



PlusOne

FEATURES OF THE PLUSONE SITE

The PlusOne website is filled with great features and functionality that you can utilize to recognize both CSC and IHS team members, catch up on DISH news, and earn badges for the great work you do! This quick guide reviews the features, including where to find them and how to use them.



Personal Profile

Personalize your profile! To create your profile, click on your name in the upper right hand corner of the page. Remember to upload your picture and answer the five 'about me' questions.



Public Recognition

With PlusOne, the recognitions you give and receive will be posted in a public news feed on the home page where other participants can 'like' or comment on the recognition...similar to Facebook.

*Note: If you prefer to be recognized privately, you can turn off public recognition under your profile in the "Preferences" section.



Cross-Departmental Recognition

With [High Five!](#), members of the CSC and IHS can exchange recognitions – did a customer tell you that the tech did a great job? Now you can say thanks! Did an agent leave really helpful notes on the account? Let them know you appreciated it! Simply fill out the "I'd like to recognize" form on the homepage and make sure the "High Five!" promotion is selected.



Badges

The Badges tile is also located on the home page and displays the badges you have earned. Today, you can earn badges for receiving recognitions, but in the future, there will also be badges for completing training and quizzes, reaching performance or sales goals, and service anniversaries and birthdays!



Banners

Banners are a form of communication that can be found at the top of the home page. This is where we will highlight key events, PlusOne updates, and new promotions!



News

The News tile, also located within the home page, features stories highlighting successes from the field, promotion updates, and other exciting DISH happenings.



Resource Center

The Resource Center is a great place to visit when seeking training or informational documents.



Quiz

The Quiz tile, located on the home page, is where you will go to begin or resume a quiz. You can also find any outstanding quizzes under the “Alerts & Messages” section of your profile. Quizzes are optional, but they are a fun way to test your knowledge of DISH and PlusOne promotions.



Instant Polls

Found on the home page, Instant Polls are a fun way to find out what your coworkers think about a variety of topics. When you see a new poll, simply select your answer and instantly see how you compare to your peers. This is also a great way for DISH to collect feedback on current programs, promotions, and tools.



Follow

Stay informed on what your coworkers are up to. To follow someone, simply add them to your “Follow List” under your profile.

FEATURES FOR LEADERS



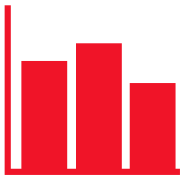
Manager Toolkit

The Manager Toolkit can be found on the Resources page. Here you can send alerts to your team, manage your roster, and access the Resource Center.



Tips

Check out the Tips tile on the Resources page for best practices on using DISH PlusOne to recognize and motivate your coworkers and direct reports and provide Best in Class service to our customers.



Reports

The Reports page allows you to see how many members of your team have enrolled in the site, how often they are logging into the site, and how many APQs they are receiving. A wide variety of reporting features are available to you, including the option of customizing your own reporting dashboard!