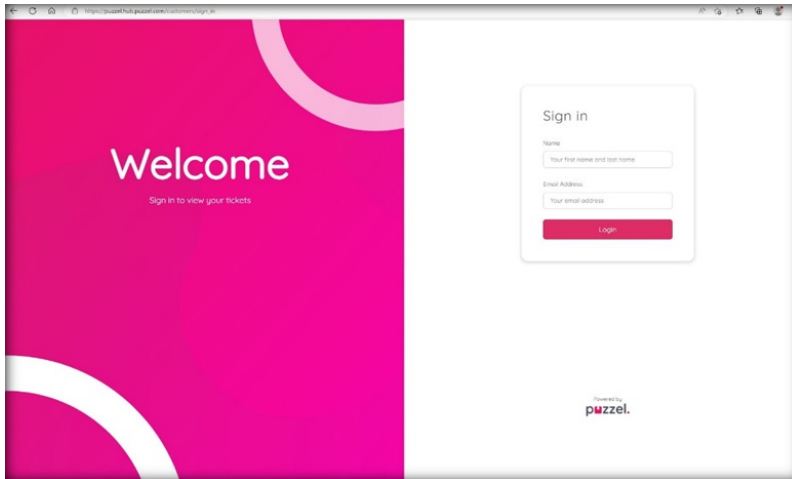


Puzzel Customer HUB user guide

This user guide describe how you can log on to Puzzel's Customer HUB to create and view cases submitted to Puzzel Support.

Logging on

1. Open <https://puzzel.hub.puzzel.com> and enter your **First** and **Last name** and a valid Email address before you press the “Login” button.



2. An **authentication email** is sent to the provided email address. If you are unable to find the email, make sure to check the junk/spam folder.

Hi **Emma Cole**,

Here is your one time link that will sign you in instantly.

[Click Here](#)

If it is not clickable, please copy and paste the URL into your browser's address bar:

https://puzzel.hub.puzzel.com/verify_login?token=eyJ0eXB6bWlud2VzIj0iOTY0MzI5MTI5IiwiaWF0Ij0iMTY5MDIzOTI5In0

This link is valid for 15 mins. Please do not forward this email to others to prevent anybody else from accessing your account.

If you did not request this login, please contact help@puzzel.com.

3. Press the “Click here” link to access the Puzzel Customer HUB.

View Cases

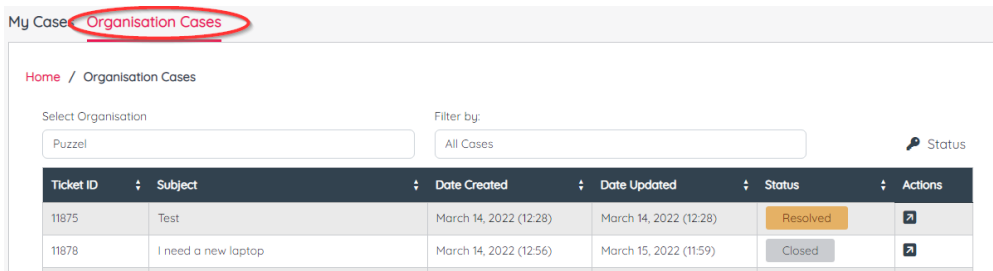
In the main tab –**My Cases** - you will see cases that you have submitted from **your email address**.

Ticket ID	Subject	Date Created	Date Updated	Status	Actions
58425	Test2	May 02, 2023 (13:31)	May 02, 2023 (13:31)	Resolved	[Action Icon]
58421	Test	May 02, 2023 (13:23)	May 02, 2023 (13:23)	Resolved	[Action Icon]

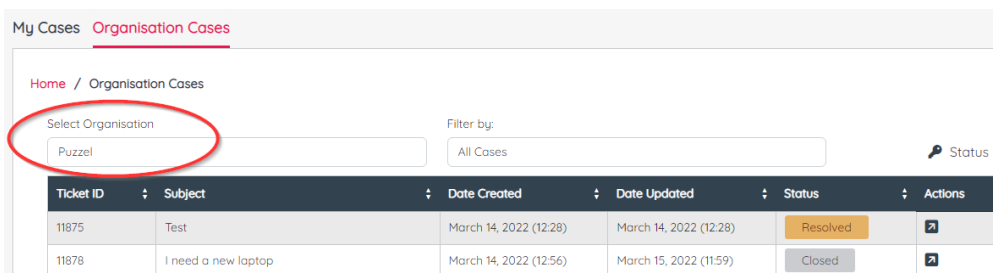
You can see **Ticket ID, Subject, Date Created, Date Updated, Status and Actions.**

If you have been given additional access, you will see a tab called **Organization Cases.**

On the **Organization Cases** tab you will see all the tickets associated with your Organization.

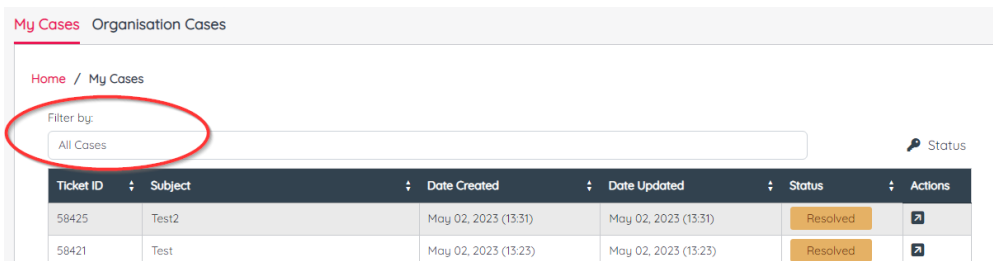


If you are a partner or have more than one Organization associated, you can select the different Organizations from the **Select Organization** option.




Please note that as default you will only have access to your own cases. If you require additional access this needs to be requested to Puzzel Support on your behalf by an approved contact person within your Organization.

From the “Filter by:” option, you can choose to see “All Cases”, “Cases where we’re expecting a response from you”, “Cases where it’s our turn to follow up” and “Cases which are resolved or archived”.



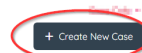
A description of the different case statuses can be found by clicking “Status” on the right side of the page.

 Status

- Open** An agent response is headed your way - keep an eye out!
- Pending** We're expecting a response from you.
- On Hold** It's our turn to follow up.
- Resolved** Your support ticket is resolved!
- Closed** Case closed! This case is now archived. If you would like to discuss something, please reach out in a new support ticket.
- Error** Oops! Something has gone wrong with our attempt to contact you. (You can still send us a reply on your case)

Create New Case

On the top right of the page, you will see the button to **Create New Case**.



Input the fields and provide as detailed information about the Incident/Change/Question as possible. You can also add attachments such as agent logs, print screens etc.









My Cases Organisation Cases

Home / My Cases / Submit Case

Organisation: Form:

Customer ID: Puzzel Product:

Subject:

B *I*        

Hello,
I have a question about the Puzzel Contact Center solution

Add attachments
[Choose file](#)

When the Case is submitted you can see the case number and you can add more details if required by clicking the **Reply** button.

If for any reason you no longer need assistance from Puzzel Support, you can press the **Resolve Case** and that will resolve the ticket.

