

Adv Admin Call Flow Tool Training

OBJECTIVES

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

- ✓ Demonstrate comprehension of the Call Flow Tool (CFT)
- ✓ Identify all the CFT module types and what they are used for
- ✓ Build a basic map using standard and advanced modules
- ✓ Analyse an advanced CFT IVR

Engineers will work with our experienced trainer to build and analyse a testing sandbox, enabling them to test and develop their skills without affecting your platform.

TARGET AUDIENCE

Advanced administrators, engineers and those that program and manage the platform

OVERVIEW

This course equips engineers and advanced administrators with the skills they need to build successful call flow maps using Puzzel's Call Flow Tool. Participants will learn how to build and edit basic maps, as well as analyse advanced Interactive Voice Response (IVR) systems. This training includes a blend of comprehension, analytical study, and hands-on experience.

DELIVERY OPTIONS



Face to face



Blended Approach

DURATION



1 day

GROUP SIZE



1-8



* Training will vary and dependent on package purchased