Training products
Saturday, June 25, 2016

- Training
  - Train QA testers (6.1)
  - Train Call Centre Agents (6.2)
  - Train Agents for Service & Marketing (6.3)
  - Customer training hubs established - UK, France, Germany, Scandinavia, AnOther
  - Agents travel and time booked

- Project specific roles in place
  - Supplier Test roles allocated - Release Mgr - Test Spec Author
  - Customer roles allocated - QA team - Administrators - Call Centre Trainers for Sweden

- Test sites in place
  - Configuration & customisation site in place
  - Agent test site in place
  - Training and Customer testing site in place

- Testing and training completed
  - Testing completed
  - QA preparation
  - Perform Core Functionality Testing
  - UAT of customisations
    - Write test cases from solution designs
    - Define validation criteria
    - Write FAQ for testers
    - Confirm test plan and test schedule

- More Work Breakdown Structures

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Project Management, project planning, templates and advice