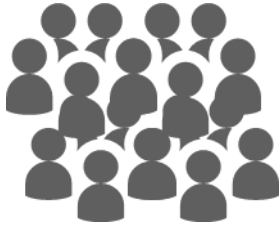


Skill Builder Scheduling Tool Enrollment

One of the most common questions related to using the Skill Builder Scheduling Tool is how does enrollment exactly work. This is currently a 3-stage filter process which is described below:



1. All Users Assigned the Course: The top-level filter checks for all the agents who are assigned the course, **but have not yet completed it**. The idea is that if they have been added to the learning plan/course, they should be taking it. If they have not yet completed the course, they should be enrolled into the skill builder to be able to complete it. This data is refreshed each morning.

2. Users within the GO(s) selected: In the 5th part of the tool, you are asked to select the GO(s) to enroll into the skill builder. Only agents who are within those GO(s) from the list above are eligible for enrollment.



3. FYC Filter: By default we are filtering out all Established agents. On the 'Misc. Options' page of the tool, there is an option to adjust which FYC classes are included. This is the final filter applied.

Any agent who meets the criteria set by the 3 levels of filter described above are enrolled into the course automatically for you.