WEEKLY TRAINING REPORT

A round-up of the latest news and updates

PROSPER

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CLARITY ADDED TO SKIP PAY EMAIL TEMPLATES

BAH, HUB-BUG!
PAYMENT REDUCTION
"ERROR" IN HUB FIXED

NEW MACRO TO HELP REPORT PAYMENT REDUCTION ERRORS

WELCOME ABOARD!

2 NEW CX TRAINING
CLASSES THIS WEEK

COMING SOON:
HELP CENTER IS
GETTING A MAKEOVER!

SKIP PAY DISCLOSURE NOW REQUIRED

"Delayed payments are included in the final loan payment unless additional payments are made beforehand."

^We'll need to read this disclosure *verbatim* if a customer wants to sign up for Skip Pay.

Why?

This disclosure helps customers understand how Skip Pay affects their final payment. It'll cut down on complaints, too!



Clarity Added to Skip Pay Email Templates



After launching Skip Pay, we've learned that customers were confused about how it would affect their credit report.

We've updated the existing Skip Pay templates to address these concerns - we've also expanded on how Skip Pay affects balances and payments.

Even if you don't send emails to customers, you may still want to review the templates to get some ideas for talking points.

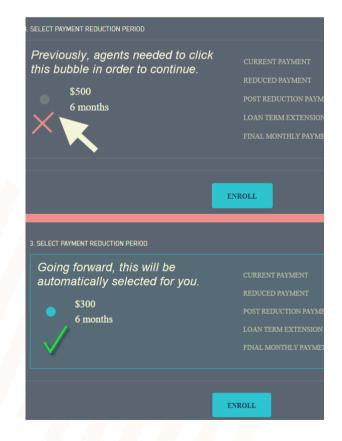
Bah, Hub-Bug! Payment Reduction Enrollment "Error" Fixed

A handful of agents reported an error during the Payment Reduction enrollment process.

Turns out it was all just a misunderstanding.

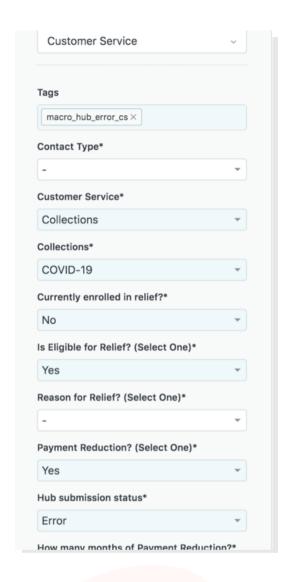
Previously, agents needed to click the bubble in order to continue but wasn't clear for everyone. This led to some confusion and an increase in Payment Reduction error tickets.

Going forward, this will be automatically selected to avoid this inconvenience.



Why was this a problem in the first place?

Originally, we planned on providing multiple Payment Reduction options and engineered the page to function this way. With the automatic selection, it should no longer be an issue.



New Macro to Report Payment Reduction Errors

In the spirit of simplicity, we've created a Zendesk macro that instantly selects all of the relevant fields needed if you're reporting an error with Hub's Payment Reduction enrollment.

Click Apply Macro -> Notation Template -> Customer Service -> Payment Reduction -> Error, and you should be all set!

This makes it so you don't have to spend an excess amount of time clicking through the Zendesk form fields.

Reach out to your manager if there are any other macros you feel may be valuable.

Welcome Aboard! More Classes join the CX Teams

Over the past 2 weeks, we've had several new classes as we continue to bring existing Prosper employees into the magical world of Customer Experience.

We've got some new folks skilled for CS calls and a handful of others that will be working strictly on CAT tickets. Welcome to the team!



COMING SOON

A BIG-TIME

HELP CENTER MAKEOVER



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CONTAC

prosper-demohelp > I'm an existing customer

Search by keyword

Personal Loan SEE ALL >



YOUR ACCOUNT

Your profile / application
Change your password
Uploading documents
Account security



PAYMENT

Monthly payments
Change due date
AutoPay
Costs / Fees



CO-APPLICANT

Getting started

Account and password

Uploading documents



LEARN MORE

Learning Center

We're upgrading both the internal and customer-facing designs. More info to come!