

Call handling

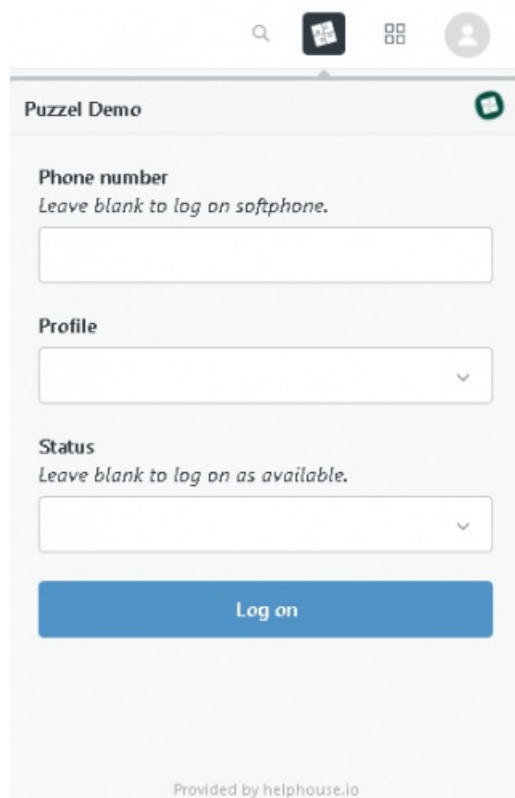
The call handling part of the application can be found in the top bar of Zendesk Support.

Logging on a profile

To log on to a profile, open the application in the top bar.

To log on using a mobile or landline phone, type in the phone number of the phone you want to use. If you want to log on using Puzzel's softphone, leave the field blank.

From the profile drop-down, select the profile you want to log on to. If you want log on in a pause status, select a status from the status drop-down menu. Leaving the field blank will log you on as available. Click logon.



The screenshot shows a web application interface for 'Puzzel Demo'. At the top, there is a navigation bar with a search icon, a puzzle icon, a grid icon, and a user profile icon. Below this, the main form is titled 'Puzzel Demo' and contains three input fields: 'Phone number' with the instruction 'Leave blank to log on softphone.', 'Profile' with a dropdown arrow, and 'Status' with the instruction 'Leave blank to log on as available.' and a dropdown arrow. A blue 'Log on' button is positioned below these fields. At the bottom of the form, it says 'Provided by helphouse.io'.

Setting status

When logged on to a profile you can set your pause status from within the application. This is done from the drop-down at the top of the view. You can also set yourself as available again and log off the profile from this drop-down.

Puzzel Demo

● Available

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● Available

● Not Ready Reason

● Lunch

● Meeting

● After Call Follow Ups

● Outbound Call

● Tea Break

● Team Downtime

● Wellbeing

● Afternoon Break

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