# Sample QBR Summary – FinTech Enterprise Client

Client: FinBank Enterprise Solutions

Date: Q2 Review

## Key Objectives

- Increase adoption of transaction analytics dashboard

- Reduce Tier 1 support ticket volume

## Engagement Highlights

- Achieved 72% feature adoption among mid-tier users

- Implemented new self-serve help center reducing tickets by 28%

## Risks & Mitigation

- Risk: Low product stickiness for branch-level users

Mitigation: Role-based training modules and personalized onboarding sequences

## Next Steps

- Expand usage reporting to regional managers

- Pilot automated onboarding flow for new admins