

# Admin Statistics Training



## OBJECTIVES

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

- ✓ Demonstrate how to download a standard report
- ✓ Understand the difference between the three tiers of reporting
- ✓ Run numerous standard reports
- ✓ Create a subscription report
- ✓ Create a custom report
- ✓ Generate automated reports for your teams

Our experienced trainer will guide you through Puzzel's reporting functionality, with expert tips tailored to your business.

## TARGET AUDIENCE

Team leaders, supervisors, managers and administrators

## OVERVIEW

**PLEASE NOTE: This course can be tailored to cover either Puzzel Contact Centre or Puzzel Case Management.**

This course explores the different types of standard reports available in the Puzzel Customer Service Platform. Using their own portal, participants will learn the three tiers of reporting, as well as how to set reporting periods and subscriptions. Each person will take away a basic knowledge of creating both standard and customised reports and the ability to analyse their data.

## DELIVERY OPTIONS



Face to face



Blended Approach

## DURATION



2 hours

## GROUP SIZE



1-8

\* Training will vary and dependent on package purchased

puzzel.