**Training Effectiveness & User Adoption Reports**

**Date**: July 2025  
**Departments Covered**: Customer Service, Finance, Logistics, Field Sales

**Training Attendance Overview**

| **Department** | **No. of Staff Trained** | **Completion %** | **Feedback Score (avg/5)** |
| --- | --- | --- | --- |
| CRM | 25 | 100% | 4.6 |
| Finance | 18 | 100% | 4.8 |
| Inventory | 15 | 100% | 4.7 |
| Sales Ops | 22 | 95% | 4.5 |

**📈 Adoption Metrics (2 Weeks Post Go-Live)**

| **Metric** | **Value** | **Notes** |
| --- | --- | --- |
| Login Rate (Daily Avg) | 96% of trained staff | Monitoring via Odoo logs |
| Tickets Logged | 32 | 5 critical, 27 minor |
| Automation Usage (e.g., invoice email) | 83% | Gradual improvement |
| Manual Workarounds Observed | <5% | Reduced significantly after Day 5 |

**✅ Corrective Action**

* Retraining for low-performing users completed on **22 July 2025**
* Refresher guides issued via company portal