

ByteWave Onboarding Handbook

2024



Overview

Welcome to ByteWave. This handbook is provided to guide you through the ByteWave onboarding process.

Process Overview

The onboarding process provides a structured introduction to the company. Along with your manager, a mentor is assigned to guide you through the process and ensure that you are getting the appropriate support during onboarding to be successful at ByteWave.

Onboarding Weekly Agenda

The Weekly Agenda provides guidance on the chronology of onboarding activities.

The agenda is not set in stone. It provides a flexible path to complete various onboarding tasks. Primarily, the Weekly Agenda is there to ensure that various onboarding activities take place.

You and your manager may decide to modify the order of the agenda. Opportunities to participate in meetings and other internal sessions may impact the agenda.



Onboarding Goal:

Upon completion of the onboarding process, you will be able to perform the daily activities of a technical writer at ByteWave using the KM team’s standard tools and processes.

Key Systems & Resources

System / Resource	Description
Confluence – Internal: http://confluence.ByteWave.com	Training courses Product and customer implementation documentation Learning Center Must be connected to a network.
Confluence – Internal: Quick Reference Guide	Links to various ByteWave systems and resources, as well as other useful information (customer codes, ByteWave terms, industry terms).
Learning Center – ByteWave eLearning Platform	Access ByteWave training content Learning Center

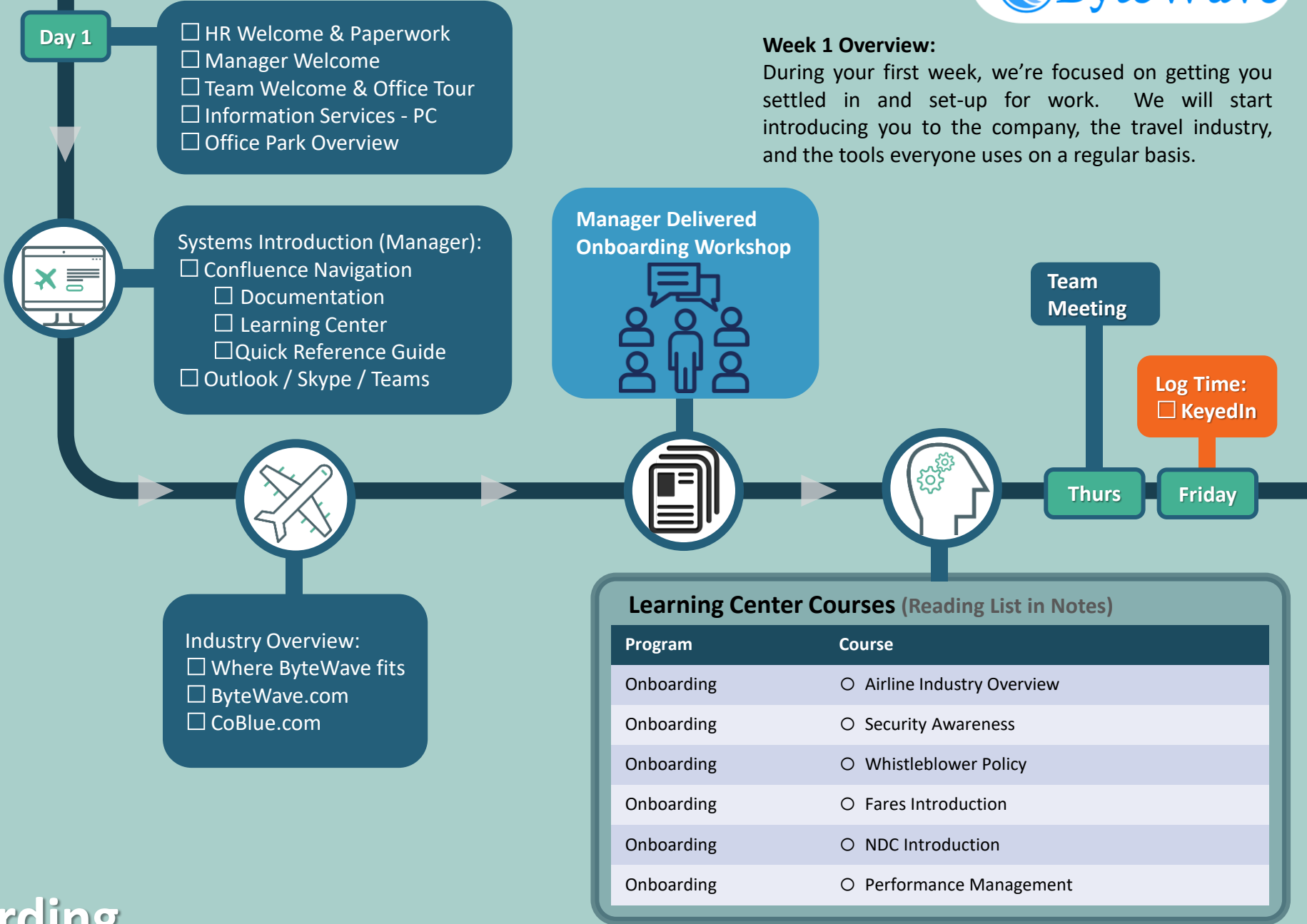
Notes:

[illegible]

Contacts:

[illegible]

WEEK 1



Week 1 Overview:

During your first week, we're focused on getting you settled in and set-up for work. We will start introducing you to the company, the travel industry, and the tools everyone uses on a regular basis.

Notes:

Reading List (Week 1) – Academy Portal

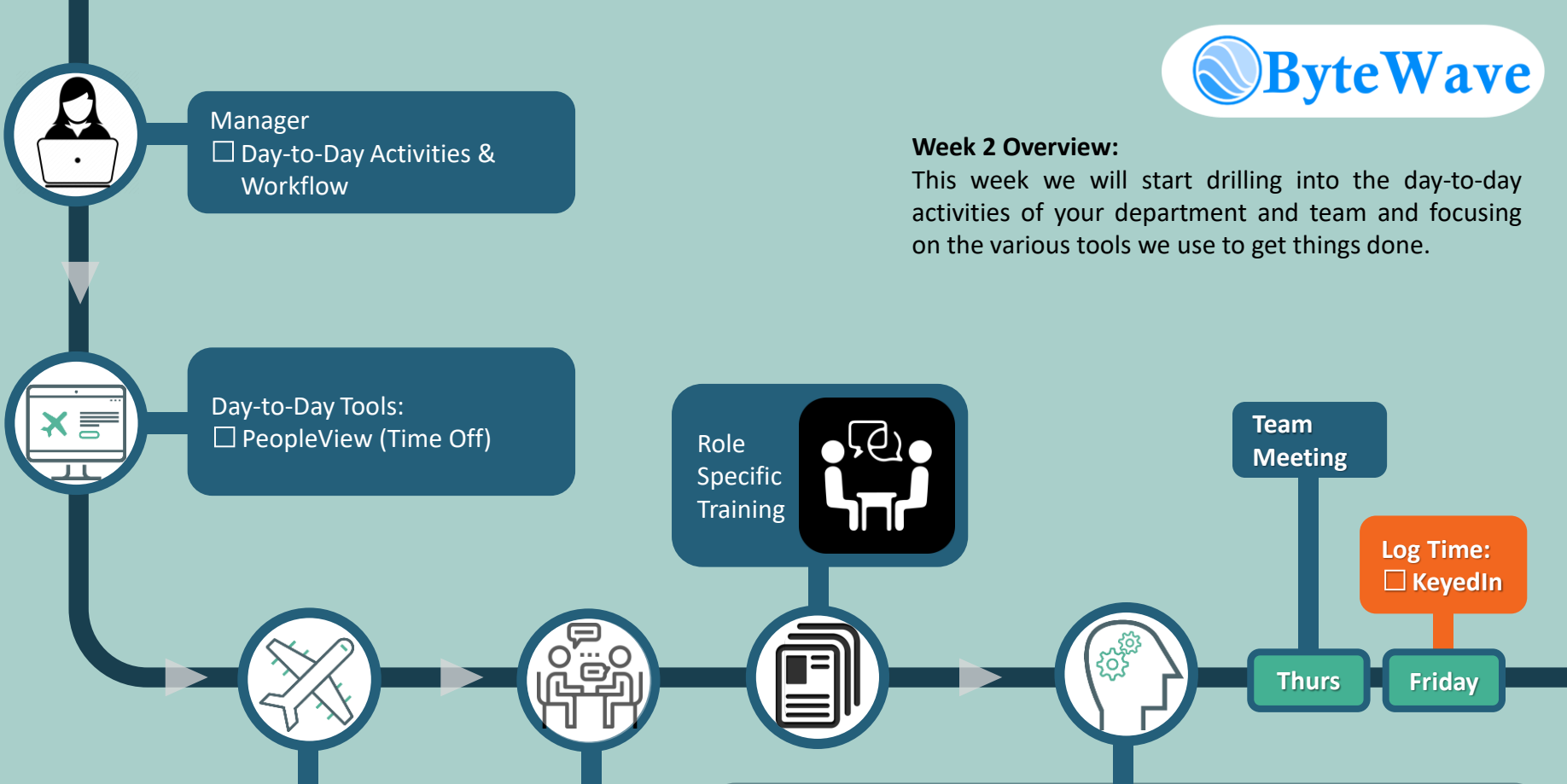
- ☐ ByteWave Digital Platform Overview (Executive Summaries)
- ☐ ByteWave Product Suite (Executive Summaries)

Confluence - Internal

- ☐ Team documentation resources

WEEK 2

Week 2 Overview:
 This week we will start drilling into the day-to-day activities of your department and team and focusing on the various tools we use to get things done.



Company overview
 Offices, org structure,
 processes, etc.

Catch-up w/
 Manager

Role
 Specific
 Training

Team
 Meeting

Log Time:
☐ KeyedIn

Thurs

Friday

Learning Center Courses (Reading List in Notes)

Program	Course
Onboarding	○ ByteWave Commerce Platform Core Concepts 1
Onboarding	○ Platform Introductions: Offers
Onboarding	○ Platform Introduction: Merchandising
Onboarding	○ Platform Introduction: Order Concepts, Creation and Management

! Check schedule for
 next company
 onboarding.

Onboarding

Notes:

Reading List (Week 2) – Academy Portal
☐ ByteWave ...
☐ Reading 2
Confluence - Internal



☐ Placeholder
☐ Placeholder
☐ Placeholder



☐ Introduction...



☐ PeopleView and Goal Setting with Manager

☐ Introduction to




Team Meeting

Log Time:
☐ KeyedIn

Thurs

Friday

Learning Center Courses (Reading List in Notes)

Program	Course

Week 3 Overview:

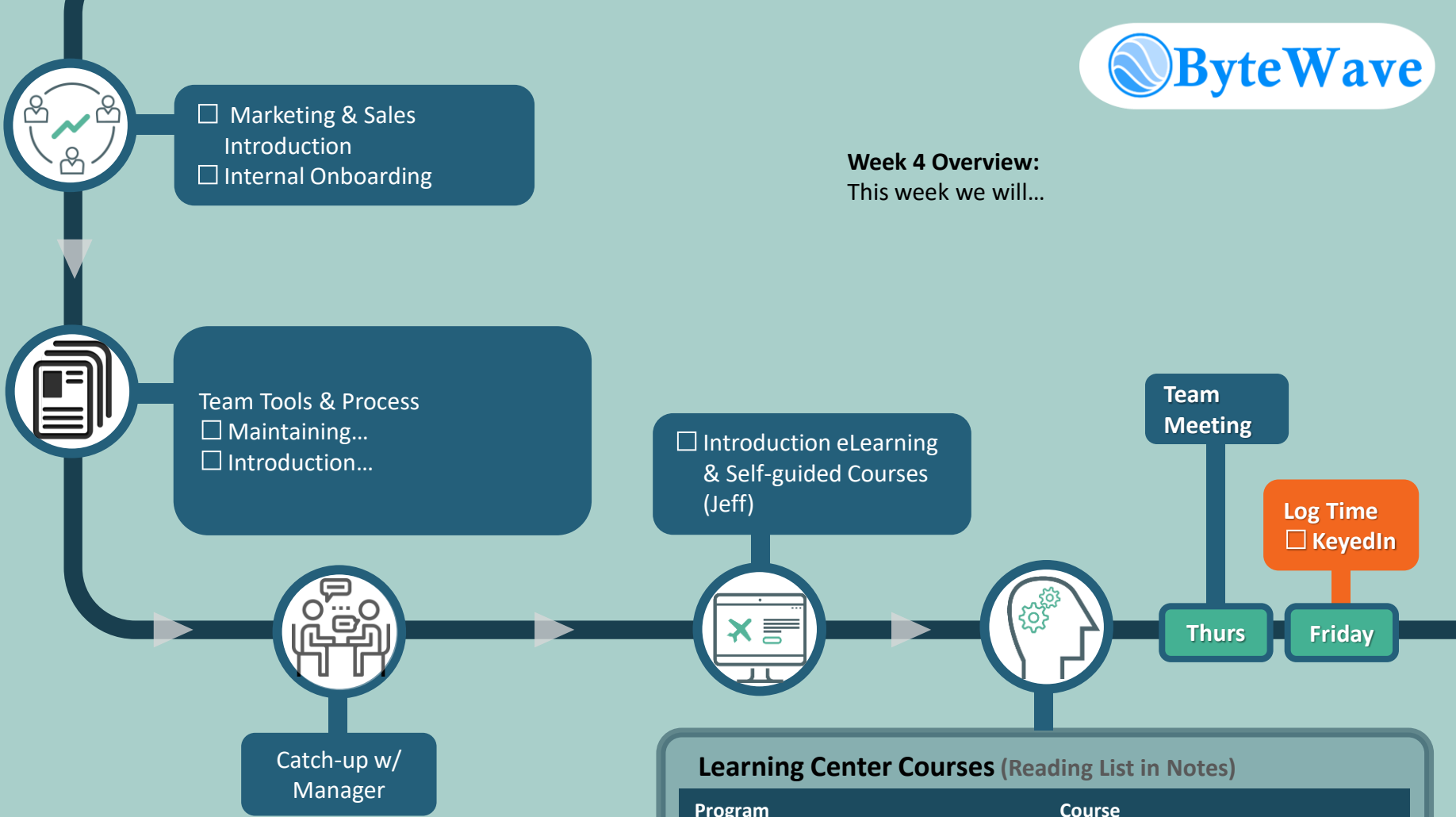
This week we will continue drilling into the day-to-day activities of the team and focusing particularly on We will also look at our current workload and identify your first project (working with _____).

Notes:

Reading List (Week 3) – Academy Portal
☐ ByteWave.
☐ ByteWave.
☐ ByteWave.
Confluence Internal
☐ Placeholder

WEEK 4

Week 4 Overview:
This week we will...



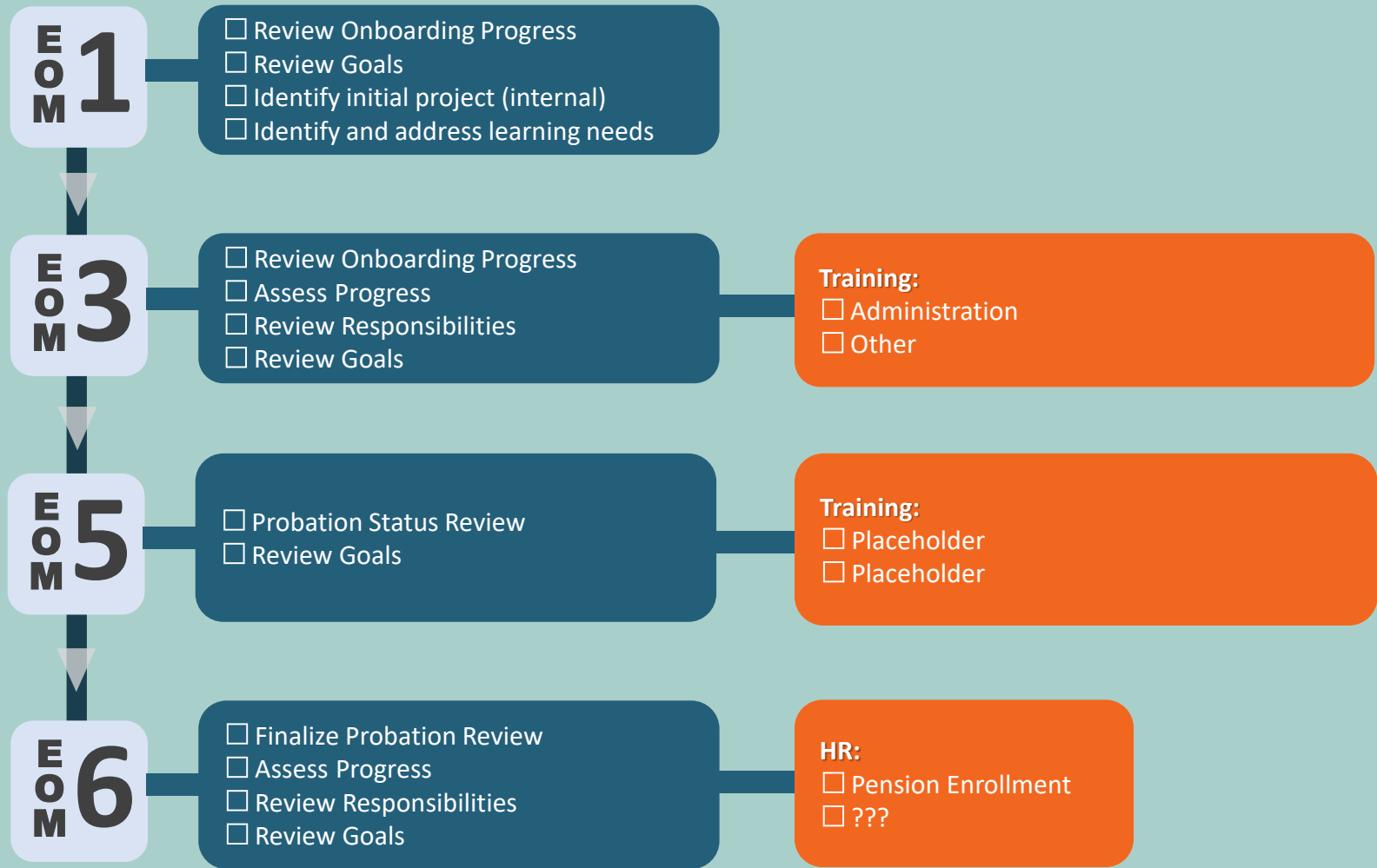
! Catch up on some previous All Hands meetings in the Learning Center.

Learning Center Courses (Reading List in Notes)	
Program	Course
Onboarding	Review some previous courses.

[illegible][illegible]

☐ Academy Portal Administration – Adding and Managing Users
([Click Here](#))

Check-ups & Training



Onboarding

Notes: