

Puzzel Admin Portal

Training Overview



Overview

This course provides you with the theoretical and practical knowledge you need to successfully manage and configure the Puzzel Admin Portal.

This training presents a blend of administration information and hands-on experience. An expert trainer will work with you to guide you through the platform.

Aims and Objectives

Aims of lesson

The purpose of the training day is to ensure you acquire the skills and knowledge required to confidently manage the Puzzel Admin Portal. The training aims to teach the participants the key features, while also being able to configure independently the Admin Portal, to support those using the Puzzel Agent Application.

Objectives

- ✓ Sign in and demonstrate an understanding of the features available on the homepage
- ✓ Demonstrate how to set up users, user groups and profile templates
- ✓ Navigate the core tabs within the platform
- ✓ Set up a wallboard
- ✓ Create and run basic reports
- ✓ Demonstrate the ability to use the features within the services tabs





Training Course Format

The Puzzle Admin Portal training course is for 1 day and can be delivered in either a traditional classroom format or within a virtual classroom.

Agenda

Introduction/Aims and objectives

Icebreaker

What is Puzzle CC?

About Administration Portal

Home Page

Queue Overview

Ticker

Ticker Services

Ticker Queues

Ticker User Group

Ongoing Requests

Wallboard

Details about Agent Statuses

Users

Pause Reasons

Resource Filters

Products

Access Control

Change Log/Access Log

Call Flow Tool

Services

Time

Audio

Service variables

KPI Alarm

Silent Monitoring

Summary

