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everything payments

DIGITAL BANKING TRANSFORMATION & AGENCY NETWORK MANAGEMENT

COURSE OVERVIEW

The future of financial services lies in the seamless integration of digital innovation and agency network operations. This program combines two critical dimensions of modern banking: the strategic shift toward digital financial services and the operational excellence required to manage external agent networks.

The course equips participants with a holistic understanding of how banks and financial institutions can modernise their services while maintaining robust agent-driven distribution channels. Learners will explore emerging trends in digital transformation—such as mobile banking, digital payments, and customer-centric innovation—while also developing practical skills to oversee agent networks effectively.

Key areas of focus include:



Digital Transformation in Banking & Financial Services: understanding new technologies, customer expectations, and strategic frameworks driving digital change.



Agency Network Oversight & Operations: managing liquidity, compliance, compensation, monitoring, and agent relationships to ensure reliable last-mile service delivery.



By bridging strategic transformation with operational execution, the course ensures participants are well-prepared to drive both innovation and sustainability in financial services.



TARGET AUDIENCE

- Bank managers and digital transformation teams
- Agency network managers, coordinators, and supervisors
- Mobile money and digital banking specialists
- Compliance, risk, and operations staff
- Policymakers and financial inclusion practitioners
- Anyone seeking to strengthen both strategic and operational capabilities in digital banking and agent networks



VALUE PROPOSITION



FOR PARTICIPANTS

- ✓ Gain a dual perspective: strategic (digital transformation) + operational (agent network management).
- ✓ Develop practical skills to lead digital change while ensuring agency channel effectiveness.
- ✓ Understand global and regional best practices, tailored to the realities of the region and similar markets.
- ✓ Build leadership capacity to balance innovation, compliance, and service delivery.
- ✓ Earn a certificate of completion that strengthens professional and career credibility.



FOR INSTITUTIONS

- ✓ Build capacity to deliver reliable, modern, and inclusive financial services.
- ✓ Strengthen both digital transformation initiatives and agent-driven distribution models.
- ✓ Reduce risks linked to compliance, liquidity shortages, and underperforming agents.
- ✓ Improve customer satisfaction through innovative, well-supported channels.
- ✓ Position the institution as a leader in financial inclusion and digital banking.

AT A GLANCE

	Delivery	Online LMS
	Audience	Banks, Fintechs, MNOs, Retail FS, Payment Service Providers
	Region	Africa & Similar Markets
	Format	Blended Learning (Self-Paced Online + Resources)
	Assessments	Included
	Certification	Included
	Duration	Self-Paced (Approx. 30 Hours)
	Language	English

COURSE MODULES

01



Module 1

The Future of Banking & Financial Services

02



Module 2

Frameworks for Digital Transformation

03



Module 3

Digital Products, Channels & Customer Journeys

04



Module 4

Agency Networks in Digital Finance

05



Module 5

Liquidity & Risk Management in Agent Networks

06



Module 6

Monitoring, Performance & Data-Driven Oversight

07



Module 7

Compensation, Motivation & Incentive Structures

08



Module 8

Relationship Management & Support Services



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