

## Basic requirements

This document is written for IT personnel, with basic technical knowledge, and describes the basic requirements that must be met by the customer for Puzzel to work properly.

Puzzel is a web-based, dynamic Contact Centre and Switchboard solution (skill-based routing/Automatic Call Distribution) and it consists of:

- *Puzzel Agent Application*
- *Puzzel Administration Portal*

The Puzzel platform is connected to the public switched telephone network (PSTN). The platform is redundant and multitenant.

You can also find useful information and articles about our products and features on our support-site. This includes FAQ's, user guides and chat setup documents.

### Note

The old agent applications (web and desktop) are no longer supported hence related information is removed from this document.