

## Setting Business Rules

Productivity settings can be hugely effective in making Puzzel Ticketing maximise efficiencies and customer experience through advanced routing and controls, along with customisable actions and settings. This section covers the following topics about setting rules.

- [Ticket Rules](#)
- [Creating New Ticket rule](#)
- [New Ticket Rule Group](#)
- [Working hours & Days](#)
- [Templates](#)
- [Event Rules](#)
- [Outbound Integrations](#)
- [Forms and Form fields](#)
- [Handling Spam](#)