

Updates Released Apr 14, 2016

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Watch the video walkthrough of the improvements to the platform:



[share Watch the video](#)

We've listened to your feedback and made some changes to the TM Forum Collaboration platform. We hope that you agree that they further improve many of the things that you like but also resolve most of the issues that you've mentioned. Here are the main changes:

New Project Listing Page

- You no longer need to be logged in to our website to access the list of projects
- The page has been made cleaner with more information available about each project

Projects

About Projects | Your Projects | **Projects Directory**

All 44 | **Collaborative Projects 10** | Current Catalysts 23 | Past Catalysts 11

	API Project IPR Mode: RAND	Working to create a set of standard interfaces to enable rapid, repeatable and flexible integration among operations and management systems.	Go to Project Resign
	Customer Experience Management Project IPR Mode: RAND	Collaboratively developing best practices, tools and blueprints that define customer experience management strategy.	Join
	Data Analytics Project Group IPR Mode: RAND	Delivering business value from Data Analytics through a range of best practices, user stories and thought-leading collaboration activities.	Pending Approval
	Frameworkx Project IPR Mode: RAND	Working on enhancing and developing the Application, Business Process and Information Frameworkx, as well as the Frameworkx Architecture. Defining & incorporating requirements from the Agile Business & IT, Customer Centricity and Open Digital programs.	Go to Project Resign

- The [process to join a project](#) has been streamlined
- Full project description and a list of participating companies can be viewed before requesting to join a project

Collaborative Projects 10 | Current Catalysts 23 | Past Catalysts 11

Customer Experience Management Project

[Join](#)
[Project Description](#)
[Companies](#)

IPR Mode: RAND

To join a project you need to agree to the conditions surrounding the handling of Intellectual Property, IPR, that might be used by you or the other members of the project. Like most industry collaborative organisations we use RAND, meaning "on fair, reasonable, and non-discriminatory terms which may include a reasonable royalty". This is the legal framework within which we operate to protect the interests of all parties.

When you agree to the RAND terms by ticking the box below, your agreement will be emailed to the IP Contact within your organisation who will authorize your access to the project. Until your IP Contact sends authorization, you will not be able to see the working documents produced by the project. You will receive an email confirming/denying access to the project and a link to it if you have been authorized.

Need help?
 If you need to talk to your IP Contact: Heidi Lobecker - hlobecker@tmforum.org .
 For additional information on the TM Forum IPR Policy - [Learn more here](#) .
 Or contact us collaboration@tmforum.org

☐ I understand that I am asking to join this RAND project and my participation is governed by the Forum's IPR Policy.

[SUBMIT](#) [CLOSE](#)

metrics lifecycle process used by other projects across TM Forum.

Customer Experience Management Project

[Join](#)
[Project Description](#)
[Companies](#)

Participating Companies

Accenture	Alcatel-Lucent
Amdocs Management Limited	Antel-Uruguay
Applied BSS	AsialInfo, Inc.
AT&T Inc.	ATandT Inc.
Atos	AVEA
BAE Systems Applied Intelligence	Bell Canada
Bharti Airtel Ltd	BumpConductor B.V.

[CLOSE](#)

TM Forum.

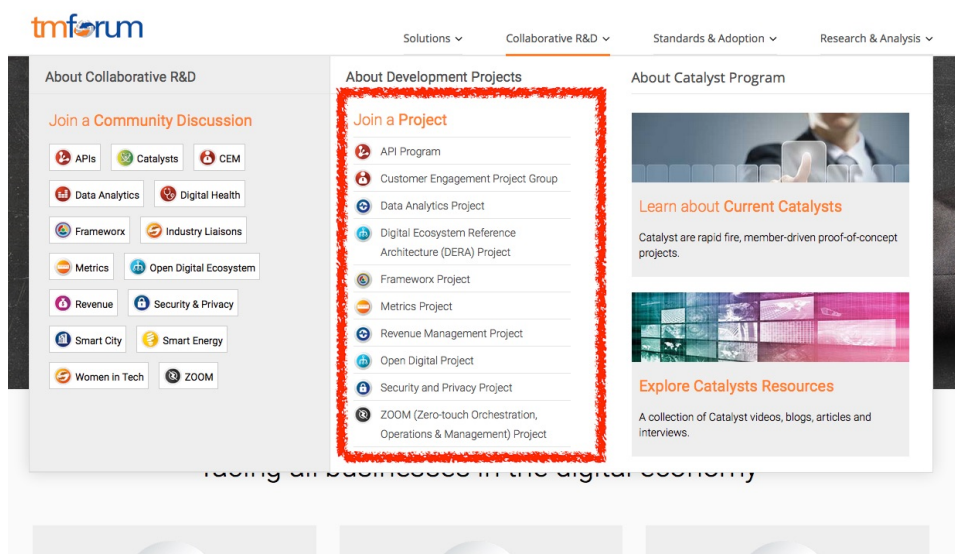
- See the full process of [how to join a project on this page](#)

Easy access for current project members

You can easily access the updated platform via the TM Forum website menu, project listing page or via a direct link/bookmark

From the TM Forum website:

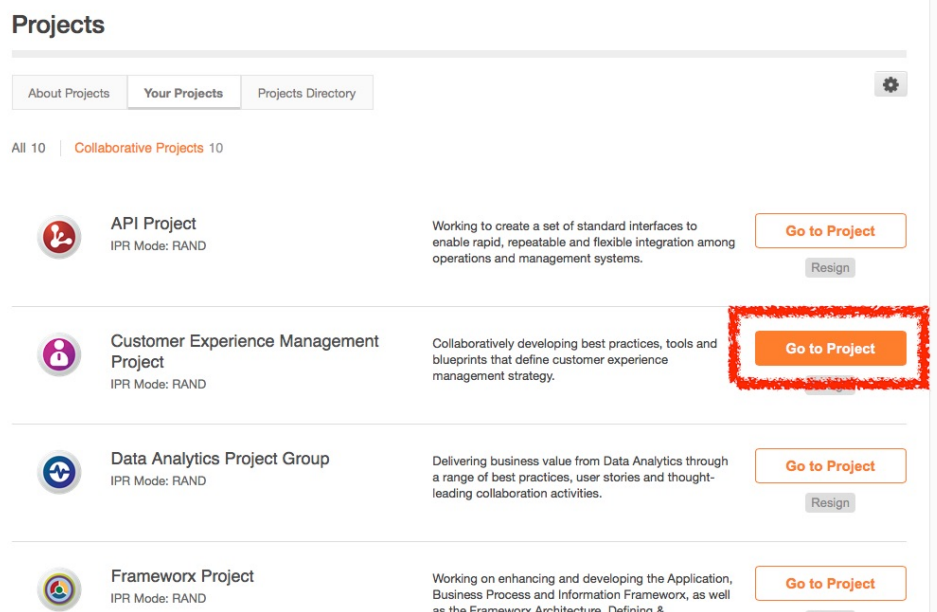
- On the Collaboration R&D Menu click on one of the project names in the centre section:



- You'll then be taken directly to your project's space. Note: you may need to login first if you are not already logged in to the website

From the [project listing page](#):

- [Access the project listing page](#)
- Click the "Go to Project" button next to one of your projects



All the tools you need in one place

We've added and merged tools into Confluence that now allow a single integrated project working environment with consistent look and feel as follows:

New Project Home pages:

- Consistent navigation

Customer Experience Management Project

SPACE SHORTCUTS

Project Charter

Calendar

Discussions

Project Team Members

Contributions

Feedback

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Dictionary of Terms Used in Customer

CEM Project Members

Work In Progress

Submitted for Approval

Published

Archives

Events

TM Forum Colors for CxLC

CEM Maturity Assessment Processes

Pages / Customer Experience Management Project Home

Edit Watch Share Tools

Customer Experience Management Project Home New

Created by Heidi Lobecker, last modified yesterday at 6:34 PM

Customer Experience Management Project

Discussions

Calendar

Project Members

Contributions

Feedback

TM Forum's Customer Experience Management Project group is where TM Forum members collaboratively develop our best practices, tools and blueprints that enable service providers to define their customer management strategy, improve brand loyalty, grow revenue, increase retention rates and reduce costs across their full range of services. We have tools to map and measure the experience both from the provider's as well as the customer's point of view. In an increasingly digitized and connected world, customer experience is complex and needs to be viewed from multiple perspectives across the value fabric.

We have a set of resources focused on Customer Experience Management available to members today. They include the Customer Experience Management Guidebook, the CEM Maturity Model, the CEM lifecycle, Omni Channel Introductory Guide, Implementation Use Cases and over 525 CEM metrics. The full set of documents, metrics and tools are found [here](#).

The current Customer Experience Management Project Charter

Customer Experience Management Project

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The current Customer Experience Management Project Charter

- Project overview showing Project Team Leaders, TM Forum Support staff and project activity:

Customer Experience Management Project

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- Project Team Members
- Contributions
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- CEM Maturity Assessment Processes
- Customer Experience Management I

PROJECT OVERVIEW
GETTING STARTED
MEETING SCHEDULE
REPORT AN ISSUE

Leaders

- @Muhammad Khawaja, Huawei. Project Leader: CEM processes (eTOM)
- @Antonio Cuadra-Sanchez, Indra. Project Leader: Use Cases & Implementation Guide
- @Anand Mohan, Infosys. Project Leader: Omni Channel
- @Jonathan Hopkinson, Huawei. Project Leader: CEM Metrics, ROI Calculator, EAST, CEM & SmartX
- @Jörg Niemöller, Ericsson. Project Leader: 360 degree View of Customer
- @Mark Geere, Huawei. Co-lead Omni Channel

TM Forum Project Support

- @Rebecca Sendel, Senior Director, Customer Program
- @Snigdha Mitra, Program Manager

Recent Project Activity

- Snigdha Mitra TM Forum Action Week - Requirements Session Notes updated yesterday at 8:58 PM • view change
- Heidi Lobecker Customer Experience Management Project Home New updated yesterday at 6:34 PM • view change
- Richard May Customer Experience Management Project Home New updated yesterday at 4:34 PM • view change
- Anand Mohan 2016-04-05 Omni Channel Meeting notes updated yesterday at 4:10 PM • view change
- Lu Xiaohu Work: Scores (360 16.0) updated yesterday at 10:23 AM • view change

Show More

Contributors

- Heidi Lobecker (20 hours ago)
- Richard May (22 hours ago)
- Snigdha Mitra (1 day ago)
- Kenia Gonzalez (4 days ago)

- Getting started - for new project participants (and an aide memoir for existing project participants):

Customer Experience Management Project

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PROJECT OVERVIEW
GETTING STARTED
MEETING SCHEDULE
REPORT AN ISSUE

What you should do:

- Check out the Meeting Schedule tab and from the Full Calendar Meeting page and subscribe for the work streams you are interested in
- Learn how to receive meeting notifications to get updates to your meetings
- Ensure you are receiving project notifications to see updates on working content
- Take a look at the Help and Support section for any questions

How to engage with the project:

- Please Introduce Yourself to the project team; click here to see an example of an introduction
- Review meeting notes as they are published
- Review and comment on current work in progress - any /all initiatives of interest
- Get involved in project discussion forums. Learn about project discussions here.
- Review relevant materials from the resource library

Relevant materials:

- CEM is packaged into a single guide book: GB962 Customer Experience Management – Introduction and Fundamentals R15.5.
- Introductory Guide for Omnichannel: IG1125 Omni Channel Introductory Guide R15.5.0
- Introductory Guide for Data Monetization: IG1138 Introductory Guide to External Data Monetization R15.5.0

Current project focus:

Workstream	Deliverable	What you will work on
CEM Metrics & ROI	CEM Metrics – Omnichannel Metrics	How do you know if your omnichannel implementation is successful? In this project you will define metrics that are specific to omnichannel utilization, optimization and more.
	CEM Business Outcome/ ROI Calculator	A big question in customer experience management implementations is around return on investment. TM Forum's approach to ROI for CEM is based around use cases for improving a particular metric that measures an improvement in customer experience. In this project you will design new use cases based on real world decisions that SPs are making in their CEM programs and create ROI models to capture the business case.
CEM & Smart X	CEM & Smart City	As cities become smart cities they are talking about citizen engagement and how to make their cities more livable for their citizens. In this project you, will leverage TM Forum's existing CEM assets such as maturity models, lifecycle models, and metrics to drive citizen centricity into best practices based for smart cities.

- Meeting schedule to show an overview of the project meetings with a link to the full project calendar

Customer Experience Management Project

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The current Customer Experience Management Project Charter

PROJECT OVERVIEW GETTING STARTED **MEETING SCHEDULE** REPORT AN ISSUE

[See Full Meeting Calendar](#)

Meeting	Frequency	Time	Link
CEM - General WEST: newcomers and general Interest	Weekly	Wednesday 10 AM EST	https://global.gotomeeting.com/join/596909813
CEM - General - EAST: newcomers and general Interest	Weekly	Wednesday 4 AM EST	https://global.gotomeeting.com/join/544055093
Omni Channel	Weekly	Tuesday 10.00 AM EST	https://global.gotomeeting.com/join/992962077
360 degree view of Customer	Weekly	Tuesday 8 AM EST	https://global.gotomeeting.com/join/346106077
CEM Use Cases & Implementation Guide	Bi- Weekly	Monday 10 AM EST	https://global.gotomeeting.com/join/606351789
CEM Processes	Weekly	Wednesday 8 AM EST	https://global.gotomeeting.com/join/709124805

Like Be the first to like this No labels

Write a comment...

Powered by a free Atlassian Confluence Community License granted to TM Forum. Evaluate Confluence today.
This Confluence installation runs a Free Gifty License - Evaluate the Gifty Confluence Plugin for your Wiki!
Powered by Atlassian Confluence 5.6.3, Team Collaboration Software · Report a bug · Atlassian News

Discussions

Discussions have been migrated and integrated with the confluence platform to provide a seamless experience

Each project space has a Discussions navigation shortcut in the top left of every page

General

Created by Hemal Tandel on Mar 10, 2016

Search for

☐ Include comments

Show Advanced Filters

115 topics found

Sticky topics on top

Status	Topic	Author	# of Replies	Last Activity Date
	Daylight Savings Time US March 13th/Europe March 27th Colleagues, To remind you, the US will go to daylight saving time this Sunday, 13th March, while Europe will move on Sunday 27th March. So for two weeks the US & European diaries will be one hour out of synch. I was hoping to give general advice saying th	Snigdha Mitra	0	Mar 09, 2016
	Important calendar changes Hello New to CEM? Want to know what in the world is going on? There's good news... The call covering all topics has been made more frequent - from bi-weekly to weekly. Please click on the link below and scroll down to the bottom to download the ics for yo	Snigdha Mitra	0	Feb 17, 2016
	Action Week at Lisbon yields many enticing possibilities for CEM! Face it - it is no longer important to merely produce a good service/product to guarantee success in the marketplace. The name of the game is delivering top-notch customer experience. But how do we go past simply looking at NPS and scores obtained from is	Snigdha Mitra	1	Feb 16, 2016
	Action Week Detailed Agenda is Live! Action Week is an exclusive opportunity to join forces with like-minded individuals within the TM Forum members' community to work hand-in-hand with industry experts committed to addressing those challenges delivering real results with specific outcomes.	Joe Myerjack	0	Jan 28, 2016
	Action Week Pricing Change This is your last opportunity to take advantage of our discounted pricing for Action Week Lisbon! Register http://actionweek.tmforum.org/register/prices/ by January 23rd and save \$80 on a 4-day pass. To learn more visit here. http://actionweek.tmforum.org	Joe Myerjack	0	Jan 20, 2016
	Have an idea? We are interested in hearing about it! Act by Jan 25th, 2016 Hi all, Please note that call for project contributions for Action Week Lisbon, Portugal for Feb 1 - 5, is now open, this will remain open until close of business EST January 25th.	Snigdha Mitra	0	Jan 18, 2016

[Find out more about discussions here](#)

Calendar

The existing meeting Calendar tool has been integrated with confluence and is now available via the "Calendar" shortcut available on every page. This means that our migration should not cause any disruption to meetings or project member's calendars

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Calendar

Created by Heidi Lobecker, last modified yesterday at 4:46 PM

Calendar Help

Subscriptions

APR 6 2016

Newcomers & General Interest Call - EAST (Weekly)

+ Expand

APR 6 2016

CEM Processes Meeting (Workstream 3, Weekly)

+ Expand

APR 6 2016

Workstream Leaders ONLY Call (Bi-weekly)

+ Expand

APR 6 2016

CEM Fundamentals EAST: Guidebook, Roadmap, Use Cases (Workstream 1, Bi-Weekly)

+ Expand

APR 7 2016

Testing Adding recurring a meeting sends out to all subscribers with an ics attachment

+ Expand

APR 11 2016

CEM Fundamentals WEST: Guidebook, Roadmap, Use Cases (Workstream 1, Bi-Weekly)

+ Expand

Day Week Month List

Filter By Topic:

All Topics

Adoption Handbook 48

Best Practices/Guidebook 65

General 227

Life Cycle Model 48

Maturity Model 48

Metrics 48

Omni-Channel 48

Filter By Date:

Last Year

Last 6 Months

Next 30 Days

Calendar - Links

Home

Create new event

Create new location

[Find out more about the project meeting calendar and getting notifications here](#)

Team Members

The Team Members shortcut takes you to a list of all of the individuals who are members of this project (names deliberately redacted from this help page example screen shot).

Project Members

Created by Heidi Lobecker, last modified by William William on Mar 16, 2016

ALL

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Filter By Topic:

Adoption Handbook

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Best Practices/Guidebook

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General

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Life Cycle Model

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Maturity Model

279

Metrics

281

Omni-Channel

230

View All Members

Search Members

Search

Name	Company
[REDACTED]	Huawei Technologies Co. Ltd
[REDACTED]	Telekom Malaysia Berhad (TM)
[REDACTED]	EITC (DU)
[REDACTED]	Ericsson Inc.
[REDACTED]	Huawei Technologies Co. Ltd
[REDACTED]	Tech Mahindra Limited
[REDACTED]	PT Telekomunikasi Indonesia
[REDACTED]	Turkcell Iletisim Hiz AS.
[REDACTED]	Comptel
[REDACTED]	EITC (DU)
[REDACTED]	OJSC "Rostelecom"
[REDACTED]	Tektronix Communications
[REDACTED]	PromonLogica's Tecnologia E Participacoes Ltda.
[REDACTED]	NOS Comunicações
[REDACTED]	cVidya Networks Ltd.
[REDACTED]	Ericsson Inc.
[REDACTED]	TM Forum
[REDACTED]	Saudi Telecom Company

You can search and filter by project members and view their profiles from this page

What do I need to do next?

If you are an existing project team member we have put together a simple checklist for you to follow: [What do I need to do next?](#)

If you have any questions or concerns please feel free to get in touch with us: collaboration@tmforum.org