



# Cross-Training Learning Assignments

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Q1 2026

Presentation for  
Professional Services Leaders

# Program Goal

## **BRM and Telco Route Cross-Training**

- The main goal of the cross-training program is to enable a flexible workforce that has foundational understanding of two new product families (Bulk Retail Manager and Telco Route) and can be quickly moved onto different projects.
- To support internal mobility, we aim to reduce dependency on single-product specialists and decrease employee bench time.

# Expedited Assignment

## Bulk Retail Manager Foundations

- BRM Product Overview
- Introduction to BRM and its Architecture
- BRM Configuration Foundations
- BRM Integration
- Exam
- *Total time: 2 hours*

## Telco Route Foundations

- Telco Route Product Overview
- Telco Route Foundations
- Telco Route Use Cases
- Exam
- *Total time: 2 hours*

**January 14 – February 1, 2026, ~1 hour per week**

# Extended Assignment

## BRM Extended Track

- BRM Product Overview
- Introduction to BRM and its Architecture
- BRM Configuration Foundations
- BRM Integration
- BRM Advanced Features
- Develop and Test BRM
- BRM System Administration Basics
- Exam
- *Total time: 4 hours*

## Telco Route Extended Track

- Telco Route Product Overview
- Telco Route Foundations
- Telco Route Use Cases
- Telco Route Advanced Features
- Develop and Test Telco Route
- Telco Route System Administration
- Exam
- *Total time: 4 hours*

**January 1 – March 1, 2026, ~1 hour per week**

# Comms Plan

When	What	Audience	Source
Pre-launch - ASAP	Training details email	Learners	LX
Pre-launch - ASAP	Training announcement email	Learners	Leadership (we will send you the message and list of email addresses)
Go live	Automated learning assignment notification	Learners	LMS
Halfway	Training reminder email	Learners	LX
Halfway	Progress update email – learner status report	Leadership	LX
One week before deadline	Training deadline email	Learners	LX

# Learner Q&A

1

Can learners retake the exam if they fail both attempts?

2

If learners don't finish in time, can they still work on the assignment?

3

Why isn't the curriculum showing as complete in the LMS?

4

What time code should learners use?

5

Where do they find the training?



## Where can leaders view the progress and results of their employees?

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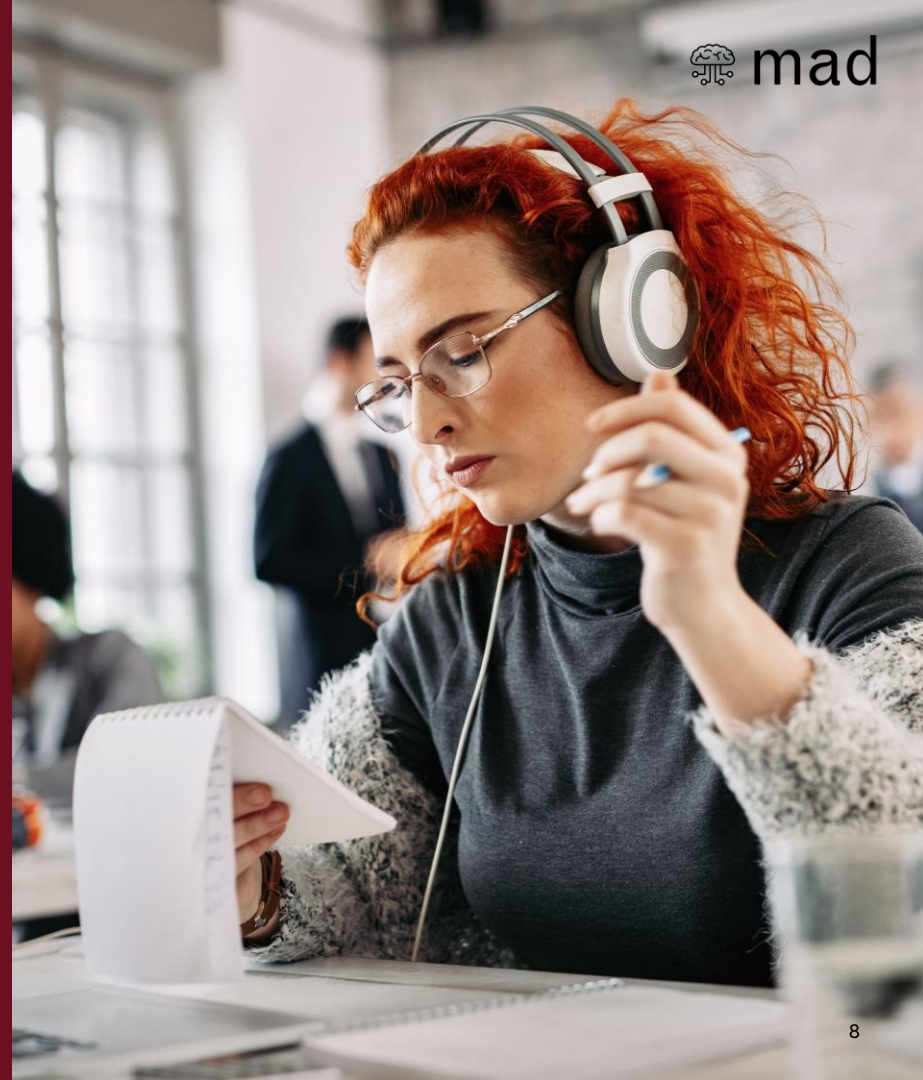
- Leaders can access their org's results in the following folder. We will update it weekly, and it will only be shared with leaders.
- [SharePoint link here](#)
- The Learning Experience team will also send leaders customized reports halfway through the training window.



# 2 Asks

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1. Review the learner list and email any questions, comments, or concerns to McKenzie Day.
2. Review the email announcement and give McKenzie your approval. McKenzie Day will coordinate with your executive assistant to send the message from your email address.



April, 2026

# Cross-Training Program Results

Learning Experience Team

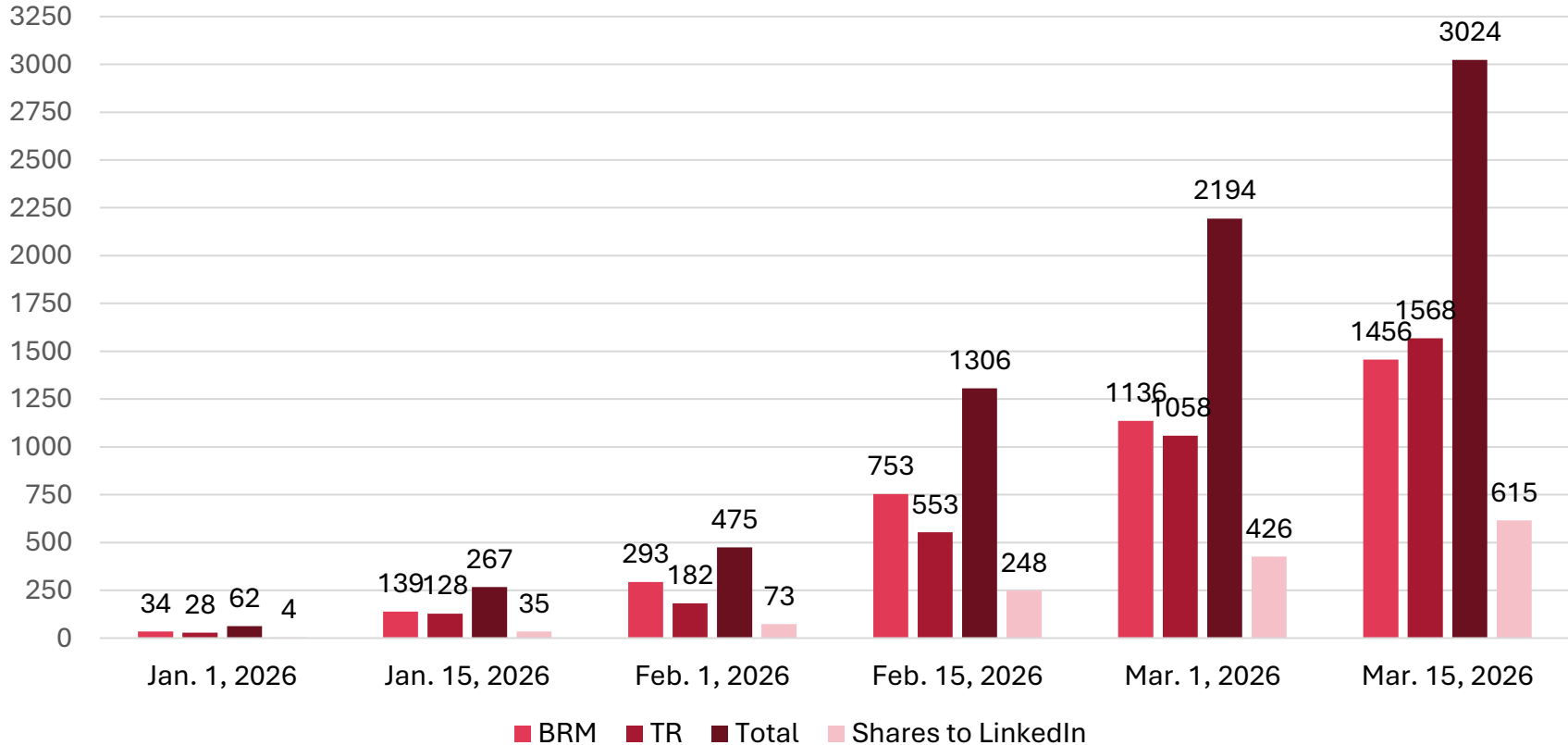


# BRM/TR Cross-Training





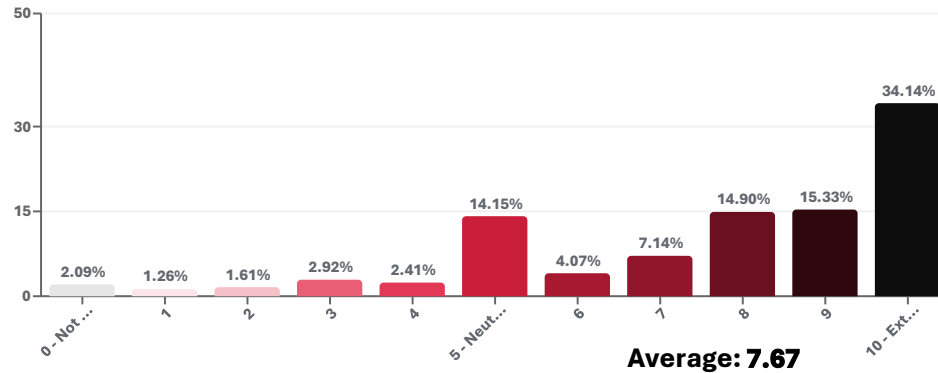
# Number of Credentials Issued (cumulative)



**SURVEY QUESTION | MULTIPLE CHOICE**

## How likely are you to recommend this course to your colleagues?

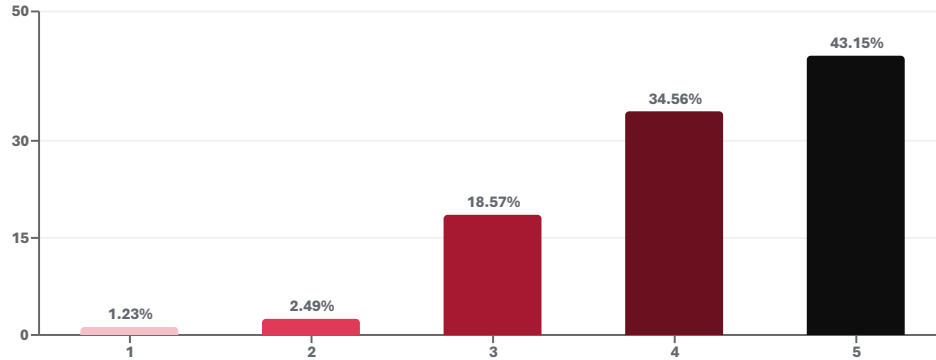
Answered: **3738** Skipped: **0**



**SURVEY QUESTION | OPINION SCALE**

## The information and techniques I learned in this course will help me be more effective in my job.

Answered: **3738** Skipped: **0**



**Average: 4.16**

