

## Important: Changes to Puzzel's native mobile app

If you use **Puzzel's native mobile app** from Apple or Google app stores, then moving to Puzzel ID will require your users to replace the mobile app with entering this URL in the browser instead: <https://app.puzzel.com/mobile/>

With that we are discontinuing the downloadable native mobile application and replacing it with a web cloud-based one, but all features found in the mobile app will remain in the web-based version, so the immediate difference for users would be only the way they access it. We've made sure the design of the interface is responsive so it can be enjoyed from any mobile device.

Last, but surely not least, this change leads to improved and constant support and maintenance to boost users' overall experience with the mobile version of our Contact Centre tools.