

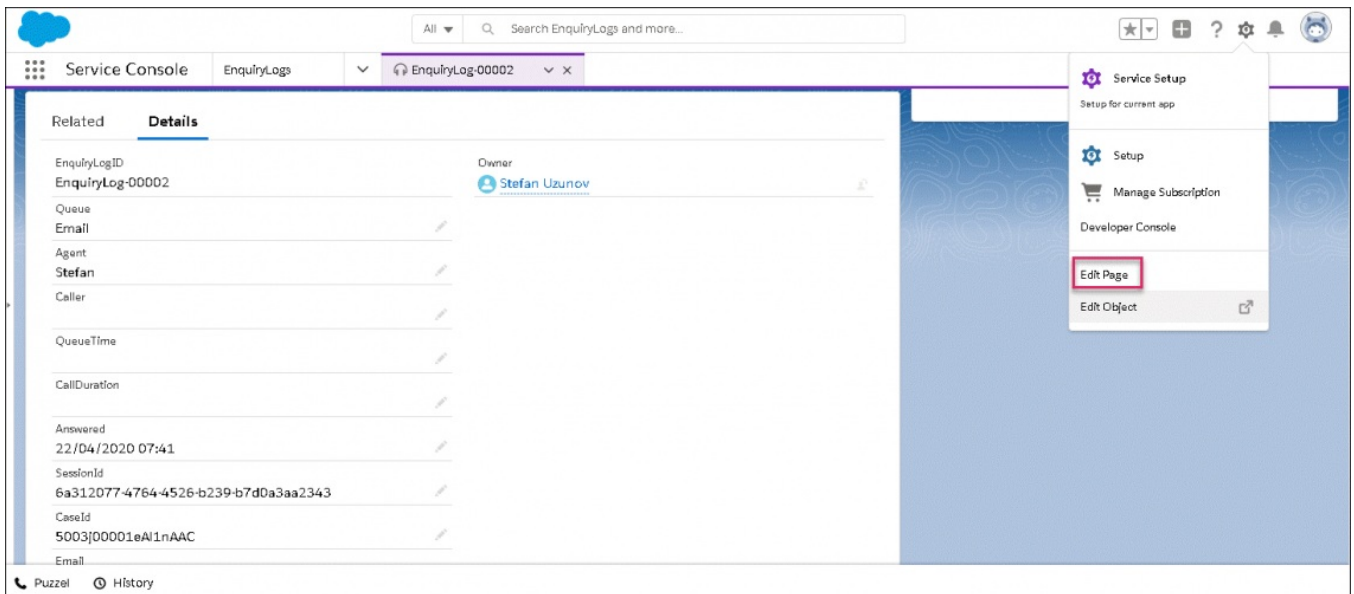
Configuring record viewer in Salesforce

The record viewer allows you to view chat transcripts and listen to call recordings archived in the Puzzel application. It is a passive tool which simply permits you to access the archive after having authenticated into the Puzzel Application. By making the records available within Salesforce, the agents can go through the previous interactions with the customer and provide a greater customer service.

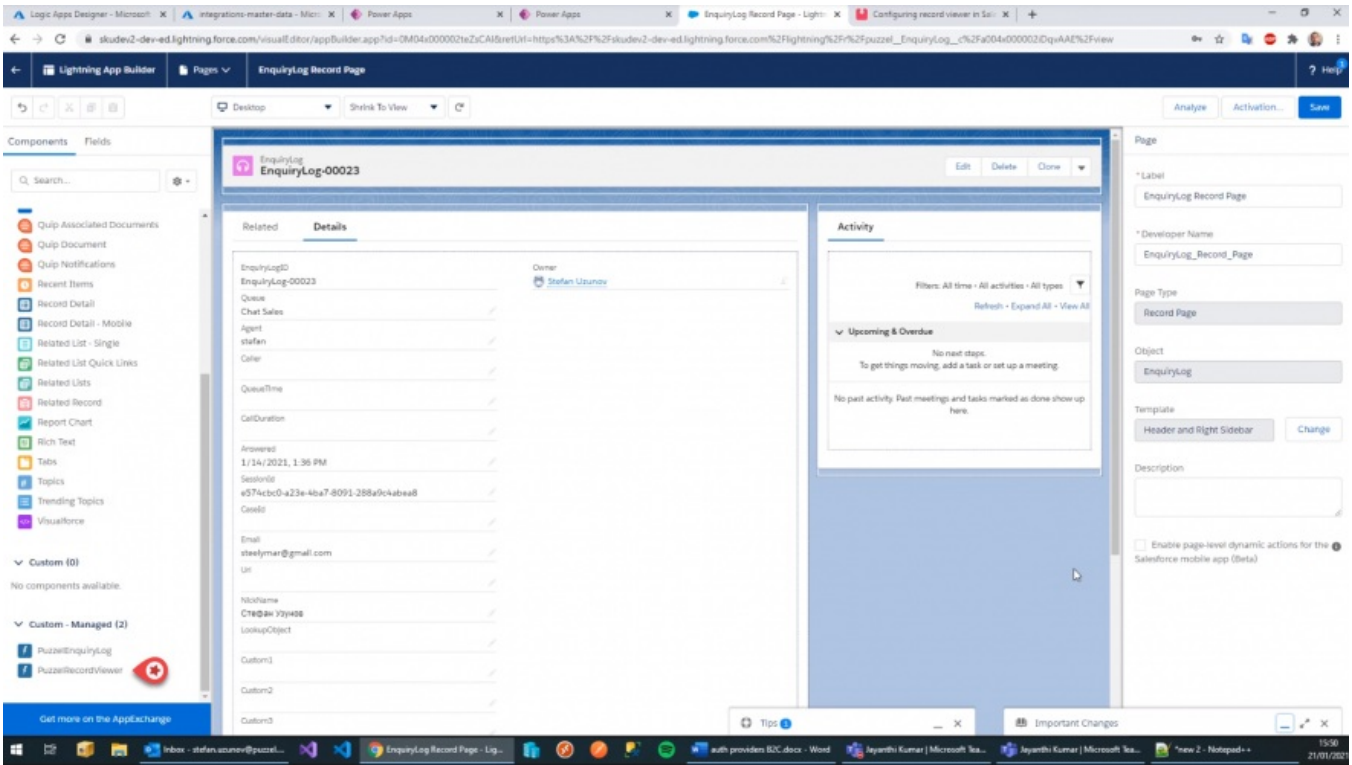
Adding the component to EnquiryLog page

To add the record viewer component to the EnquiryLog page, you need to:

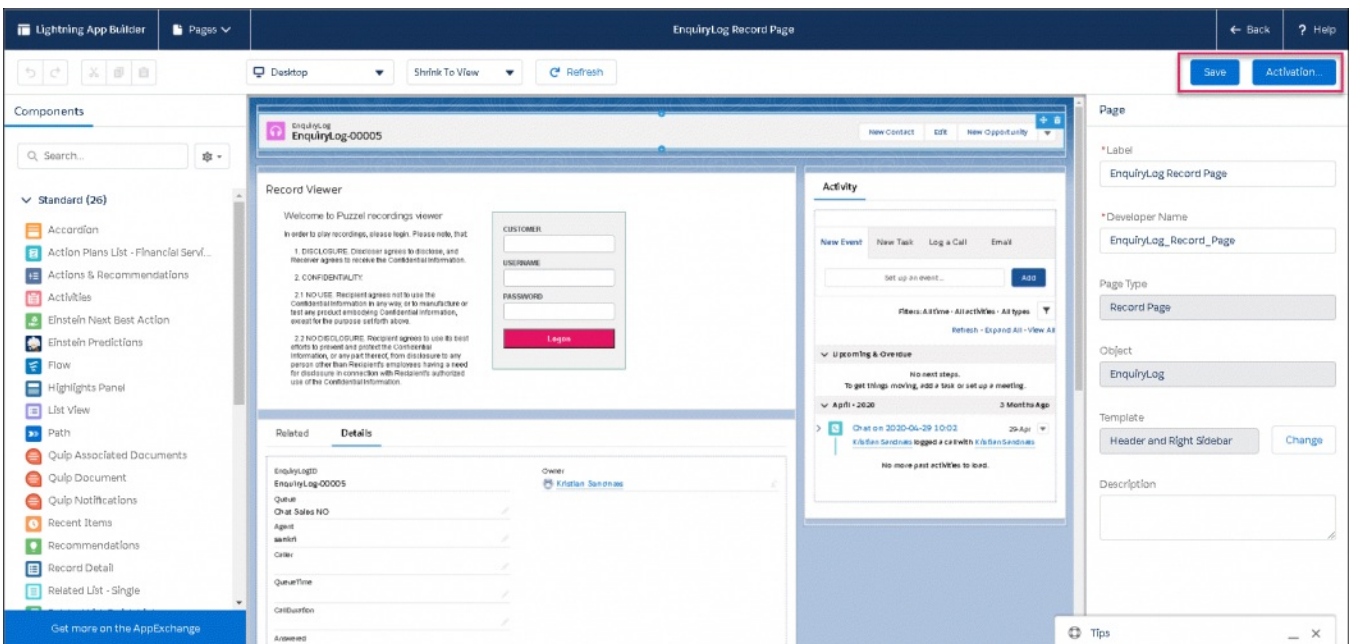
1. Open any EnquiryLog page and navigate to the **Setup** option in the toolbar at the top right corner of your screen and select **Edit Page** option. This will open the Page designer screen



2. In the **Components** option, under the **Custom-Managed** section in the left panel, look for the **PuzzelRecordViewer**



3. Drag the component and place it in the centre panel where you would like the record viewer to be displayed



4. Save and Activate the page

If you now open any enquiry log page, you will be able to see the PuzzelRecordViewer component. Enter the Puzzel credentials to gain access to the archive.

The screenshot shows the 'EnquiryLog-00069' interface. At the top, there are navigation tabs: 'Agent', 'Sonia', 'Caller', 'Queue', 'Chat', 'CallDurationFriendly', 'QueueTimeFriendly', and 'Session'. Below this is a 'Record Viewer' section containing a 'puzzel.' login form with fields for 'customer', 'username', and 'password', and a 'Login' button. To the right is an 'Activity' panel with options for 'New Event', 'New Task', 'Log a Call', and 'Email'. Below the activity panel is a section for 'Upcoming & Overview' showing a chat event on 2022-02-11 05:35. At the bottom left, there are 'Phone' and 'History' icons.

Example Call Recording for the Enquiry Log

The screenshot shows the 'EnquiryLog-00058' interface. The 'Record Viewer' section features a video player titled 'Part 1(queue_support)' with a progress bar showing '0:00 / 2:21' and a volume icon. Below the video player is a 'Logout' link.

Example Chat transcript for an Enquiry Log

EnquiryLog
EnquiryLog-00069
New Contact Edit New Opportunity

Agent: Soria

Caller: Chat

Queue: Chat

CallDurationFriendly:

QueueTimeFriendly:

SessionId: 3b42771f-d04e-45f7-9b03-741cc3774382

Record Viewer

General Survey

Q_chat_order

Chat started at: 2/11/2022, 6:35:25 AM

Name: Soria Soria
ID: Soria Soria

2022-02-11T05:34:49.5300000Zhttps://productdemo.puzzel.com/se/kontakta-oss/Kontakta-Oss

Soria Soria 06:35 AM

Haj, miti naman ar Soria? Hui kani jag sta oti jagan?

Soria, Puzzel Support 06:35 AM

Activity

New Event New Task Log a Call Email

Set up an event... Add

Filters: All time • All activities • All types Refresh • Expand All • View All

Upcoming & Overdue

Chat on 2022-02-11 06:35

Soria Soria logged a call with Soria Soria 11 No

No past activity. Past meetings and tasks marked as done show up here.

Related Details

EnquiryLogID	Owner
EnquiryLog-00069	Soria Soria
Queue	✓
Chat	✓
Agent	✓
Soria	✓
Caller	✓
QueueTime	✓
CallDuration	✓
Answered	✓
2022-02-11 06:35	✓
SessionId	✓
3b42771f-d04e-45f7-9b03-741cc3774382	✓
CaseId	✓
Email	✓
Soria Soria	✓