

Call Flow Tool Training

Training overview



Overview

This course is based on the use of the Call Flow Tool found within the Puzzel Admin Portal. The training provides you with the practical knowledge you need to successfully build your own fundamental call flow map and have the basic skills to analyze and potentially edit a more detailed map.

This training represents a blend of comprehension, analytical study, and hands-on experience.

Aims and Objectives

Aims of lesson

The purpose of the CFT training day is to ensure you acquire the skills, knowledge, and experience required to build and manage a call flow map and pass the Puzzel accreditation CFT exam.

Objectives

- ✓ Demonstrate they comprehend what is the Call Flow Tool
- ✓ Identify all the CFT module types and what they are used for.
- ✓ Build a basic map using standard and advanced modules
- ✓ Analyse an advanced CFT map
- ✓ Demonstrate how to use the Call Flow Tool
- ✓ Complete the accreditation exam





Training Course Format

The Call Flow Tool training course is for 1 day and can be delivered in either a traditional classroom or using a virtual classroom format.

Agenda

Introduction/Aims and objectives

Icebreaker

General CFT Understanding

Basic modules

Stage 1 of building a map

Advanced modules

Task 2 – adding advanced modules

Analyse a complex map

Edit a complex map

Exam prep

Exam

Exam review

Summary

