# Train the Trainer
## Puzzel Agent Application

## 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.
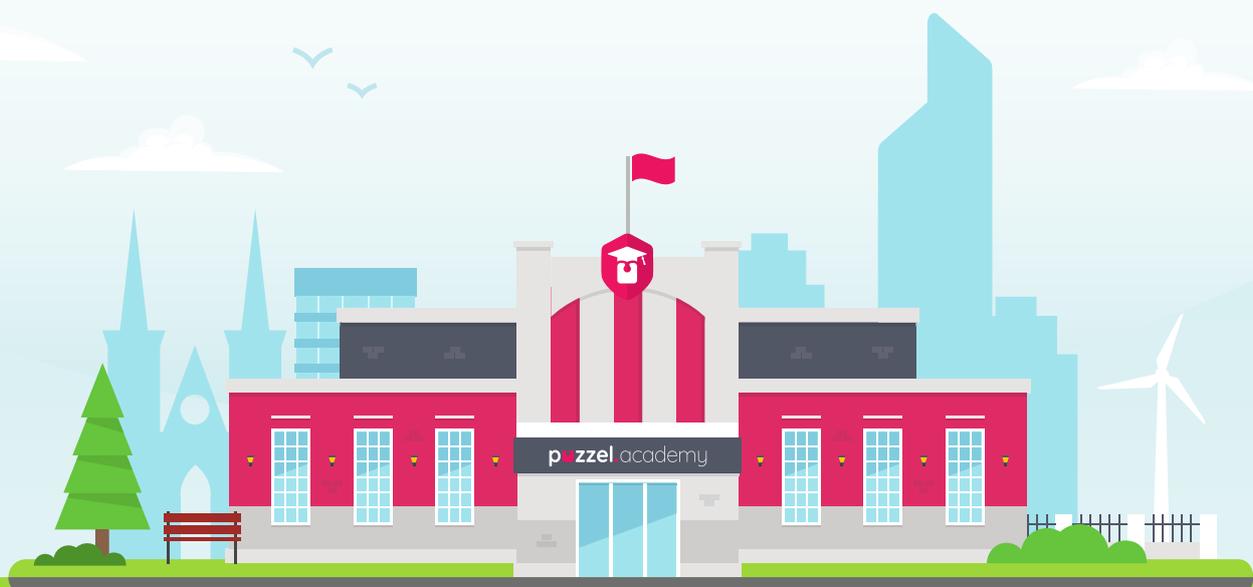
This training presents a blend of administration information and hands-on experience. An expert trainer will work with you to guide you through the course materials and how to deliver the training to others.

## 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 empower you to deliver a high standard of training to your own employees using our own support materials and resources.

### Objectives

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

- Demonstrate how to answer and forward calls

- Practice how to receive and respond to written requests

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

- Empower clients to deliver training using materials and resources

# Training Course Format

The Puzzel Agent Application Train the Trainer course is for 1 day and can be delivered in either a traditional classroom format or within a virtual classroom.

## Agenda

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| Introduction/Aims and objectives |
| Icebreaker |
| What is Puzzel? |
| Signing in/Logging in |
| Tabs |
| Menu |
| Receiving a call |
| Making a call |
| Written requests |
| Materials for training |
| Summary |