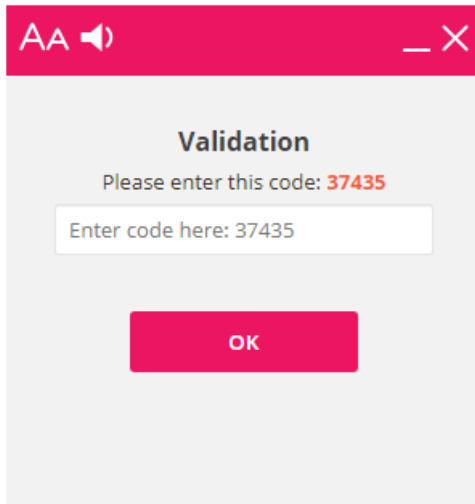




Validation (CAPTCHA)

To aid in the prevention of cyber-attacks the company recommends activating our validation (CAPTCHA) feature to distinguish humans from machines. This feature is activated by marking the checkbox next to the “Enable captcha on chat” option in the Administration Portal chat settings (*Administration Portal->Users->Products->Chat*). The call centre administrator, or a Puzzel technician, will need to perform this task for you. When enabled, the chatter is required to enter a five-digit code displayed on the screen before being able to start the conversation.

A validation dialog box with a pink header bar containing 'AA' and a speaker icon on the left, and a close button on the right. The main area is light gray and contains the title 'Validation', the instruction 'Please enter this code: 37435', a text input field with the placeholder 'Enter code here: 37435', and a pink 'OK' button at the bottom.

AA  

Validation

Please enter this code: **37435**

Enter code here: 37435

OK