Agent Application Training Block Training

Overview

This course provides you with the theoretical and practical knowledge you need to successfully manage and deliver the training for the Puzzel Agent Application.
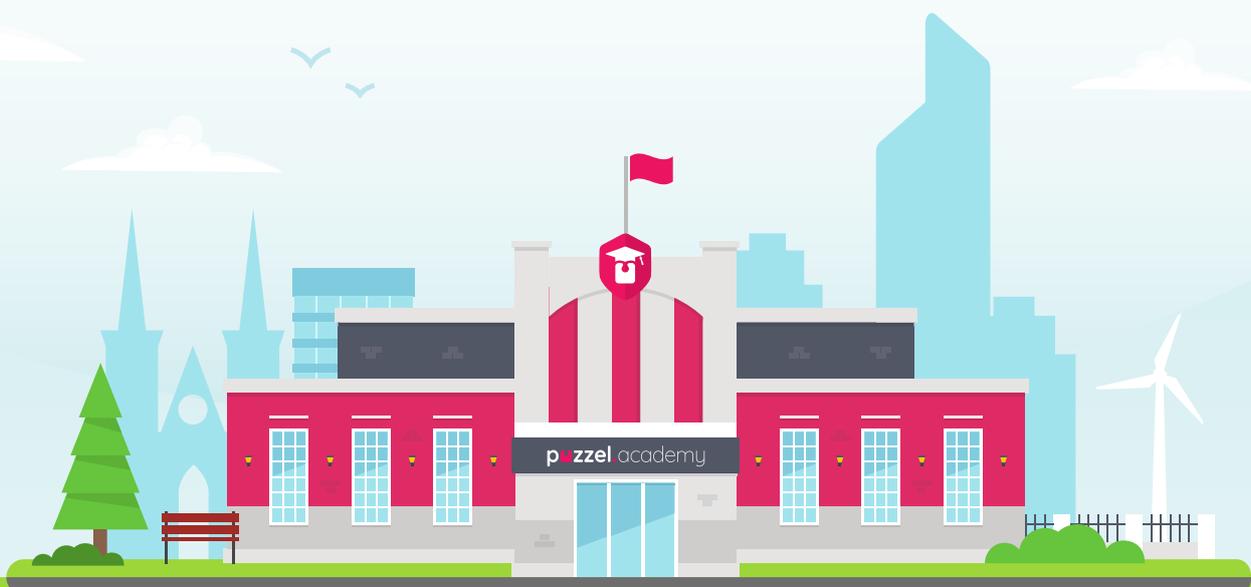
This training presents a blend of administration information and hands-on experience.

Aims of lesson

The purpose of the training day is to ensure you acquire the skills and knowledge required to be confident in using the Agent Application. The training aims to allow participants to learn the key features of the product and how these will benefit the requirements of their role.

Objectives

- ✓ Sign in and demonstrate how to login and log out of different profiles

- ✓ Identify different tabs and build their own dashboard with relevant tabs

- ✓ Demonstrate how to receive and make a call through the application

- ✓ Practice how to receive and respond to written requests

Training Course Format

The Puzzel Agent Application course is for 1 and ½ hours and can be delivered in either a traditional classroom format or within a virtual classroom.

Agenda

Introduction/Aims and objectives

Icebreaker

What is Puzzel?

Signing in/Logging in

Tabs

Menu

Receiving a call

Making a call

Written requests

Summary