**User Training & Technical Support Documentation**

**Title:** *Knowledge Enablement Kit for Smart 5G Platform*

**A. Documents Included**

| **Document Type** | **Purpose** | **Format** |
| --- | --- | --- |
| User Manuals | Walkthroughs for day-to-day operations | PDF, Wiki |
| System Admin Guides | Deep-dive on deployment, patching, config backup | PDF, Markdown |
| Troubleshooting FAQs | Quick answers to common issues | HTML Knowledge Base |
| Onboarding Slide Decks | Overview of system architecture and modules | PowerPoint, Notion |
| Ticketing SOPs & Escalation Paths | Define L1 → L3 escalation, response times | Flowcharts, Excel matrix |

**B. Sample Topics**

* How to read and interpret network optimization dashboards
* Resetting anomaly detection thresholds
* Triggering AI model retraining manually
* Common error codes and how to resolve them
* How to report bugs with debug logs