

Admin Portal Training

OBJECTIVES

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

- ✓ Set up skills, queues and queue display settings
- ✓ Demonstrate how to set up users, user groups and profile templates
- ✓ Edit time and audio modules
- ✓ Configure and manage access control
- ✓ Navigate the core tabs within the platform
- ✓ Create and run basic reports
- ✓ Demonstrate the ability to use the features within the services tabs
- ✓ Create and modify dashboards to provide a holistic view of current performance

* Training will vary and dependent on package purchased

Our step-by-step programme will teach managers how to administer their PCC solution, understand the key features, and use our resource pack to test their knowledge as they go.

TARGET AUDIENCE

Team leaders, supervisors, managers, administrators and engineers

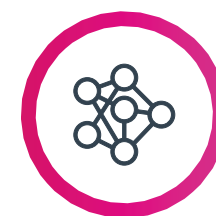
OVERVIEW

This course provides contact centre leaders with the theoretical and practical knowledge they need to successfully manage and configure the Puzzel Admin Portal. Participants will explore the key features of the portal, including queues, wallboards and tickers and learn how these can support them in their role.

DELIVERY OPTIONS



Face to face



Blended Approach

DURATION



1 day

GROUP SIZE



1-8

