Puzzel's Administration Portal

Puzzel's administration portal is our web-based user interface for supervisors and administrators, and is accessed through:

Global

https://admin.puzzel.com

https://app.puzzel.com/admin

UK

https://uk.puzzel.com/admin

The administration portal provides instant access to real-time information, and detailed historical reports. It lets you make live changes to the contact centre set up; alongside the tools you need to manage day-to-day operations.

The requirements for the administration portal are solely browser-based; it does not have any .NET framework requirement nor hardware or operating system requirements.

Browser requirements

The administration portal should in general function in most updated internet browsers, but we only support the versions listed below. Among these we recommend the Chrome browser since it best supports our Call Flow Tool.

Browser	Lowest Version Supported
Google Chrome	81
Microsoft Edge (Chromium)	81

The following tablets have been tested and approved for the administration portal:

- Ipad 2 - Safari browser
- Samsung Galaxy Tab 10.1 - Chrome browser

Name resolution / DNS

The administration portal requires a name resolution for the following addresses in order to access the Puzzel platform:

Global

https://admin.puzzel.com

https://app.puzzel.com/admin

UK

uk.puzzel.com/admin

Dependent on the customer's DNS configuration, these entries may need to be added manually on the customer's PC and

server machines.

Firewall

The administration portal is only available through the https protocol. Most companies allow this traffic through their firewalls.

Some customers will only permit https to trusted sites. This trusted site list is configured at the customer's site. For the administration portal to work through the customer-firewall, the customer must permit https-traffic (outbound) on port 443.

Other

These are other factors worth considering in cases where there are problems acquiring 100% functionality with the administration portal:

- Various firewall-settings

- Intrusion Detection Systems (IDS)

- Access-filters in routers

- Load-balancers