No. 15 Road 6, Okey Wali Estate, Rumualogu, Port Harcourt
+(234) 916-771-6220
+(234) 811-172-4668
admin@speedlinkng.com
www.speedlinkng.com

ONBOARDING PROCESS FOR FTTH CLIENTS

Step 1: Initial Client Contact

- Receive client inquiry via call, WhatsApp, or other communication channels.
- Respond with a greeting and request for more information.

WhatsApp Greeting Message:
"Good morning/afternoon sir/ma, welcome to Speedlink Hi-Tech Solutions Limited. How can we assist you today?"

Phone Call Greeting Message:
"Good morning/afternoon, thank you for calling Speedlink Hi-Tech Solutions Limited. My name is [Your Name]. How can I assist you today?"

Requesting Contact Information

1. Listen carefully to the client's request and take notes.
2. Ask clarifying questions if needed.
3. Request their contact information for follow-up or to provide more details.

Example:
"Thank you for explaining your request. To better assist you, may I please have your name and contact information?"

Potential Questions and Answers

- **Q:** What is FTTH?
  A: "FTTH stands for Fiber-to-the-Home. It's a high-speed internet connection that uses fiber-optic cables to deliver reliable and fast internet."
- **Q:** How much does FTTH cost?
  A: "Our standard price is ₦35,000, but this may vary depending on your location. Our networking team will carry out a survey to determine the exact cost."

Step 2: Send Contact Form and Pricing Information

- Provide pricing information: ₦35,000 (subject to variation based on location).
- Mention the alternative option (**Radio Fiber Broadband**) for clients outside the FTTH coverage area.
- Inform the client about available benefits (first month free).
- Explain subsequent subscription options and varying package prices.

Potential Questions and Answers

- **Q:** What is the alternative option for areas without FTTH coverage?
  A: "For areas outside our FTTH coverage, we offer Radio Fiber Broadband as an alternative solution."
- **Q:** What benefits do I get?
  A: "You'll enjoy your first month free, and we offer various subscription options with competitive pricing."
- **Q:** What are the different subscription options and package prices?
  A: "We offer four packages:
  - Smart Starter: ₦20,000/month (5+ devices, unlimited downloads, 4K streaming for 1 TV)
  - Smart Premium: ₦28,650/month (5+ devices, unlimited downloads, 4K streaming for 2 TVs)

    - Smart Diamond: ₦36,750/month (5+ devices, unlimited downloads, 4K streaming for 4 TVs)
    - Smart Gold: ₦52,500/month (5+ devices, unlimited downloads, 4K streaming for 6 TVs)"
- **Q:** How do the varying package prices differ?
  A: "Each package differs in the number of TVs that can stream in 4K and HD, as well as the monthly subscription price."
- **Q:** Can I upgrade or downgrade my subscription package?
  A: "Yes, you can upgrade or downgrade your package as needed. Please contact us for more information."

For WhatsApp Quick Reply:
Name: `/fiberpackages`

Step 3: Client Response and Interest

- Confirm the client's interest in FTTH services.
- Send the client a contact form to fill in their details.
- Inform the client that the job will be completed within 3–5 working days after payment confirmation.
- Receive the completed contact form from the client.
- Request that the client **pins the exact location** where they want the internet service installed.
- Forward the pinned location to the **networking team** and request confirmation on whether the client's location is within the distribution point.

If the networking team confirms that the client is within the distribution point:

- Ask the networking team how much they are charging for the client's location.
- Communicate the confirmed price to the client.

If the networking team confirms that the client is *not* within the distribution point:

    - Inform the client that their location is currently outside our FTTH coverage area.
    - Offer the **Radio Fiber Broadband** option as an alternative.
    - If the client shows interest in Radio Fiber Broadband, contact the networking team to confirm how much it will cost.
    - Get back to the client with the confirmed cost.
- Once the location and price are confirmed, proceed to the invoice and payment stage.

Confirmation Message (for WhatsApp):

“Are you interested in proceeding with our Fiber-to-the-Home services?”

(If the client responds with ‘Yes’):

“Thank you for your interest in our Fiber-to-the-Home services! We’re excited to provide you with fast and reliable internet. To proceed, please fill out our contact form and pin the exact location where you’d like the service installed.”

Potential Questions and Answers

- **Q:** How long does the installation process take?
  A: “Our team will complete the installation within 3–5 working days after payment confirmation.”
- **Q:** What information do you need from me?
  A: “Please fill out our contact form with your details, pin your location, and we’ll take care of the rest.”

Step 4: Invoice Generation and Payment Instructions

- Confirm the exact price with the networking team based on the survey results.
- Inform **the Accounting Officer** to check the Excel sheet for the client’s details for invoice generation.

Potential Questions and Answers

- **Q:** How will I receive my invoice?
  A: "Our team will generate an invoice based on the survey results, and you'll receive it via email or WhatsApp."
- **Q:** What payment methods do you accept?
  A: "We accept various payment methods, including bank transfer and online payment."

Step 5: Payment Confirmation and Onboarding Completion

- Receive payment confirmation on the Speedlink WhatsApp number.
- Verify payment details.
- Forward the payment receipt to **the Accounting Officer** for confirmation.
- Confirm onboarding completion with the client.
- Inform the networking team so the job can be done within 3–5 working days.

Potential Questions and Answers

- **Q:** How will I know if my payment is confirmed?
  A: "Our team will verify your payment and send you a confirmation receipt."
- **Q:** What's the next step after payment confirmation?
  A: "Our networking team will complete the installation within 3–5 working days, and we'll keep you updated on the progress."

NB:
The potential questions and quick replies provided in this SOP are approved responses to be used when clients ask similar questions. Please use these responses **verbatim** when applicable. Clients may not always ask questions in the exact wording provided here, but these responses can still be used to address their inquiries.

Standard Price:
The setup price is not fixed but may vary based on location after a survey has been carried out.

THINGS TO NOTE

1. Always ensure the client's pinned location is accurate before sending to the Networking Team.
2. All communication with the Networking Team should be documented in the CRM or via official communication channels.
3. The Accounting Officer must confirm all payments before any installation date is fixed.
4. The Survey Report should be reviewed and approved before proceeding to installation.
5. Any customer not within the fiber coverage must be offered the radio broadband option before the request is closed.
6. Maintain professionalism and clarity when communicating costs or feasibility feedback to clients.

Packages

We offer four packages:

1. Smart Starter
Monthly: ₦20,000
Amenities:
- 5+ devices
- Unlimited downloads
- 4K streaming for 1 TV

1. Smart Premium
Monthly: ₦28,650
Amenities:
- 5+ devices

- Unlimited downloads
- 4K streaming for 2 TVs

1. Smart Diamond
Monthly: ₦36,750
Amenities:
- 5+ devices
- Unlimited downloads
- 4K streaming for 4 TVs

1. Smart Gold
Monthly: ₦52,500
Amenities:
- 5+ devices
- Unlimited downloads
- 4K streaming for 6 TVs

Onboarding Process for Co-Working Space Clients

Step 1: Client Request and Agreement Form

- Receive client inquiry via call, WhatsApp, or other channels
- Respond with a greeting and request for more information
- Receive client request for co-working space usage (physical)
- Provide client with agreement form, including disclaimer
- Ensure client reads and understands the agreement

WhatsApp Greeting Message (Physical)

“Good morning/afternoon, sir/ma, welcome to Speedlink Hi-tech Solutions Limited. How can we assist you today?”

Phone Call Greeting Message

“Good morning/afternoon, thank you for calling Speedlink Hi-tech Solutions Limited. My name is [Your Name]. How can I assist you today?”

Requesting Contact Information

1. Listen to their request and take notes.
2. Ask clarifying questions if needed.
3. Request contact information to follow up or provide more information.

Example:

“Thank you for explaining your request. To better assist you, may I please have your name and contact information?”

Ask the client questions based on what you see in the client request form (for when a client calls).

Potential Questions and Quick Replies

Phone Call

- **Q:** What are the operating hours of the co-working space?
  A: “Our co-working space operates on a 24/7 basis, but please note that our staff is only available to assist during business hours.”
- **Q:** What is the payment policy for co-working space usage?
  A: “Our payment policy is based on a 12-hour or 24-hour window. I'd be happy to explain the details.”
- **Q:** What happens if I exceed the 12-hour window?
  A: “If you exceed the 12-hour window, you'll be charged double the standard rate for a 24-hour window.”

For WhatsApp

“Our co-working space operates on two-time windows: 12-hour window and 24-hour window. Payment is valid for 12 hours from the time of entry. If you exceed the 12-hour window, you'll be charged double the standard rate for a 24-hour window.”

Step 2: Client Information and Renewal Details

- Client fills in necessary details on the agreement form
- Obtain renewal details from client, including:
    - Start date
    - Work schedule

Q: What information do you need from me?
A: “Please fill in the agreement form with your details, including start date and work schedule.”

Q: Can I change my work schedule later?
A: “Yes, please notify us in advance if you need to change your work schedule.”

General Questions

- **Q:** What types of spaces do you offer?
  A: “We offer a variety of spaces, including Shared Coworking Space, Executive Office, CEO Executive Office, Boardroom, Training Halls, Computer Training Hall, Mini Training Hall, and ICT Simulation Room.”
- **Q:** What are the prices for each space?
  A: “We have hourly, daily, weekly, and monthly rates available.”
- **Q:** What amenities do you offer?
  A: “Our spaces come with fast and reliable internet, 24/7 power supply, smart surveillance system, access control, and more.”

Shared Coworking Space

- **Q:** How much does the Shared Coworking Space cost?
  A: “Our Shared Coworking Space costs ₦1,500/hour, ₦5,000/day, and ₦50,000/month.”
- **Q:** What amenities come with the Shared Coworking Space?
  A: “Our Shared Coworking Space includes fast and reliable internet, 24/7 power supply, smart surveillance system, access control, access to water, canteen area, and provision for paid printing/scanning service.”

Executive Office

- **Q:** What is the payment option for the Executive Office?
  A: “Our Executive Office payment option is quarterly, and you'll get a discounted rate of ₦450,000 instead of ₦600,000.”
- **Q:** Can the Executive Office payment be made monthly?
  A: “Yes, if you prefer to pay monthly, the rate would be ₦200,000 per month.”
- **Q:** What amenities come with the Executive Office?
  A: “Our Executive Office includes fast and reliable internet, 24/7 power supply, smart surveillance system, access control, access to water, tea/coffee, canteen area, printing/scanning

service, private office space, virtual secretarial service, parking space, 2-hour access to video boardroom/week, access to lounge area, single smart screen, and visitors attendance.”

CEO Executive Office

- **Q:** How much does the CEO Executive Office cost?
  A: “Our CEO Executive Office costs ₦200,000/day, ₦700,000/week.”
- **Q:** What amenities come with the CEO Executive Office?
  A: “Our CEO Executive Office includes fast and reliable internet, 24/7 power supply, smart surveillance system, access control, access to water, tea/coffee, canteen area, printing/scanning service, private office space, private washroom, 1 executive workstation with 2 visitors seats, ensuite 6-seater virtual boardroom, virtual multimedia video conference facility, ensuite 4-seater executive sofa, virtual secretarial service, parking space, dual smart screen, access to lounge area, and visitors attendance.”

Boardroom

- **Q:** How much does the Boardroom cost?
  A: “Our Boardroom costs ₦200,000/day, ₦800,000/week.”
- **Q:** What amenities come with the Boardroom?
  A: “Our Boardroom includes fast and reliable internet, virtual multimedia video conference facility, 24/7 power supply, smart surveillance system, access control, access to water, tea/coffee during meetings, writing pads, canteen area, printing/scanning service, parking space, seats 12–15, access to lounge area, and visitors attendance.”

Training Halls

- **Q:** How much does the Training Hall cost?
  A: “Our Training Halls cost ₦200,000/day and ₦800,000/week.”
- **Q:** What amenities come with the Training Halls?
  A: “Our Training Halls include fast and reliable internet, 24/7 power supply, virtual multimedia video conference facility, smart surveillance system, access control, access to water, tea/coffee during meetings, writing pads, canteen area, printing/scanning service, parking space, and seats 30–40.”

Computer Training Hall

- **Q:** How much does the Computer Training Hall cost?
  A: “Our Computer Training Hall costs ₦400,000/day and ₦1,500,000/week.”
- **Q:** What amenities come with the Computer Training Hall?
  A: “Our Computer Training Hall includes 9–11 high-end computer systems, fast and reliable internet, 24/7 power supply, smart surveillance system, access control, virtual multimedia video conference facility, access to water, tea/coffee during meetings, writing pads, canteen area, printing/scanning service, parking space, and seats 9–12.”

Mini Training Hall

- **Q:** How much does the Mini Training Hall cost?
  A: “Our Mini Training Hall costs ₦150,000/day and ₦600,000/week.”
- **Q:** What amenities come with the Mini Training Hall?
  A: “Our Mini Training Hall includes fast and reliable internet, 24/7 power supply, smart surveillance system, access control, virtual multimedia video conference facility, access to water, tea/coffee during meetings, writing pads, canteen area, printing/scanning service, and parking space.”

ICT Simulation Room

- **Q:** How much does the ICT Simulation Room cost?
  A: “Our ICT Simulation Room costs ₦200,000/day and ₦900,000/week.”
- **Q:** What amenities come with the ICT Simulation Room?
  A: “Our ICT Simulation Room includes fast and reliable internet, 24/7 power supply, smart surveillance system, access control, virtual multimedia video conference facility, access to water, tea/coffee during meetings, writing pads, canteen area, printing/scanning service, parking space, and seats 6.”

Step 3: Update Client Records (Excel Sheet)

- Fill in client details on the designated Excel sheet
- Ensure accuracy and completeness of client information

Step 4: Invoice Creation and Notification

- Send client details to Accounting Officer for invoice generation
- Notify client that an invoice has been created
- Inform client to make payment

Potential Questions and Quick Replies

- **Q:** How will I receive my invoice?
  A: “We'll send your invoice via email or WhatsApp.”
- **Q:** What payment methods do you accept?
  A: “We accept bank transfer and online payment. Our team will provide detailed instructions.”

Step 5: Payment Confirmation

- Receive payment confirmation on Speedlink WhatsApp number
- Verify payment details
- Forward payment receipt to Accounting Officer for confirmation

Potential Questions and Quick Replies

- **Q:** How will I know if my payment is confirmed?
  A: “We'll send you a payment confirmation receipt once we've verified your payment.”
- **Q:** What's the next step after payment confirmation?
  A: “Our team will complete your onboarding process, and you'll receive access to our co-working space.”

Step 6: Onboarding Completion and Access Provision

- Confirm client onboarding completion
- Ask the client for a preferred username and password for Wi-Fi login
- Contact the networking team to create Wi-Fi login details
- Provide client with necessary access and information for co-working space usage

Potential Questions and Quick Replies

- **Q:** What's my Wi-Fi login information?
  A: “We'll provide you with your Wi-Fi login details once our networking team has set it up.”
- **Q:** What are the space usage guidelines?
  A: “We'll provide you with a comprehensive guide on space usage, including emergency contact information.”

NB:

The potential questions and quick replies provided in this SOP are exact responses to be used when clients ask similar questions. Please use these responses verbatim when applicable. Clients may not always ask questions in the exact wording provided here, but these responses can still be used to address their inquiries.

PRICE LIST

1. Shared Coworking Space

Hourly: ₦1,500 | Daily: ₦5,000 | Monthly: ₦50,000
Amenities:

- Fast and reliable internet
- 24/7 power supply
- Smart surveillance system
- Access control
- Access to water
- Canteen area
- Provision for paid printing/scanning service

2. Personal Workspace

Hourly: ₦3,000.00 | Daily: ₦8,000.00 | Monthly: ₦85,000.00 | Weekly: ₦22,000.00

Amenities

- Fast and Reliable Internet
- 24/7 Power Supply
- Smart Surveillance System
- Access Control
- Access to water
- canteen area, Printing/Scanning Service
- Private Office space
- Provision for additional Desk
- Parking Space
- Seats 1 Occupant with Provision for Additonal desk @N35,000/Month.

- T&Cs Apply

3. Executive Office
Monthly: ₦200,000 (₦450,000 discounted rate for quarterly payment, instead of ₦600,000)
Amenities:

- Fast and reliable internet
- 24/7 power supply
- Smart surveillance system
- Access control
- Access to water
- Tea/coffee
- Canteen area
- Printing/scanning service
- Private office space
- Virtual secretarial service
- Parking space
- 2-hour access to video boardroom/week
- Access to lounge area
- Single smart screen
- Visitors attendance

4. CEO Executive Office
Daily: ₦200,000 | Weekly: ₦700,000
Amenities:

- Fast and reliable internet
- 24/7 power supply
- Smart surveillance system
- Access control
- Access to water
- Tea/coffee
- Canteen area
- Printing/scanning service
- Private office space
- Private washroom
- 1 executive workstation with 2 visitors seats

- Ensuite 6-seater virtual boardroom
- Virtual multimedia video conference facility
- Ensuite 4-seater executive sofa
- Virtual secretarial service
- Parking space
- Dual smart screen
- Access to lounge area
- Visitors attendance

5. Boardroom
Daily: ₦200,000 | Weekly: ₦800,000
Amenities:

- Fast and reliable internet
- Virtual multimedia video conference facility
- 24/7 power supply
- Smart surveillance system
- Access control
- Access to water
- Tea/coffee during meetings
- Canteen area
- Printing/scanning service
- Parking space
- Seats 12–15
- Access to lounge area
- Visitors attendance

6. Training Halls
Daily: ₦200,000 | Weekly: ₦800,000
Amenities:

- Fast and reliable internet
- 24/7 power supply
- Virtual multimedia video conference facility
- Smart surveillance system
- Access control
- Access to water
- Tea/coffee during meetings

- Canteen area
- Printing/scanning service
- Parking space
- Seats 30–40

7. Computer Training Hall
Daily: ₦400,000 | Weekly: ₦1,500,000
Amenities:

- 9–11 high-end computer systems
- Fast and reliable internet
- 24/7 power supply
- Smart surveillance system
- Access control
- Virtual multimedia video conference facility
- Access to water
- Tea/coffee during meetings
- Canteen area
- Printing/scanning service
- Parking space
- Seats 9–12

8. Mini Training Hall
Daily: ₦150,000 | Weekly: ₦600,000
Amenities:

- Fast and reliable internet
- 24/7 power supply
- Smart surveillance system
- Access control
- Virtual multimedia video conference facility
- Access to water
- Tea/coffee during meetings
- Canteen area
- Printing/scanning service
- Parking space

9. ICT Simulation Room
Daily: ₦200,000 | Weekly: ₦900,000
Amenities:

- Fast and reliable internet
- 24/7 power supply
- Smart surveillance system
- Access control
- Virtual multimedia video conference facility
- Access to water
- Tea/coffee during meetings
- Canteen area
- Printing/scanning service
- Parking space
- Seats 6

Renewal Process for Co-Working Space Users

Step 1: Pre-Renewal Notification

- Three days prior to payment expiration, send client a renewal notification message
- Message should include:
  - Payment expiration date
  - Renewal options (e.g., same plan, upgrade/downgrade)
  - Request for client to confirm renewal intention

General Questions

- Q: When will I receive my renewal notification?
A: "You will receive your renewal notification three days prior to your payment expiration date."
- Q: What information will the renewal notification include?
A: "The renewal notification will include your payment expiration date, renewal options, and a request to confirm your renewal intention."

Step 2: Client Response and Renewal Details

- Receive client response regarding renewal intention
- If client intends to renew, obtain renewal details, including:
  - Renewal period (e.g., 1 month, 3 months)
  - Any changes to work schedule or requirements

Potential Questions and Answers

- Q: How do I respond to the renewal notification?
A: "Please respond to the renewal notification by confirming your intention to renew and providing any updates to your work schedule or requirements."
- Q: Can I change my plan during the renewal process?

A: "Yes, you can upgrade or downgrade your plan during the renewal process. Please indicate your desired changes when responding to the renewal notification."

Step 3: Update Client Records (Excel Sheet)

- Update client details on the designated Excel sheet
- Reflect changes in renewal period, work schedule, or other requirements

Step 4: Invoice Creation and Notification
- Send client details to **Accounting officer** for invoice generation
- Notify client that an invoice has been created
- Inform client to make payment

Potential Questions and Answers

- Q: How will I receive my invoice?
A: "You will be notified that an invoice has been created, and you can make payment accordingly."
- Q: Who should I contact if I have questions about my invoice?
A: "Please contact us on whatsapp or via call at **(+234 916 771 6220)**

Step 5: Payment Confirmation

- Receive payment confirmation on Speedlink WhatsApp number
- Verify payment details
- Forward payment receipt to Accounting Officer for confirmation

Potential Questions and Answers

- Q: How do I confirm my payment?
A: "Please send a payment confirmation to our Speedlink WhatsApp number, and we will verify your payment details."

Step 6: Renewal Completion and Access Update

- Confirm client renewal completion
- Update client's access and information for co-working space usage, if necessary
- Ensure client's Wi-Fi login details remain active or are updated, if necessary

Renewal Completion and Access Update

- Q: How will I know that my renewal is complete?
A: "We will confirm your renewal completion, and your access and information for co-working space usage will be updated, if necessary."
- Q: Will my Wi-Fi login details remain active after renewal?
A: "Yes, your Wi-Fi login details will remain active, or we will update them if necessary, to ensure uninterrupted access to our co-working space."

NB:
The potential questions and quick replies provided in this SOP are exact responses to be used when clients ask similar questions. Please use these responses verbatim when applicable. Clients may not always ask questions in the exact wording provided here, but these responses can still be used to address their inquiries.

Onboarding Process for Pearson VUE Exam Registration and Scheduling

Step 1: Initial Client Contact (Calls, WhatsApp, etc.)
- Receive client inquiry via call, WhatsApp, or other channels
- Respond with a normal greeting
- Request contact information to follow up or provide more information.

WhatsApp Greeting Message/physical
"Good morning/afternoon, sir/ma, welcome to Speedlink Hi-tech Solutions Limited. How can we assist you today?"

Phone Call Greeting Message
"Good morning/afternoon, thank you for calling Speedlink Hi-tech Solutions Limited. My name is [Your Name]. How can I assist you today?"

Requesting Contact Information
1. Listen to their request and take notes.
2. Ask clarifying questions if needed.
3. Request contact information to follow up or provide more information.

Example:
"Thank you for explaining your request. To better assist you, may I please have your name and contact information?"

General Questions
- Q: How do I register for the exam?
A: "To register for the exam, we'll need to collect some information from you. We'll send over a contact form for you to fill out with the necessary details."
- Q: How long does the registration process take?
A: "The registration process typically takes 24 to 48 hours. We'll keep you updated on the status of your registration."

Step 2: Registration and Scheduling
- Ask client if they have already registered for the exam or want to schedule
- If client has paid from their end and wants to schedule, confirm payment details
- If client wants to register, confirm the cost of the particular exam with the client
- Inform client of additional charges: 6% bank charge and 7.5% VAT
- Inform client that pricing varies daily due to rate changes
- Let client know that payment must be made on the same day due to exchange rate changes every day
- Confirm Exam price with the **Exam Administrator**
- Confirm Exchange rate with **Exam Administrator**

Registration and Scheduling
- Q: Have you registered for the exam before?
A: "If yes, we'll schedule the exam for you based on the information you provided."
- Q: How much does the exam registration cost?
A: "The exam registration cost varies depending on the exam. We'll confirm the cost with you."
- Q: Can I pay for the exam later?
A: "Unfortunately, payment must be made on the same day to secure your exam registration."
Q: Based on your charges, how much am I paying in Naira?
A: "Prior to today's rate, you are to pay ₦ [Total Cost] for the exam registration.

Step 3: Calculate Total Cost
- Calculate 13.5% of exam fee (6% bank charge and 7.5% VAT)
- Add calculated amount to exam fee
- Multiply total amount by current exchange rate (if applicable)

1: Calculate 13.5% of $80
80 * 13.5 = 1080

$1080 \div 100 = 10.80$

2: Add $10.80 to $80

$\$80 + \$10.80 = \$90.80$

3: Multiply $90.80 by the current exchange rate

$90.80 × [Current Exchange Rate] = [Converted Amount]

-After calculating the pricing for the exam confirm with the Exam Administrator before sending to Accounting Officer for invoice creation

Payment and Pricing

- Q: Can I get a discount on the exam registration fee?

A: "We don't offer discounts on exam registration fees. However, if you have a voucher code, please let us know and we'll apply it to your registration."

Step 4: Invoice Creation and Notification

- Send client's details and total cost to Accounting Officer for invoice creation
- Inform client that an invoice will be sent for payment

Invoice and Payment

- Q: What payment methods do you accept?

A: "We accept various payment methods, including bank transfer and online payment. We also accept dollar payments, and if you're paying in dollars, please note that you'll need to pay the exact amount of the exam fee in dollars."

Step 5: Detailed Verification of Order

- Verify client's details and exam registration information
- Confirm exam date, time, and location
- Review invoice for accuracy

Order Verification

- Q: How will I receive my exam schedule and details?

A: " you will receive an email with your exam schedule, date, time, and location once your registration is confirmed."

Step 6: Follow-up and Communication
- Follow up with client to confirm receipt of invoice and payment
- Respond to client inquiries and provide updates on exam scheduling and registration
- Ensure client receives necessary information and support throughout the registration and scheduling process

Follow-up and Communication
- Q: How will I receive updates on my exam registration and scheduling?
A: "We'll keep you updated via email and phone calls throughout the registration and scheduling process. Please feel free to reach out to us if you have any questions or concerns."

NB:
The potential questions and quick replies provided in this SOP are exact responses to be used when clients ask similar questions. Please use these responses verbatim when applicable. Clients may not always ask questions in the exact wording provided here, but these responses can still be used to address their inquiries.

Standard Operating Procedure (SOP) for Training

Step 1: Marketing Team Creates Awareness
- The marketing team completes advertising and promotional activities to create awareness for training programs.

General Questions
- Q: What training programs do you offer?
A: List out the trainings to the client
Name: /
- Q: How do I get more information about your training program?
A: "Please let us know which specific training program you're interested in, and we'll provide more details."
NB: Thiers a quick reply for each of the training

Step 2: Customer Relations Team Follows Up
- The customer relations team receives inquiries from interested clients through various channels (social media, WhatsApp, calls, etc.).
- The customer relations team confirms the training program the client is interested in and provides pricing information.
- The customer relations team sends a contact form to the client to gather necessary details.

WhatsApp Greeting Message/physical
"Good morning/afternoon, sir/ma, welcome to Speedlink Hi-tech Solutions Limited. How can we assist you today?"

Phone Call Greeting Message
"Good morning/afternoon, thank you for calling Speedlink Hi-tech Solutions Limited. My name is [Your Name]. How can I assist you today?"
Requesting Contact Information
1. Listen to their request and take notes.
2. Ask clarifying questions if needed.

3. Request contact information to follow up or provide more information.
Example:
"Thank you for explaining your request. To better assist you, may I please have your name and contact information?"
Ask the client questions based on what you see in the client request form (this is for when a client calls)

Registration and Scheduling

- Q: How do I register for the training program?
A: "Please fill out our contact form and we'll guide you through the registration process."
- Q: How much does the training program cost?
A: [Quick Reply on WhatsApp] for each of the training

Step 3: Invoice Creation and Payment

- The customer relations team informs the Accounting Officer of the client's interest in the training program.
- Customer relations team send clients details to Accounting Officer for an invoice.
- The customer relations team informs the client to make payment.
- Customer relations team fills in details of the client on the designated excel sheet for training, eg. How much the client paid, when the payment was made, and for which course etc

Payment and Pricing

- Q: What payment methods do you accept?
A: "We accept various payment methods, including bank transfer and online payment."

Step 4: Onboarding Process by the Training Team

- The customer relations team notifies Training Coordinator of the client's payment.

- The training team sends a congratulatory email to the client with necessary details.
- The training team creates LMS portal login details for the client.
- The training team generates and issues a student ID card.

Onboarding and Support

- Q: What happens after I make payment for the training program?
A: "Our training team will send you a congratulatory email with necessary details, including your LMS portal login details and student ID card."

NB:

The potential questions and quick replies provided in this SOP are exact responses to be used when clients ask similar questions. Please use these responses verbatim when applicable. Clients may not always ask questions in the exact wording provided here, but these responses can still be used to address their inquiries.

Step 5: IT (SIWES) Training Process

- After receiving an inquiry, confirm the student's interest in the IT/SIWES training program.
- Ask the student **which school** they are from to determine the correct price:
  - ₦50,000 for **6 months (Industrial Training)**
  - ₦35,000 for **3 months (Industrial Training)**
- Once the student confirms interest:
  - Send the **IT Form** to the student to fill.
  - After receiving the filled form, send the student's details to the **Accounting Officer** for invoice generation.
  - Log all necessary details into the **designated Excel sheet for IT**, including name, school, duration, payment amount, and date.
  - Introduce the student to their **Training Supervisor**.

    - Inform the student of the **training days (Mondays and Tuesdays, 8 AM – 4 PM).**
    - Instruct the student to come along with their **IT Letter** when reporting for class.

Upon receiving the IT Letter:

1. Generate an **Acceptance Letter** for the student with the existing template used
2. Provide the student with the **IT Terms and Conditions Form** to fill.
3. Take both the Acceptance Letter and Terms and Conditions to the **Training Supervisor** for signature.
4. The Training Supervisor will return the signed **Acceptance Letter** to you to hand over to the student.
5. File the student's **IT Letter** and **Terms and Conditions Form** in the **designated IT file**.

Things to Note

- Always verify the client's or student's interest before sending forms.
- Never discuss prices until you have confirmed the program or school (for IT).
- Always communicate with the **Accounting Officer** for invoice generation and payment confirmation.
- Update all records in the designated Excel sheets immediately after each transaction.
- Ensure every client or student receives a form or document acknowledgment.
- For IT students, all signed documents (IT letter, Acceptance Letter, Terms & Conditions) must be filed neatly.
- Maintain professionalism and clarity in all communication channels.
- Quick replies should be used **verbatim** where applicable.
- Always confirm payment before onboarding or class access.
- Keep supervisors informed of all new training and IT enrolments.

Procedures for Sending Emails via CRM

Purpose:
To guide staff on how to properly create, schedule, and send out any official email communication — including training announcements, onboarding updates, newsletters, or general client messages — **using the CRM platform.**

Note:
This process is **different from the normal way of sending emails via Gmail.** All official bulk or campaign emails must be sent **through the CRM platform**, not personal email accounts.

Procedure:

1. **Login**
   - Open the CRM link for email management and log in to your account.
2. **Create a New Campaign**
   - On the left-hand side of the dashboard, click "New Campaign."
3. **Draft the Email**
   - Type the subject/title of the email.
   - Input the body of the message in the white blank space on the dashboard.
4. **Insert an Image**
   - Click the image icon at the top of the message editor.
   - Click "Upload" → "Choose File" to select your preferred image.
   - After uploading, click "Send to Server."
   - Click OK in the Image Info box — you can resize the image so it doesn't cover the text.
   - Click OK again to insert the image into your message.
5. **Add the Unsubscribe Link**
   - Copy the unsubscribe link and paste it at the bottom of the message you drafted.
6. **Save and Proceed**
   - Click the "Save & Next" button.

7. **Define Recipients**
    - On the left side, under “Define Recipient,” select the subscriber list or individuals you want to send the email to.
    - You can send one campaign at a time, depending on the subscribers you want to reach.
8. **Send the Email**
    - Click “Send Newsletter Now.”
    - After sending, refresh the page and go back to “All Campaigns.”
9. **Duplicate and Reuse a Campaign**
    - To send the same email to another subscriber list:
        - Locate the campaign by its subject title.
        - Click “Duplicate.”
        - Then click “Edit” next to the duplicated campaign.
        - Choose a new recipient list and click “Send Newsletter.”
10. **Add New Subscriber List**
    - Click “View All Lists.”
    - Click “Add New List” and enter the name of the list.
    - To add subscribers, click “Add Subscribers.”
    - Follow the format shown (Name and Email).
    - Download the sample CSV file, edit it with the subscriber details, then return and import the file back into the CRM.

Procedures for Sending SMS (via MyKudiSMS.net)

Note: This process is **different from sending normal text messages on a mobile phone**. All SMS messages are sent through the **MyKudiSMS.net platform**.

Steps:

1. Open the **MyKudiSMS.net** platform and log in with your assigned credentials.
2. On the **right-hand side** of the dashboard, locate the **menu items** and click on **“SMS”**, then select **“Send Bulk SMS.”**

3. Under **Sender ID**, select the preferred ID based on how you want the receivers to identify where the message is coming from.
4. Click on **“Enter Recipient Number”** and type in the phone numbers in this format: `2348078453746,234889943567.`
   - Always put a **comma** between each number.
   - End the last number with a **dot (.)**.
   - **Tip:** It’s best to write out all numbers in a Notepad file first, then copy and paste them into the recipient box.
5. Compose your message and paste it into the **message box**.
6. If you want to **schedule** the message for a later date, check the **“Schedule”** box and select the desired **date and time** for the SMS to go out.
7. Click on **“Select Gateway”** and choose the available gateway displayed on the platform.
8. Finally, click **“Send Now”** if you want to send immediately or at the scheduled time.