

Partner Technical Training

Puzzel Contact Centre – Implement Program

Length : 3 days

Maximum number of participants: 8 people

Audience: Engineer

Puzzel Contact Centre – Implement. This is a three day implementation program which is aimed at empowering engineers through workshops and training, to work with clients and identify how to set up and implement the best PPC solution for their needs. This course is only available to partners and not for clients that have been sold through partners.

Puzzel Contact Centre – Train the Trainer Program

Length : 3 days

Maximum number of participants: 8 people

Audience: Trainer

Puzzel Contact Centre – Train the Trainer Training. This is a three day train the trainer course. It covers training for the administration portal, call flow tool and the agent application. Suited for trainers, it includes all lesson plans and documentation needed to deliver the training course. This course is only available to partners and not for clients that have been sold through partners.

Puzzel Workforce Management – Implementation Training

Length : 2 days

Maximum number of participants: 8 people

Audience: Consultant/ Engineer

Puzzel Workforce Management – Implement Training. This is a two-day course aimed at consultants and Engineers. The aim of the training is to empower partners with the skills and knowledge to implement WFM for their clients and train other users on how to use the WFM platform. The course includes all lesson plans and documentation needed to implement and deliver the training course. This course is only available to partners and not for clients that have been sold through partners.

Puzzel Workforce Management – Train the Trainer Training

Length : 1 days

Maximum number of participants: 8 people

Audience: Trainer

Puzzel Workforce Management – Train the Trainer Training. This is an one day course aimed at trainers. The aim of the training is to empower partners with the skills and knowledge to train other users on how to use the WFM platform. The course includes all lesson plans and documentation needed to implement and deliver the training course. This course is only available to partners and not for clients that have been sold though partners.

Puzzel Case Management – Implementation Training

Length : 2 days

Maximum number of participants: 8 people

Audience: Engineer

Puzzel Case Management – Implementation Training. This is a two-day course aimed at consultants and Engineers. The aim of the training is to empower partners with the skills and knowledge to implement Case Management for their clients and train other users on how to use the Case Management platform. The course includes all lesson plans and documentation needed to implement and deliver the training course. This course is only available to partners and not for clients that have been sold though partners.

Puzzel Case Management – Train the Trainer Training

Length : 1 days

Maximum number of participants: 8 people

Audience: Trainer

Puzzel Case Management – Train the Trainer Training. This is a one day course aimed at trainers. The aim of the training is to empower partners with the skills and knowledge to train users on how to use the Case Management platform. The course includes all lesson plans and documentation needed to implement and deliver the training course. This course is only available to partners and not for clients that have been sold though partners.

Puzzel Contact Centre – Statistics Training

Length : Half day only

Maximum number of participants: 8 people

Audience: Engineer

Partners Statistics training. This training is for ½ day and is aimed at engineers to train them how to run reports, analyse r data, help solve problems and optimise the processes. The training reviews the different types of standard reports, what are the three tiers levels of reporting as well as reporting periods and subscriptions. This course is only available to partners and not for clients that have been sold though partners.