



Welcome to BBW Certification!

This certification will move quickly. We suggest checking your schedule now to be sure you will have time to complete all client requirements. The chart below explains what your business can plan to do each day during the **2-week** certification. It is important to complete eLearning and log into client systems by the deadlines provided and attend all client-required live sessions to be eligible to provide services for **BBW**.

The following is required by the client to complete certification:

- **Attend all 9 client-required sessions, including the Kickoff Session on Monday, 11/08**
- **Complete all Litmos eLearning by the deadlines below – approx. 30 hours**
- Complete Week 1 system confirmation by **8pm ET on Thursday, 11/11**
- Complete Week 2 system confirmation by **8pm ET on Wednesday, 11/17**

Click this link to join all live sessions (Hosted in Zoom): <https://liveops.zoom.us/j/92693150387>

You will use this link for every session during the certification process.

Zoom Meeting ID: 926 9315 0387

We recommend always joining five minutes before the scheduled start time.

Monday	Tuesday	Wednesday	Thursday	Friday
November 1	November 2	November 3	November 4	November 5
			<input type="checkbox"/> Attend one Prep for Success session	<input type="checkbox"/> Attend one Prep for Success session
November 8	November 9	November 10	November 11	November 12
<input type="checkbox"/> Attend client-required Day 1 Kickoff Session <input type="checkbox"/> Complete <i>Getting Started with Liveops</i> eLearning and start Phase 1 eLearning	<input type="checkbox"/> Attend client-required Day 2 Session <input type="checkbox"/> Continue Phase 1 eLearning	<input type="checkbox"/> Attend client-required Day 3 Session <input type="checkbox"/> Continue Phase 1 eLearning <input type="checkbox"/> <i>Getting Started with Liveops</i> eLearning due by 8 pm ET	<input type="checkbox"/> Attend client-required Day 4 Session <input type="checkbox"/> Start Phase 2 eLearning <input type="checkbox"/> Phase 1 eLearning due by 8 pm ET <input type="checkbox"/> Complete Week 1 System Confirmation Challenge by 8 pm ET	<input type="checkbox"/> Attend client-required Day 5 Session <input type="checkbox"/> Start Phase 3 eLearning <input type="checkbox"/> Phase 2 eLearning due by 8 pm ET
November 15	November 16	November 17	November 18	November 19
<input type="checkbox"/> Attend client-required Day 6 Session <input type="checkbox"/> Continue Phase 3 eLearning	<input type="checkbox"/> Attend client-required Day 7 Session <input type="checkbox"/> Start Phase 4 eLearning <input type="checkbox"/> Phase 3 eLearning due by 8 pm ET	<input type="checkbox"/> Attend client-required Day 8 Session <input type="checkbox"/> Continue Phase 4 eLearning <input type="checkbox"/> Complete Week 2 System Confirmation Challenge by 8 pm ET	<input type="checkbox"/> Attend client-required Day 9 Session <input type="checkbox"/> Graduation Day! <input type="checkbox"/> Phase 4 eLearning due by noon ET!	
Nesting Dates (Saturday, November 20 – Wednesday, November 24)				
\$\$\$ Begin scheduling and honoring commits on the BBW line and generating revenue! \$\$\$				



Pre-Certification (November 4 – November 5)

Click this link to join all Preparing for Success sessions (Hosted in Zoom):

<https://liveops.zoom.us/j/92693150387>

Session Name & Description	Available Session Times
<p>Preparing for Success Session (1.5) – <i>Strongly Encouraged</i></p> <p>In this session we will be navigating Liveops Nation and answering questions you may have before certification begins. We will ensure that you are set up to be successful in certification.</p> <p>Get a jump start on your eLearning!</p>	<p>Attend <u>one</u> of the following sessions</p> <p>Thursday, 11/04</p> <ul style="list-style-type: none"><input type="checkbox"/> 12:00pm-2:00pm ET<input type="checkbox"/> 4:00pm-6:00pm ET <p>Friday, 11/05</p> <ul style="list-style-type: none"><input type="checkbox"/> 10:00am-12:00pm ET<input type="checkbox"/> 2:00pm-4:00pm ET <p>To join the meeting, click here</p>

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Week 1 Certification Schedule (November 8 – November 12)

Total Time Estimate for Week 1: Approx. **25** hours

10 hours in client-required sessions + **15** hours of self-paced eLearning

Session Name & Description	Available Session Times
Day 1: Kickoff Session - Client-Required This 2-hour session will introduce you to the Bath and Body Works program. You will review certification and program requirements and get an introduction to this call type.	Monday, 11/08 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 2: Tech Session – Logging into VMware - Client-Required This 2-hour Tech session will walk you through logging into your BBW virtual desktop, which will include the Identity Now Password Reset, PingID and VMware.	Tuesday, 11/09 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 3: Tech Session – Logging into the BBW systems- Client-Required This 2-hour Tech session will walk you through logging into your BBW systems after you have successfully logged into the BBW virtual desktop. The systems will include GGD, Central Office, Epiphany and ROM. Getting Started with Liveops eLearning due by 8pm ET	Wednesday, 11/10 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 4: Phase 1 VCL Session - Client-Required This 2-hour session reviews and extends the knowledge and skills you gained in the Phase 1 eLearning lessons. Phase 1 eLearning due by 8pm ET Complete Week 1 System Confirmation by 8pm ET	Thursday, 11/11 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 5: Phase 2 VCL Session - Client-Required This 2-hour session reviews and extends the knowledge and skills you gained in the Phase 2 eLearning lessons. Phase 2 eLearning due by 8pm ET	Friday, 11/12 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here



Week 2 Certification Schedule (November 15 – November 18)

Total Time Estimate for Week 2: Approx. **23** hours

8 hours in client-required sessions + **15** hours of self-paced eLearning

Session Name & Description	Available Session Times
Day 6: Enhanced Learning Session - Client-Required Come to this interactive 2-hour session to practice. Plan to participate and have fun while learning and reviewing everything related to Bath & Body Works certification. We will also complete the OOBO login process.	Monday, 11/15 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 7: Phase 3 VCL Session - Client-Required This 2-hour session reviews and extends the knowledge and skills you gained in the Phase 3 eLearning lessons. Phase 3 eLearning is due by 8pm ET	Tuesday, 11/16 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 8: Phase 4 VCL Session - Client-Required After completing the BBW self-paced Phase 4 course, agents will attend this 2-hour Virtual Classroom Learning Session and listen to veteran agent calls. Complete Week 2 System Confirmation by 8pm ET	Wednesday, 11/17 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here
Day 9: Putting it All Together Session - Client-Required Come to this 2-hour interactive session to put it all together. Your business will be meeting your Support Team and learning about the Nesting process and next steps! Phase 4 eLearning due by noon ET	Thursday, 11/18 <input type="checkbox"/> 10:00am-12:00pm ET <input type="checkbox"/> 6:00pm-8:00pm ET To join the meeting, click here