

# Admin Case Management Training



## OBJECTIVES

By the end of the session attendees will be able to:

- ✓ Demonstrate how to use and navigate the Puzzel Case Management (Ticketing) platform
- ✓ Manage system permissions
- ✓ Demonstrate channel management
- ✓ Allocate tickets to other agents
- ✓ Understand how to work with GDPR requirements
- ✓ Demonstrate ticket management
- ✓ Organise working hour schedules

Managers will explore Puzzel's Case Management platform and learn how to achieve and maintain a great team set-up for your organisation.

## TARGET AUDIENCE

Team leaders, supervisors, managers and administrators

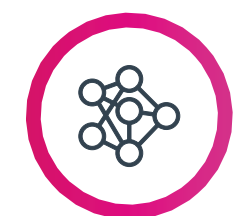
## OVERVIEW

This course provides administrators with the skills they need to manage and maintain their Puzzel Case Management system. Participants will learn how to get around the platform, explore and understand all the key areas including General System Settings, Channel Settings, Working Hours, Teams, Production Rules, User Settings, System and Team Roles, Dashboard, Categories and Forms. Demonstrations and discussions throughout.

## DELIVERY OPTIONS



Face to face



Blended Approach

## DURATION



1 day

## GROUP SIZE



1-8

\* Training will vary and dependent on package purchased

\* Timeframe also includes Agent Training

puzzel.