

WEEKLY TRAINING REPORT

A round-up of the latest news and updates

PROSPER

SKIP PAY DISCLOSURE NOW REQUIRED

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SKIP PAY EMAIL
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**BAH, HUB-BUG!
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**NEW MACRO TO HELP
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**WELCOME ABOARD!
2 NEW CX TRAINING
CLASSES THIS WEEK**

**COMING SOON:
HELP CENTER IS
GETTING A MAKEOVER!**

"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.

The image displays two screenshots of a web interface for selecting a payment reduction period. Both screenshots show a list of options on the right: CURRENT PAYMENT, REDUCED PAYMENT, POST REDUCTION PAYMENT, LOAN TERM EXTENSION, and FINAL MONTHLY PAYMENT.

Top Screenshot (Previously): The title is "2. SELECT PAYMENT REDUCTION PERIOD". The text says "Previously, agents needed to click this bubble in order to continue." The selected option is "6 months" with a radio button that is unselected and has a red 'X' over it. The "ENROLL" button is visible at the bottom.

Bottom Screenshot (Going forward): The title is "3. SELECT PAYMENT REDUCTION PERIOD". The text says "Going forward, this will be automatically selected for you." The selected option is "6 months" with a radio button that is automatically selected (filled with blue) and has a green checkmark next to it. The "ENROLL" button is visible at the bottom.

The image shows a screenshot of a Zendesk macro configuration interface. At the top, there is a dropdown menu for 'Customer Service'. Below it is a 'Tags' section with a text input field containing 'macro_hub_error_cs' and a close button. The 'Contact Type*' dropdown is set to '-'. The 'Customer Service*' dropdown is set to 'Collections'. The 'Collections*' dropdown is set to 'COVID-19'. The 'Currently enrolled in relief?*' dropdown is set to 'No'. The 'Is Eligible for Relief? (Select One)*' dropdown is set to 'Yes'. The 'Reason for Relief? (Select One)*' dropdown is set to '-'. The 'Payment Reduction? (Select One)*' dropdown is set to 'Yes'. The 'Hub submission status*' dropdown is set to 'Error'. At the bottom, there is a partially visible dropdown for 'How many months of Payment Reduction?*'.

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

PROSPER
HELP CENTER

BORROW ▾

INVEST ▾

CONTACT

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!