Your first week

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Reader group: New agents

In a live knowledge base, only signed-in agents in training would see this page. It's public in this demo so you can explore.

Welcome to Hootline! Your first week is about learning the tools, the clients and the customers, at a pace that sets you up to succeed.

Day	Focus
Monday	Welcome, systems logins, call flow, compliance basics
Tuesday	Your client: products, top call reasons, the client CRM
Wednesday	Listening to live calls with an experienced agent
Thursday	Practice scenarios and your first quiz
Friday	Nesting begins: your first live calls with a coach beside you

Required reading appears at the top of the page until you confirm it. Finish it by Wednesday.