

Puzzel Academy (Learning Management System)

The Puzzel Academy is our online Learning Management System (LMS), where you can find a range of interactive short courses on our Puzzel Contact Centre, Puzzel WFM and Puzzel Ticketing solutions, as well as extra digital resources designed to support your professional development. The activities take between 15 and 40 minutes to complete and can be accessed anywhere, at any time and on any device. Managers can also track agents' progress with insight into which courses they've completed and where any knowledge gaps may lie.

The benefit of the Puzzel Academy is that it's always available online for anyone who needs it. While some of our customers use it as a standalone training platform, others use it in conjunction with face-to-face sessions for a more blended approach to learning

The whole portal has been designed with learners top of mind, with little elements of gamification, such as badges and progress bars, to help keep them engaged and on track

All new Puzzel customers currently receive one free pass to the Puzzel Academy, which expires after 60 days. Existing customers may purchase passes either in a starter pack of 10 or in bulk batches. All passes are subject to either a 12-month contract or similar CCP contract.

To experience the Puzzel Academy for yourself, apply for your free pass [here](#)

If you are already a member and have been given user credentials, you can login to Puzzel Academy [here](#)