Puzzel-Zendesk Integration

Puzzel integration with Zendesk gives agents the flexibility to handle customer calls and create tickets all in a single interface. This powerful integration uses the voice capability of Puzzel platform to handle customer calls and automatically creates tickets in Zendesk for all inbound/outbound calls.

This section provides details on how to effectively use the Puzzel-Zendesk integration.

Pre-requisites:

To use the Puzzel-Zendesk integration, you must have:

- Zendesk Talk or Talk Partner Edition
- Puzzel account

Third-party cookies

As the application uses local storage, you need to allow third-party cookies for the application to work properly. In Chrome, this setting can be changed by typing chrome://settings/cookies in the address bar and then select either "Allow all cookies" or "Block third-party cookies in incognito".

You can find the application for Zendesk here:https://www.zendesk.com/apps/support/555829/puzzel/

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