



Frequently Asked Questions (FAQs)

ABOUT THRIVE MOMENTUM:

1. What is Thrive Momentum?

Thrive Momentum is a global consulting firm specializing in optimizing customer-facing aspects of businesses, including customer support, sales training, customer success, and call center operations.

2. Who is Thrive Momentum's target audience?

Our primary audience includes startups, MSMEs, professionals, and entrepreneurs seeking growth and excellence.

3. How can Thrive Momentum help my business?

We provide tailored solutions to address common challenges, such as customer dissatisfaction, operational inefficiencies, and stagnant sales, equipping you with the skills, strategies, and resources needed for success.

SERVICES OFFERED:

4. What services does Thrive Momentum offer?

Our core services encompass:

- Customer Experience & Business Consultation
- Setting up and optimizing customer support & customer success call centers
- Corporate training
- Individual certificate courses
- Coaching for customer experience leadership

5. Can Thrive Momentum customize its services for specific client needs?

Yes, our approach is highly customizable, allowing us to tailor solutions to address your unique challenges and goals.

ENGAGING WITH THRIVE MOMENTUM:

6. How does Thrive Momentum work with organizations?

We collaborate with organizations through partnership and collaboration on decision-making, creating informal yet structured settings for engagements.

7. Can I access Thrive Momentum's services online?

Our website is currently under development and will be live soon.

PAYMENTS AND DATA PROTECTION:

8. What payment methods do you accept for your services?

We accept various payment methods, including credit and debit cards, bank transfers, and Mobile money (mPesa).

9. How do you protect my personal and business data?

We prioritize data protection and implement robust security measures, including encryption and access controls.

10. What data do you collect from clients, and do you share it with third parties?

We collect necessary data for service delivery and do not share it with third parties without your consent.

11. How do you ensure compliance with data protection regulations, such as GDPR?

Thrive Momentum complies with applicable data protection regulations, protecting your data rights and privacy.

12. Can I access or update my personal information in your records?

Yes, you have the right to access and update your personal information.

13. What is your data retention policy?

We retain data only as long as necessary and in compliance with legal requirements.

14. How do you handle data breaches or security incidents?

We have procedures in place to respond to and notify affected parties in case of data breaches.

15. Is my data used for marketing without my consent?

We respect your preferences and do not use your data for marketing without your consent.

16. Where can I find more information about your data protection practices?

Detailed information is available in our Privacy Policy on our website.

Feel free to contact us for any additional inquiries or specific questions. We're here to support your journey to success.