

Basic Search Parameters

Required fields:

- **Type:** All calls, Recorded calls (a subset of All calls), Chat, Email/task, Social media or All media types
- **Time Period:** Use the From/To fields to define the time period, or use the Time helper buttons and the green arrows
 - Default is Based on request Start, but you can change to Based on request Finish.

Optional basic search fields:

- Access point (Phone number/Email address etc)
- Queue (the system queue)
- Agent
- Callers number/Chatters Name/From.

In list boxes (Access point, Queues, Agents) you can filter and select one or more entries.

The screenshot shows the 'Search' interface in the Puzzel system. At the top, there are navigation links: 'Home', 'Archive', and 'Search'. The main heading is 'Search' with a help icon. Below this is a 'Search criteria' section. It includes a 'Type' dropdown menu set to 'All Calls'. To the right, there are 'Time period' buttons for 'Yesterday' (highlighted in red) and 'Last week'. Below these are input fields for 'Time period*' with dates '14-02-2022 00:00' and '14-02-2022 24:00'. A radio button group indicates 'Based on request: Start' (selected) and 'Finish'. To the right of the time fields is a 'Caller's Number' input field. Below the 'Type' field is an 'Access Points' dropdown menu. At the bottom left are two buttons: 'Search and show result' and 'Search and download'. In the center, there is a 'Queues' dropdown menu with a filter 'sale' and checkboxes for 'Chat Sales', 'E-mail Sales', 'Sales', and 'Scheduled Task - Sales'. On the right, there is an 'Agents' dropdown menu. At the top right, there is a 'Storage time' link and 'Basic'/'Advanced' tabs.

Wild Card Search

Asterisk (*) can be used as a wild card in the beginning, in the middle and/or in the end of your search string in *Caller's number / Chatter's Name/Email / From*, and in the Advanced search fields Comment and Tags.

If you search for *petter* in Chatter's Name/Email you will find chats that contain petter in the chat fields Name or Email (id).

If you search for 214906* in Caller's number you will find calls that have a number that begins with 214906.