

# Sales Assist Navigation Guide

## Rogers and Fido Postpaid in chatr

Today you use Sales Assist to recommend products and/or plans. It also provides you with the latest Communications and Job Aids to help you support customers. With the launch of Rogers and Fido Postpaid in chatr, you'll have access to even MORE than before, with an extensive tool kit to find the right fit for your customers.

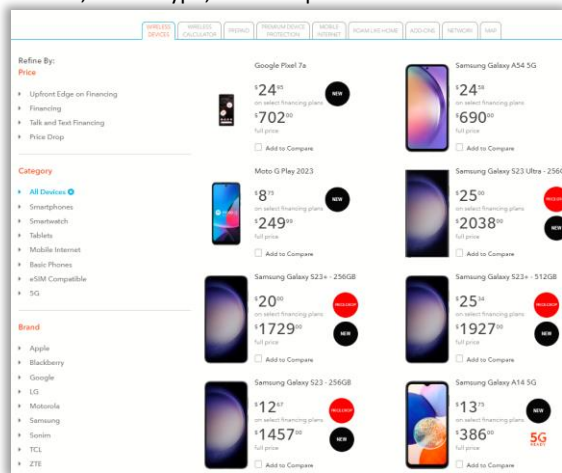
To navigate the essentials of the Rogers and Fido Sales Assist view, this reference guide will highlight what you need to know.

### What pages should you be viewing?

Beginning on the main Rogers & Fido **Home Page**, you'll notice four icons. You'll **ONLY** need to navigate to the Wireless Icon. If you select the wireless icon, it will provide you with a new set of wireless related sub lists. Please see more on the relevant filters below.



**Wireless Devices:** This tab provides a selection of hardware that is offered by Rogers or Fido. You'll be able to refine each category by the device term, device type, brand or price.



**Premium Device Protection:** Includes Device protection program information.



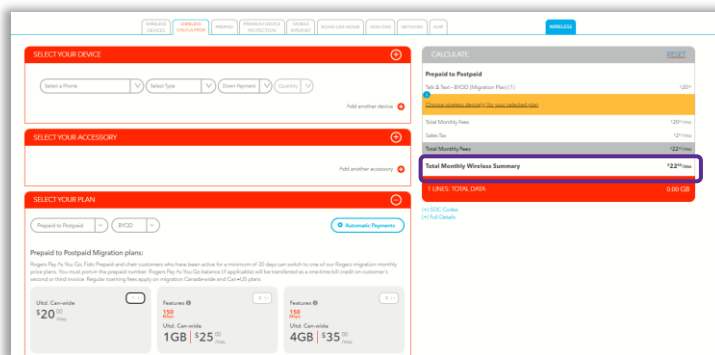
**Roam Like Home:** Provides an overview of U.S and International roaming options.



**Network:** This page will provide you with an overview of important coverage details, including: Available network coverage, extended coverage, Wi-Fi calling and coverage maps.



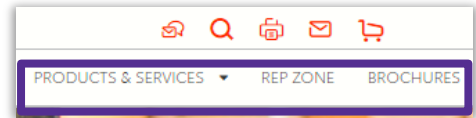
**Wireless Calculator:** A building tool that allows reps to calculate the total monthly cost for a customer with any device, plan and term selection. This will also calculate the cost of multiple devices and payment options at once. In the example below a wireless Prepaid to Postpaid plan has been selected with a Bring Your Own Device (BYOD) term, to calculate the total cost for the customer.



# Sales Assist Navigation Guide

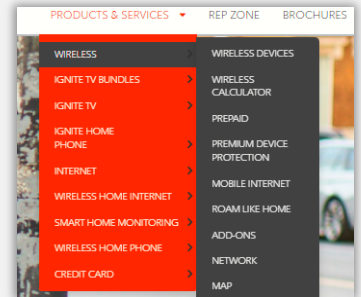
## Rogers and Fido Postpaid in chatr

Returning again to the Home Page, you'll notice three tabs displayed instead of two. Products and Services, Rep Zone and Brochures. When navigating the page, you'll continue to use **Products and Services & Rep Zone**.



### PRODUCTS AND SERVICES

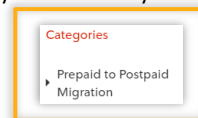
By selecting the **PRODUCTS AND SERVICES** drop down, you'll get a new list of subcategories. The only filter you'll need is **WIRELESS**. The Wireless subsection will again direct you to the wireless devices, wireless calculator, device protection, Roam Like Home and network pages.



### REP ZONE

The Rep Zone will direct you to the **Communications, Pricing, Learning, Agreements and Documents** and **System Outage Coupon** pages. (Please note: you will not need to navigate the other filters such as RPP, Managing the Base or Cross-Sell).

The **Communications** page will continue to include the offers and headlines you view today. To help you navigate this information – we've included a Prepaid to Postpaid filter in the category list to help you find what you need!



Select **LEARNING**, to view Job Aid content for Rogers and Fido.

You can refine this content by the **Wireless** filter. As a reminder, you will not be required to navigate any additional content on this page.



**PRICING AND PROMOTIONS** provides an overview of available offers. The content available in the Wireless filter may not be relevant for your customer. Please be sure check offer eligibility when navigating this page.



The pricing and promotion page, will also direct you to the **RATE CARD** where you can view Wireless Post Paid plan options for Rogers and Fido. The rate card will include a capture of all the available in-market and Prepaid to Postpaid plan options which are now accessible in your toolkit.



**Agreement and Documents** page has a variety of manual services agreements. If you must print an agreement for your customer, you will only need to use the **Wireless Service Agreement**.



The **System Outage Coupon** page is a coupon tool that is used when a system outage prevents you from processing transactions. From here, you can offer customers one-time coupons to use when they return to complete their transactions. For customers that have misplaced their codes, you can look these up with a CTN.



**chatr**  
MOBILE