

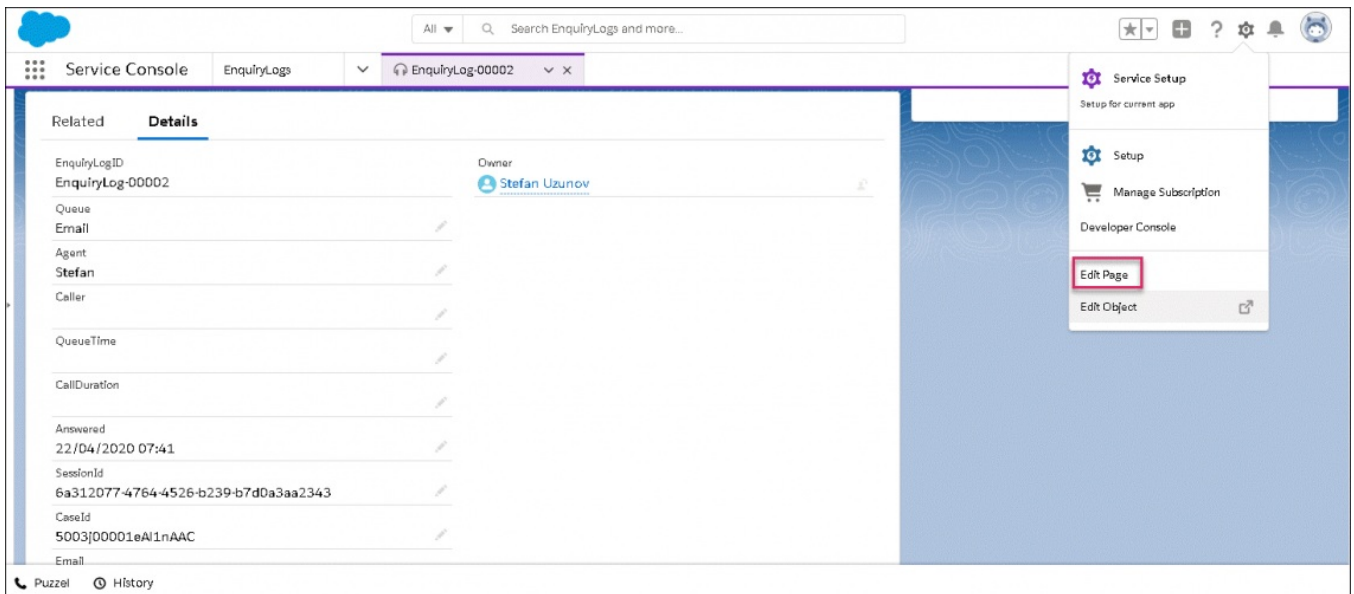
Configuring record viewer in Salesforce

The record viewer allows you to view chat transcripts and listen to call recordings archived in the Puzzel application. It is a passive tool which simply permits you to access the archive after having authenticated into the Puzzel Application. By making the records available within Salesforce, the agents can go through the previous interactions with the customer and provide a greater customer service.

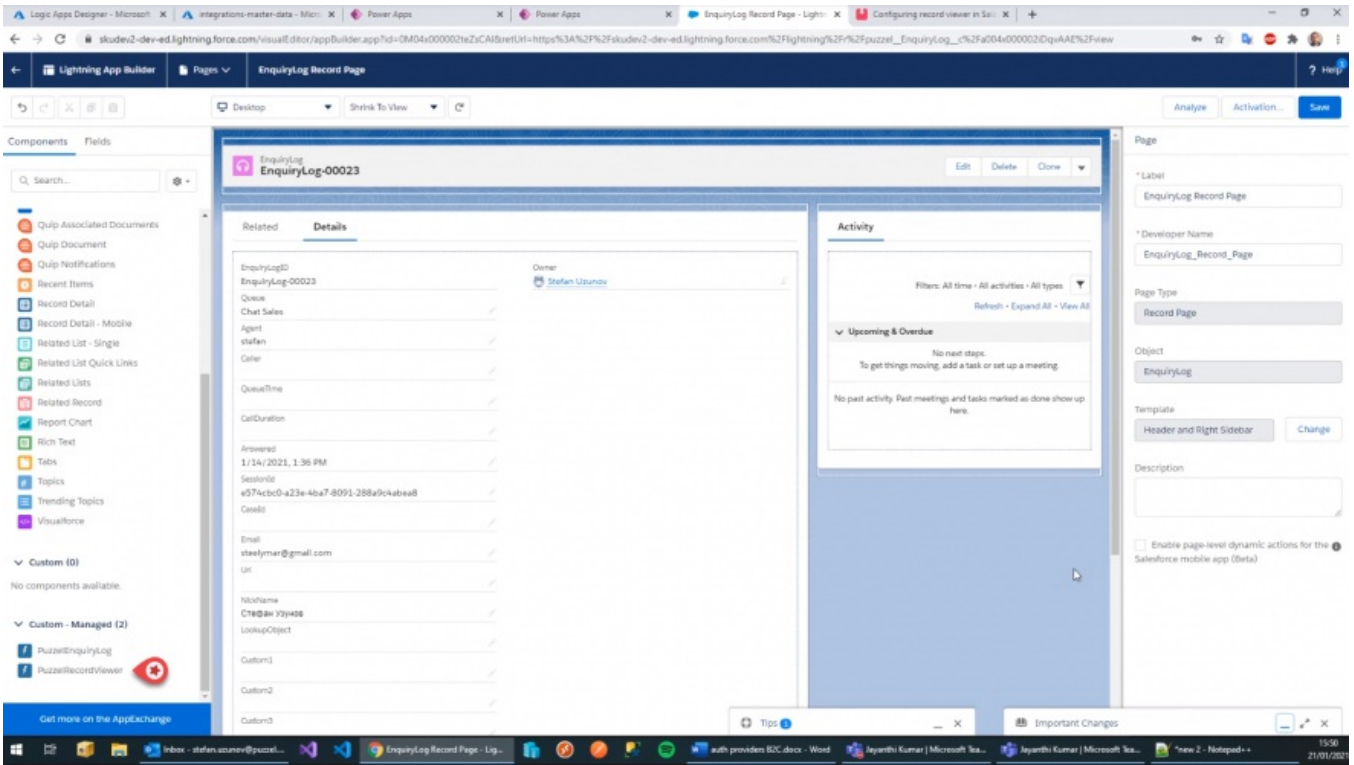
Adding the component to EnquiryLog page

To add the record viewer component to the EnquiryLog page, you need to:

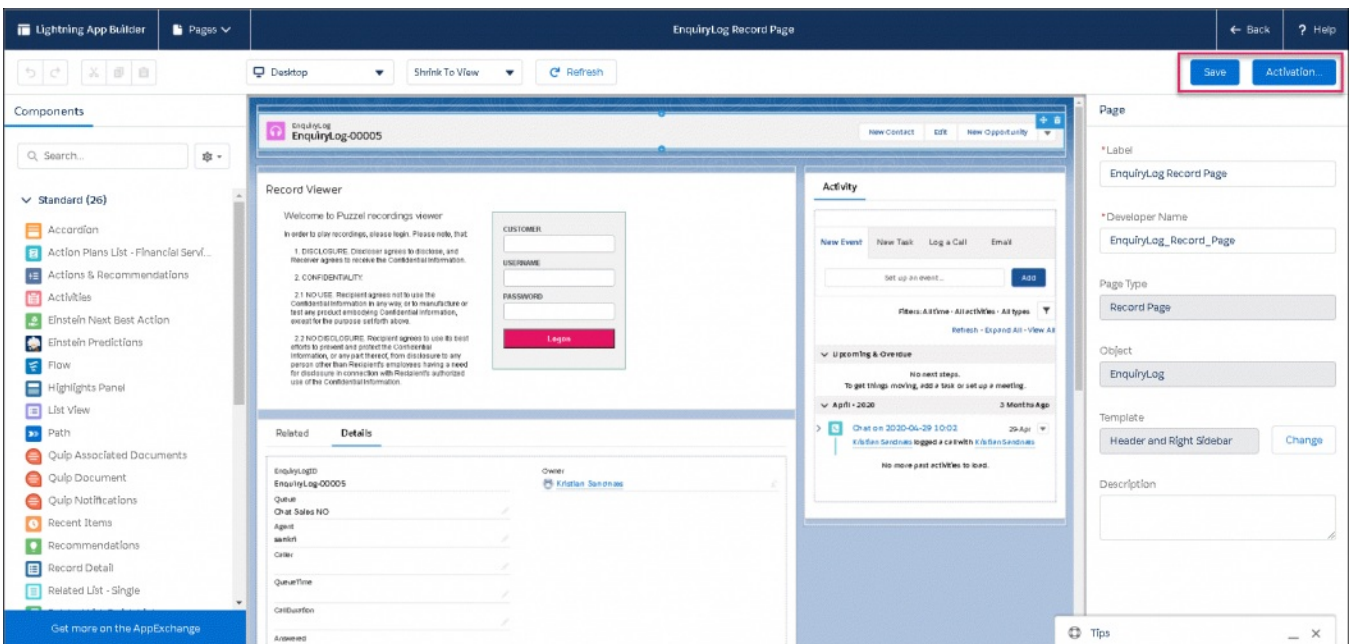
1. Open any EnquiryLog page and navigate to the **Setup** option in the toolbar at the top right corner of your screen and select **Edit Page** option. This will open the Page designer screen



2. In the **Components** option, under the **Custom-Managed** section in the left panel, look for the **PuzzelRecordViewer**



3. Drag the component and place it in the centre panel where you would like the record viewer to be displayed



4. Save and Activate the page

If you now open any enquiry log page, you will be able to see the PuzzelRecordViewer component. Enter the Puzzel credentials to gain access to the archive.

The screenshot displays the 'EnquiryLog-00069' interface. At the top, there are navigation tabs for 'Agent', 'Sonia', 'Caller', 'Queue', 'Chat', 'CallDurationFriendly', 'QueueTimeFriendly', and 'SessionID'. Below this is a 'Record Viewer' section containing a 'puzzel.' login form with fields for 'customer', 'username', and 'password', and a 'Login' button. To the right is an 'Activity' sidebar with options for 'New Event', 'New Task', 'Log a Call', and 'Email'. Below the activity sidebar is a table of 'Related Details' with columns for 'EnquiryLogID', 'EnquiryLog-00069', and 'Owner'. The table lists various attributes like Queue, Chat, Agent, Sonia, Caller, QueueTime, CallDuration, Answered, SessionID, CaseID, and Email. At the bottom left, there are 'Phone' and 'History' icons.

Example Call Recording for the Enquiry Log

The screenshot displays the 'EnquiryLog-00058' interface. At the top, there is a header with a headset icon and the text 'EnquiryLog EnquiryLog-00058'. Below this is a 'Record Viewer' section featuring a video player for 'Part 1(queue_support)'. The video player shows a progress bar at '0:00 / 2:21' and includes play, volume, and menu icons. Below the video player is a 'Logout' link.

Example Chat transcript for an Enquiry Log

EnquiryLog
EnquiryLog-00069
New Contact Edit New Opportunity

Agent	Caller	Queue	CallDurationFriendly	QueueTimeFriendly	SessionId
Sonia	Chat	Chat			3b42771f-d04e-45f7-9b03-741cc3774382

Record Viewer

General Survey

Q_chat_order

Chat started at: 2/11/2022, 6:35:25 AM

Name: Sonia - Sonia
ID: 3b42771f-d04e-45f7-9b03-741cc3774382

2022-02-11T05:34:49.5300000Zhttps://productdemo.puzzel.com/se/kontakta-oss/Kontakta-Oss

Sonia - Sonia 06:35 AM

Haj, miti naman ar Sonia? Har ken jag stä till tjänst?

Sonia, Puzzel Support 06:35 AM

Related Details

EnquiryLogID	Owner
EnquiryLog-00069	Sonia - Sonia
Queue	Chat
Agent	Sonia
Caller	Chat
QueueTime	
CallDuration	
Answered	2022-02-11 06:35
SessionId	3b42771f-d04e-45f7-9b03-741cc3774382
CaseId	
Email	sonia.sonia@puzzel.com

Activity

New Event New Task Log a Call Email

Set up an event... Add

Filters: All time • All activities • All types Refresh • Expand All • View All

Upcoming & Overdue

Chat on 2022-02-11 06:35

Sonia - Sonia logged a call with Sonia - Sonia 11 Feb

No past activity. Past meetings and tasks marked as done show up here.