (can be used for buffer if going overtime)

(Note: Anna will separate at 3pm to teach the rest of the outsource team about major internal software changes while Misha takes over)

2:55pm-4:50pm : Ticket practice

4:50-5pm : Survey