

Agent Application Training

OBJECTIVES

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

- ✓ Sign in and demonstrate how to log in and log out of different profiles
- ✓ Demonstrate how to receive and make a call through the application
- ✓ Understand how to forward a call
- ✓ Practice how to receive and respond to written requests
- ✓ Identify different tabs and build a dashboard with relevant tabs
- ✓ Learn how to receive a webchat and interact with a customer
- ✓ Recognise the different tabs in Agent Assist

Agents will learn top tips from our experienced trainer on how to build their skills, get the most out of your platform, and reach your organisation's full potential.

TARGET AUDIENCE

Contact centre agents and other Agent Application users

OVERVIEW

This course equips agents with the knowledge and skills they need to become confident users of Puzzel's Agent Application. Participants will explore the key features of the platform and learn how these can support them in their role, with demonstrations and activities throughout.

DELIVERY OPTIONS



Face to face



Blended Approach



1.5 hours



1-15



* Training will vary and dependent on package purchased