Integration of AI providers with Puzzel Case Management

Artificial Intelligence integrations with Puzzel Case Management facilitate increased automation of manual tasks that are both repetitive as well as uninteresting, resulting in a smoother agent experience and reduced waiting time for customers.

- Save agent time in responding to foreign language tickets, by automatically identifying the language used so they can translate quicker, or re-assign more efficiently.

- Streamline how agents address tickets and increase efficiency, with automatic ticket prioritisation. This allows AI to to automatically set a priority tag for the ticket, so agents know which cases they need to handle first (Please note this will only function if no other inbound routing rules are setting a ticket priority.)

- Optimise responses for faster resolution times with automated draft responses. When the agent clicks on 'reply', they will see a pre-written response saved as a draft. The agent can then adapt this response before sending the outbound reply to the customer

This guide outlines the steps needed to integrate artificial intelligence providers into Puzzel Case Management.

Step 1

Enable your Artifical Intelligence integration by going to:

- Settings

- Integrations

- Artifical Intelligence
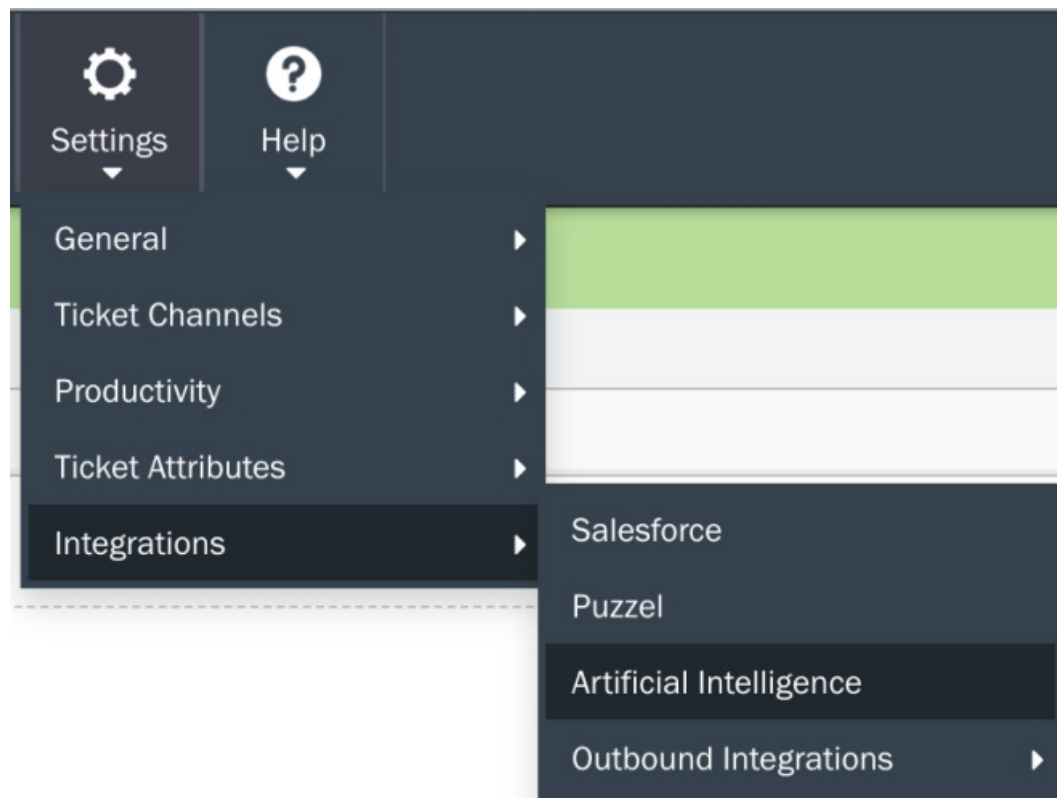
Step 2

Select your Artifical Intelligence provider (currently limited to OpenAI)

Step 4

Select your language model

Step 5

Enter your API key (obtained from OpenAI)

Method*

OpenAI

Access Token

AI Model

✓ gpt-4

  gpt-4-0314

  gpt-4-32k

  gpt-3.5-turbo

  gpt-3.5-turbo-0301

  text-davinci-003

Note

This feature is only accessible if it has been enabled on your account. Please reach out to Puzzel Customer Support and request this feature to be added to your Puzzel Case Management account.

Warning

By enabling the integration between Puzzel Case Management and OpenAI, you are consenting to the sharing of inbound message content and associated metadata with a third-party entity. Please be aware that once data is shared with this third party, it is no longer under the control or protection of Puzzel. As such, Puzzel cannot assume any responsibility or liability for the use, misuse, or handling of this data once it has been shared. We strongly recommend you to review the third party's data management and privacy policies prior to enabling this integration. By proceeding, you acknowledge and accept these conditions.