

Call Center Launch

Agenda

- Safety Moment
- Launch Timeline
- Collateral
- Training Agenda - in separate deck
- Regional Organizations Approvals and Deliverables
- **ADDENDA**
 - Roles and Responsibilities
 - Project Description
 - Old Launch Timeline

Carbon monoxide: The ‘silent killer’

- Carefully follow the instructions and warning labels on all fuel-powered tools and generators.
- Stay cognizant of ventilation issues, especially when working indoors.
- If you believe a coworker may be experiencing CO-poisoning symptoms, move him or her outside immediately, and alert your manager.
- Never ignore CO poisoning symptoms. Get to an emergency room or call 911.

Call Center Launch Timeline

	week 1					week 2					week 3					week 4					
	jul					jul					jul					jul			aug		
	fri	sat	sun	mon	tue	fri	sat	sun	mon	tue	fri	sat	sun	mon	tue	fri	sat	sun	fri	sat	sun
	10	11	12	13	14	17	18	19	20	21	24	25	26	27	28	31	1	2			
Approve launch schedule with Global Approver	Approve launch schedule with Global Approver																				
Approve collateral material with Global Approver	Approve collateral material with Global																				
Approve training agenda with Global Approver				Approve training agenda with																	
Approve launch schedule with Regional Approvers						Approve launch schedule with Regional Approvers															
Approve colateral material with Regional Approvers						Approve colateral material with Regional Approvers															
Approve training agenda with Regional Approvers						Approve training agenda with Regional Approvers															
Regional Approvers develop list of training attendees						Regional Approvers develop list of training attendees															
Regional Approvers approve training schedules						Regional Approvers approve training schedules															
Verify Local Coordinators with Regional Approvers									Verify Local Coordinators												
Send out collateral to Local Coordinators											Send out										
Schedule training											Schedule training										
Post collateral												Post collateral									
Go/ No-go Meeting														Go/ No-go							
Re-test all toll free numbres															Re-test all toll free numbres						
Primary training window																Primary training					
Launch date																					
Quality meetings	Quality meetin					Quality meetin					Quality meetin					Quality meetin					
Secondary (make-up) training window																					
Remove temporary collateral																					
Post launch meeting																					

Collateral

- Copy Center announcement (sample included)
- Variable size announcement (sample included)
- Table tent
- Placemat or detailed announcement
- Lobby poster

Do you have a facilities or service request?

Call the
Real Estate and Workplace Solutions

CALL CENTER



NN-NN-NNN-NNN

JREWS (57397)

**From any network phone*

Or submit a ticket directly

<https://sso.manhattan-online.com>



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Regional Organizations Approvals and Deliverables

Communications, approval requests, and deliverables from each component of the organization.

Regional Approvers Requested Approval

- Review of schedule
- Approval of collateral
- Approval of training materials
- Approval of training schedule - future Email
- Approval of collateral delivery schedule - future Email

Regional Approvers Deliverables

- Training attendees - list or description of who should attend training
- Local coordinators - site POCs

Addenda

Project Summary

Launch Help Desk to all Juniper customers. The internal quick dial number and local toll free numbers are in place. Quality of work orders produced by the Help Desk is very good by a couple of measures. Processes are in place to monitor the quality going forward. These including auditing of all WOs by CBRE dispatchers, weekly reports, and review meetings.

Launch will include distribution of promotional collateral like signs and table tents, training for key customers, Emails, REWS website update, and CORE tv.

Global Coordinators

- people

Global Coordinator Role

- Develop collateral and training program
 - Communications development - Physical, CoreTV, Email
 - Training plan
- Maintain launch schedule

Global Coordinators Responsibilities

- Communications development
 - Physical collateral - posters, fliers, stickers, lobby easels, table tents, copy room bulletins (Rajath, Mohan, Wayne)
 - Customize the country specific toll free numbers on physical collateral (Wayne)
 - Customize CoreTV display (Wayne)
 - Group Email content (Wayne will work with Mohan and Rajath)
 - REWS website update (Wayne will work with Kathy C.)

Global Coordinators Responsibilities (cont.)

- Training plan
 - Develop training programs (Rajath and Wayne)
 - Audience for training - attendees from the following: EA's, FMR's, REWS (Wayne will work with Regional REWS)
 - Hold training sessions (Rajath and Wayne)
 - Report on training attendance and any questions (Rajath and Wayne)

Global Coordinators Responsibilities (cont.)

- Distribution of collateral material to Regional Approvers
- Follow up with Regional Approvers to ensure receipt of campaign elements and answer questions.
- Develop schedule
- Review schedule with Regional Approvers

Regional Approvers

- ▶ APAC - person
- ▶ EMEA - person
- ▶ East - person
- ▶ West - person

Regional Approver Role

- Assure that the collateral and training program fits with regional requirements

Regional Approvers Responsibilities

- Approval of collateral
- Approval of training materials
- Develop list of training attendees
- Approval of local schedule for
 - Physical collateral distribution - needs to fit the size of the site
 - Training
 - Group Email distribution
- Act as an escalation point for local coordinators

Local Coordinators and Responsibilities

- Local Coordinators: CBRE FCs and FMRs
 - Facility Coordinator and Facilities Management Representative
- Responsibilities:
 - Receive training
 - Receive, post and distribute physical collateral
 - Remove old physical collateral after completion of launch

Launch Timeline

- 5+ weeks

- Present plan to stakeholders
- Identify and document roles and responsibilities
- Develop collateral

- 2 Weeks

- Review and approve all collateral
- Schedule training
- Schedule Collateral appearance

- 1 Week

- Go-no go?
- Distribute physical collateral
- Retest all toll free numbers
- Begin first training sessions

Launch

- Check call volume
- Audit physical collateral

+ 4 Weeks

- Remove all temporary physical collateral
- Follow up on missed training
- Conduct stakeholders post launch meeting

Questions?