

## Duke Energy - eLearning Checklist

During the first 12 days of your certification process, you'll engage with eLearning materials across three different Learning Management Systems (LMS)

- **Litmos** (Yellow)
- **LXP** (Green)
- **MyLearning** (Blue)

For **Litmos** and **LXP**, it is recommended to follow the daily assignments.

As for **MyLearning**, you have the flexibility to complete the content at any time within the first 12 days. Many agents have found it helpful to progress ahead of schedule. For guidance on navigating MyLearning, check out Liveops Nation.

Consider printing out this guide and marking off each course as you complete it. This approach has helped many in our agent community stay organized throughout the certification process.

### MyLearning Content

Complete between days 1 through 12. It is recommended to finish them earlier.

SEARCH PHRASE	TIMING (IN MINUTES)	FULL COURSE NAME	COMPLETED?
135664	20	EC - 2021 Supplier Code of Conduct (DE-135664)	<input type="checkbox"/>
162831	10	EC - 2023 Data Privacy Training (DE-162831)	<input type="checkbox"/>
166627	20	EC - 2023 Identity Theft and the Red Flags Rule (DE-166627)	<input type="checkbox"/>
110824	25	DE-110824 - 2020 Version: Identifying Special Needs and Caution Customers	<input type="checkbox"/>
CSP187	30	CO – Basics of Electricity (CSP187-81467)	<input type="checkbox"/>
Restoration Process	30	Restoration Process	<input type="checkbox"/>
167354	30	CO - Unauthorized Usage and Ghost Meters (DE-167354)	<input type="checkbox"/>
CSE0037	10	CO_CSE0037-Hold and Transfer Etiquette	<input type="checkbox"/>
Handling Difficult Customers	10	Handling Difficult Customers	<input type="checkbox"/>
Active Listening	10	Active Listening	<input type="checkbox"/>
Effective Communication	60	Effective Communication	<input type="checkbox"/>
Customer Inquiries	15	How to Handle Escalated Customer Inquiries	<input type="checkbox"/>
Winter	30	CO - 2023 Midwest Winter Program Training (DE-166207)	<input type="checkbox"/>
NHA0019	Included in day 12 in Litmos	NHA0019 Residential Base Final Assessment	<input type="checkbox"/>

## Litmos and LXP Content

Finish by the assigned day or earlier

DAY 1				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: What is LXP and How to Access		<input type="checkbox"/>
50	LXP	<b>*START*</b> LXP - "Training and System Basics"	Finished on day 3 (322 total min)	<input type="checkbox"/>
30	Litmos	Liveops: Liveops Nation	Optional	<input type="checkbox"/>
30	Litmos	Liveops: Computer Fundamentals	Optional	<input type="checkbox"/>
15	Litmos	Liveops: Let's Get Together		<input type="checkbox"/>
60	Litmos	Liveops: Independent Agent Security Awareness		<input type="checkbox"/>
30	Litmos	Liveops: Fraud Prevention		<input type="checkbox"/>
5	Litmos	Duke Energy: Certification Acknowledgement		<input type="checkbox"/>
<b>220</b>	<b>← Day Totals</b>	Time in session to work on eLearning = 220 Minutes		
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 2				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Evaluation Guidelines	Finished on day 3	<input type="checkbox"/>
170	LXP	<b>*CONTINUE*</b> LXP - "Training and System Basics"	From day 1 (322 total min)	<input type="checkbox"/>
<b>170</b>	<b>← Day Totals</b>	Time in session to work on eLearning = 125 Minutes		
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 3				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Evaluation Guidelines	From day 2	<input type="checkbox"/>
102	LXP	<b>*FINISH*</b> LXP - "Training and System Basics"	From day 1 (322 total min)	<input type="checkbox"/>
30	Litmos	Duke Energy: ACE Evaluation Guidelines Assessment		<input type="checkbox"/>
30	Litmos	Duke Energy: Outage Call Entry		<input type="checkbox"/>
5	Litmos	Duke Energy: Street and Area Light Repair Tool.mp4		<input type="checkbox"/>
<b>167</b>	<b>← Day Totals</b>	Time in session to work on eLearning = 165 Minutes		
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 4				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
125	LXP	<b>*START &amp; FINISH*</b> LXP - "Business Partner Fundamentals"		<input type="checkbox"/>
70	LXP	<b>*START*</b> LXP - "PL: Training Basics and Business Partner Fundamentals"	Proficiency Lab Finished on day 5 (170 total min)	<input type="checkbox"/>
<b>195</b>	<b>← Day Totals</b>	Time in session to work on eLearning = 125 Minutes		
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 5				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Call Calibrations	Covered in session	<input type="checkbox"/>
100	LXP	*FINISH* LXP - "PL: Training Basics and Business Partner Fundamentals"	Proficiency Lab From day 4 (170 total min)	<input type="checkbox"/>
100	LXP	*START* LXP - "Billing Invoices Payments and Rates"	Finished on day 6 (190 total min)	<input type="checkbox"/>
<b>200</b>	<b>← Day Totals</b>	Time in session to work on eLearning = 140 Minutes		
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 6				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Call Calibrations	Covered in session	<input type="checkbox"/>
90	LXP	*FINISH* LXP - "Billing Invoices Payments and Rates"	From day 5 (190 total min)	<input type="checkbox"/>
48	LXP	*START & FINISH* LXP - "PL: Billing and Payments Basics"	Proficiency Lab	<input type="checkbox"/>
45	Litmos	Duke Energy: Residential Solutions		<input type="checkbox"/>
<b>183</b>	<b>← Day Totals</b>			
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 7				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Call Calibrations	Covered in session	<input type="checkbox"/>
217	LXP	*START & FINISH* LXP - "Regulated and Non-Regulated Products and Services"		<input type="checkbox"/>
<b>217</b>	<b>← Day Totals</b>			
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 8				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Call Calibrations	Covered in session	<input type="checkbox"/>
15	LXP	*START & FINISH* LXP - "PL: Products and Services"	Proficiency Lab	<input type="checkbox"/>
54	LXP	*START & FINISH* LXP - "PL: Alternate Billing Programs"	Proficiency Lab	<input type="checkbox"/>
119	LXP	*START & FINISH* LXP - "Credit, Collections and Billing Scenarios"		<input type="checkbox"/>
<b>188</b>	<b>← Day Totals</b>			
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

DAY 9				
Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Call Calibrations	Covered in session	<input type="checkbox"/>
68	LXP	*START & FINISH* LXP - "PL: Credit and Collections"	Proficiency Lab	<input type="checkbox"/>
80	LXP	*START & FINISH* LXP - "High Bill Analyzer"		<input type="checkbox"/>
90	LXP	*START* LXP - "PL: High Bill"	Proficiency Lab Finished on day 10 (120 total min)	<input type="checkbox"/>
<b>238</b>	<b>← Day Totals</b>			
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

### DAY 10

Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
(Covered in session)	Litmos	Duke Energy: ACE Call Calibrations	Covered in session	<input type="checkbox"/>
30	LXP	<b>*FINISH*</b> LXP - "PL: High Bill"	Proficiency Lab From day 9 (120 total min)	<input type="checkbox"/>
10	Litmos	Liveops: Slack Overview		<input type="checkbox"/>
160	LXP	<b>*START*</b> LXP - "Midwest Vendor Residential Base"	Finished on day 11 (250 total min)	<input type="checkbox"/>
<b>200</b>	<b>← Day Totals</b>			
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

### DAY 11

Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
90	LXP	<b>*FINISH*</b> LXP - "Midwest Vendor Residential Base"	From day 10 (250 total min)	<input type="checkbox"/>
121	LXP	<b>*START &amp; FINISH*</b> LXP - "PL: Training Recap (Residential Base)"	Proficiency Lab	<input type="checkbox"/>
<b>211</b>	<b>← Day Totals</b>			
Reminder to work on the <b>MyLearning</b> courses listed on page 1.				

### DAY 12

Timing (In Minutes)	Platform	Module Name	Notes	COMPLETED?
120	MyLearning	NHA0019 Residential Base Final Assessment		<input type="checkbox"/>
30	Litmos	Duke Energy: Avaya One-X and Interaction Center		<input type="checkbox"/>
20	Litmos	Liveops: Shiftboard Scheduling		<input type="checkbox"/>
15	Litmos	Liveops: Openforce Invoicing		<input type="checkbox"/>
<b>185</b>	<b>← Day Totals</b>			
Reminder to finish the <b>MyLearning</b> courses listed on page 1.				

**REMINDER: ALL ELEARNING IS DUE ON DAY 12!**