Agent Case Management
Training

Ticketing Training
Client Training
CERTIFIED

Agents will develop their ticketing skills through group activities and real-life scenarios led by our experienced trainer.

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 a personal address book and understand how to store and edit contacts

✓ Forward tickets to other agents

✓ Add attachments and attributes to agents

✓ Demonstrate functionality of the platform

TARGET AUDIENCE

Contact centre agents or staff handling tickets through the Puzzel Case Management platform

OVERVIEW

This course provides agents with the practical knowledge they need to successfully use Puzzel's Case Management platform. Participants will learn how to manage tickets, reply, forward, search, add notes attributes and attachments, utilise their address book and dashboard. This training includes a blend of comprehension, analytical study, and hands-on experience.

DELIVERY OPTIONS

Face to face   Blended Approach

DURATION

2.5 hours

GROUP SIZE

1-15

* Training will vary and dependent on package purchased

puzzel.