**User Training & Support Materials for Customer Service & Operations Teams**

**Objective**

Ensure that internal support teams, field agents, and customer service reps are fully trained to operate, support, and escalate issues on the new mobile money platform.

**Key Training Materials Developed**

| **Material Type** | **Target Audience** | **Description** |
| --- | --- | --- |
| **Operations Playbook** | Backend Ops, Reconciliation | SOPs on transaction reversal, chargebacks, account limits |
| **Customer Service Guide** | Call Center Agents | Step-by-step on resolving top 20 issues (PIN reset, KYC lock) |
| **Agent Training Manual** | Field Agents, Retailers | Wallet onboarding, balance checks, agent float management |
| **FAQ Handbook** | All Teams | Responses to common customer queries |
| **Knowledge Base Articles** | Tier 2 Support, Tech Leads | Troubleshooting sync errors, API timeouts |
| **Training Videos (LMS)** | All Staff | Video modules hosted on internal LMS for self-paced learning |

**Training Sessions Conducted**

| **Location** | **Format** | **Staff Trained** | **Duration** |
| --- | --- | --- | --- |
| Nairobi HQ | In-person | 120 | 3 days |
| Kisumu Branch | Hybrid | 45 | 2 days |
| Mombasa Field | Virtual | 60 | 1 day |

🟢 **Training Completion Rate**: 98.2%  
🟢 **Post-training Quiz Pass Rate**: 94.6%