

Puzzel Workforce Management

This section has QnA for all customer queries and also provides you with a link to the User guide section for a further read. The Questions are divided into several sections for ease of finding the answers as listed below:

- Dashboard
- Forecasting
- Scheduling and Adherence
- People
- <u>Vacation/Holidays</u>
- <u>Settings</u>
- <u>Agent portal</u>