

## Lesson 3 — Partial Simulation

Session 3 of 8 | Duration: 60 min | Artifact: 90-sec walkthrough of the issues & resolutions beat

### Purpose

Drill the issues & resolutions beat — the language-densest segment, where most B1 speakers run into trouble (and where Mobily's credibility is won or lost).

### Phases

Time	Phase	Trainer does
0:00–0:05	Warm-up	Revisit the five-beat structure on screen. Show the language bank from L2.
0:05–0:20	Brief the segment	Hand out the L4 account preview (below). Today learners do only the issues & resolutions beat — 90 seconds.
0:20–0:35	Planning	Each learner notes their 2–3 issues and the matching resolutions. Language bank visible. Each issue must be paired with a resolution — never named alone.
0:35–0:55	Performance	Each learner records a 90-sec issues & resolutions beat for the same account.
0:55–1:00	Close	One observation on language: where the issue-resolution pairing held; where it broke. Save recordings.

### Scripted teacher language

*"You're not doing the full QBR today. Only the issues & resolutions beat. 90 seconds."*

*"Every issue gets a resolution. Never name an issue alone. 'We had an outage in March' is not enough — pair it with 'the root cause was X, and we've done Y about it.'"*

*"Language bank stays visible. Use the phrases."*

### Account — issues & resolutions beat only

**Account preview:** Najm Insurance — enterprise account, 18 months into a 36-month contract. 2,400 mobile lines, dedicated MPLS, SD-WAN across 12 branches, recently migrated to Mobily Cloud Voice. The full account is handed out in L4. For now, focus only on the issues this quarter:

- Major outage in month 5 — 6h 30min on the dedicated internet at HQ, root cause: provider edge router fault
- Recurring international call quality issues on the new cloud voice platform — affected the Cairo and Dubai dial-outs specifically, ~15 tickets across the quarter
- SD-WAN rollout running 4 weeks behind schedule — 8 of 12 branches live, 4 outstanding

Resolutions on the table:

- HQ outage: SLA credit of SAR 42,000 issued, edge router replaced, dual-router redundancy now provisioned

- International call quality: codec changed to G.722, regional carrier swap completed in week 8 of the quarter, no tickets in last 6 weeks
- SD-WAN: dedicated project manager assigned, remaining 4 branches scheduled for the first three weeks of next quarter

**The segment:** Walk through the issues & resolutions beat only. 90 seconds. Name the top 2–3 issues. Pair each with a resolution.

## Between-session work

No homework. The full L4 account brief will be handed out next session for fresh reading.

## Artifact

90-sec recording per learner, issues & resolutions beat only. Save as  
Mobily\_[Segment]\_[LearnerID]\_QBR\_L3\_YYYY-MM-DD.