# User fields sync between Puzzel Contact Centre and Puzzel ID

This user guide details the information syncing process between the user fields in Puzzel Contact Centre and the Puzzel ID account.

A Puzzel ID is linked to one or more Puzzel Contact Centre usernames and/or users in other Puzzel products. The Puzzel ID user information can be viewed and/or edited in the Account Settings section.

In the case that a Puzzel ID is linked to more than one Puzzel Contact Centre username, then it is possible to sign in using said Puzzel ID credentials and toggle between accounts.

**How are Puzzel Contact Centre fields synced to the Puzzel ID user?**

| No. | PCC user field | Puzzel ID/description |
|---|---|---|
| 1 | Firstname | Firstname is kept in sync between Puzzel ID and the associated PCC user(s). |
|  | Middle name | Only stored and shown on the Puzzel ID user. |
| 2 | Lastname | Lastname is kept in sync between Puzzel ID and the associated PCC user(s). |
| 3 | Username | Only shown in the "user selector" located in the top bar after signing in with Puzzel ID where the Puzzel ID is linked to more than 1 PCC user. |
| 4 | Numeric id | Optional and PCC specific for individual users. |
| 5 | Email address | A PCC user's Email address field is used for the old 2FA (if turned on) and to reset the PCC user's password. <br><br> **Note** <br><br> The email address field is not kept in sync between a Puzzel ID user and the linked PCC user(s). The Email address field might be hidden from PCC Admin Portal in the future. |
| 6 | Mobile number | A PCC user's Mobile number is used for the old 2FA (if turned on) and to reset the PCC username's password. <br><br> • If the Mobile number field is changed on a Puzzel ID user (under View account) it will not sync to the linked PCC user(s). <br><br> • If the Mobile number field is changed on a PCC user (in the Admin Portal) it will sync to the Puzzel ID account. <br><br> *The Mobile number field might be hidden from the PCC Admin Portal later.* |
| 7 | Password/ Repeat password | This field is only used for resetting the old sign-in password for a PCC user that does not have an Email address or a Mobile number on file. Users with a registered Email/Mobile can reset their own password. *These fields will be removed when all Puzzel users sign in with Puzzel ID.* |
| 8 | User group | Each PCC user belongs to one PCC user group. If a Puzzel ID user is linked to more than 1 PCC user, these PCC users might belong to different PCC user groups. |

| No. | PCC user field | Puzzel ID/description |
|---|---|---|
| 9 | Language | Each PCC user's Language is used in Admin Portal and Agent application.<br><br>• If the Language field is changed on a PCC user in the Admin Portal, it will not sync to the Puzzel ID account. This is to make it possible to have different languages for different PCC users linked to the same Puzzel ID.<br><br>• If the Preferred language is changed on a Puzzel ID user (under Organisational settings and later under View account), the configuration will sync to all linked PCC users. |
| 10 | User id | This is the PCC user's auto-generated id, which is used in PCC Raw data ('agent_id') and in PCC APIs, and it's shown as "Agent ID" in Agent statistics reports (unless the user has a defined Numeric ID). |
| 11 | Keywords | PCC specific per PCC user. |
| 12 | User type | Each PCC user has a type; Person (default), API, Chat bot or Wallboard. If more than 1 PCC user is linked to the same Puzzel ID, these PCC users must have the same User type. |
| 13 | Puzzel ID | The Puzzel ID linked to this PCC user. |
| 14 | External User ID | Used for the old Single-Sign-On into PCC Agent application.<br><br>New Single-Sign-On with Puzzel ID (with a new External id) is configured under Organisational settings (selected admin users have access from the Top bar) |
| 15 | The Puzzel ID's internal id | The internal id behind a Puzzel ID. This id is only shown as a tooltip behind sync icon on the User list and on the Edit user page. |