

Puzzel Agent Application Feature Matrix

There are currently three versions of the Agent Application: Our Puzzel Agent Application (PAA) that agents should migrate over to in due time, and the desktop and web versions of our older application.

New Agent Application

The new Puzzel [Agent Application](#) (agent.puzzel.com) has been developed and introduced to meet the demands of current and future customer service and technology trends. It enables us to support the increased focus on the whole customer journey, the single view of the customer, and the omni-channel concept. It comes with a modernised UI design and an improved user experience, and complies with Web Content Accessibility Guidelines ([WCAG](#)).

There remains very little gap in features between the new Agent Application and the older versions. However, the new Agent Application does have a host of unique features not shared by the older versions, such as custom widget integrations, a customisable interface, a new Social Media module with a broader selection of channels, and a new Softphone implementation with an improved back-end.

WebApplication

The old web application is available at <https://client.puzzel.com>. The web application supports Mac and other computers, since it only requires an internet browser.

Your manager probably has a guideline on your company's preferred version. In terms of features, the two versions of the old application are quite similar, but there are some exceptions. Among others, the web application does not support Microsoft Skype for Business and Microsoft Outlook as integrated contact search sources. On the other hand, the desktop application does not support Softphone.

Below is an overview over the main features supported and not supported in the three clients:

IVR	New Puzzel Agent	Web Client
Access number handling	•	•
Time routing (static & user controlled)	•	•
Audio messages (static & user controlled)	•	•
Menu	•	•
Queue	•	•
Callback from voice	•	•
Callback from web	•	•
Loadsharing	•	•
VIP List lookup (list upload through FTP)	•	•

IVR	New Puzzel Agent	Web Client
External lookup	•	•
User controlled routing	•	•
Conditional based routing	•	•
Voicemail	•	•
Area routing	•	•
Survey	•	•
Call Flow	•	•
Basics	New Puzzel Agent	Web Client
WCAG 2.0 Support	•	
Skill Based Routing	•	•
SLA Based Routing	•	•
Media type Voice	•	•
• Softphone	•	•
Media type E-mail	•	•
• Open E-mail Inside Application	•	
Media type Chat	•	•
Media type Social Media	•	•
• Facebook	•	•
• Twitter	•	•
• WhatsApp	•	
• Trustpilot	•	

IVR	New Puzzel Agent	Web Client
Media type SMS	•	•
Call transfer	•	•
Consultation call	•	•
Call out	•	•
• Call Out Options	•	•
Dialler	•	•
Web services	•	•
API For Developing Custom Widgets	•	
Menu & Misc	New Puzzel Agent	Web Client
Settings	•	•
• Edit Profile	•	•
Send logs		
Ticker Service		
Ticker Queue	•	Shown in queue-overview
Ticker Agent	•	•
Log on warning (expired password)		•
Log off warning (few agents left)	•	•
Enquiry Registration	•	•
Knowledgebase	•	•
Client Whitelabeling		
Open Custom Web Site Inside Application	•	
Requests	New Puzzel Agent	Web Client

IVR	New Puzzel Agent	Web Client
Screen Popup	•	•
• Run Commends Through Registry	•	
• Call History	•	
CRM Popup	•	•
• Open CRM Popup Inside Application	•	
Copy 2 Clipboard		
Send SMS	•	•
Send E-mail	•	•
My Log	•	•
• Pick Calls	•	•
Recording	•	•
Recording Censor	•	•
Scheduling Calls	•	•
Identity & Verification of Customer	•	
Contacts	New Puzzel Agent	Web Client
Agent Search	•	•
Catalog Search	•	•
• Phone Status Through Presence HUB	•	•
• Phonetic Search	•	•
Skype for Business Search	•	
Outlook Search		•

IVR	New Puzzel Agent	Web Client
Services Search (queues & menus)	•	•
Customer List Search	•	•
Auto Search in Search Source		•
Queues	New Puzzel Agent	Web Client
Queue Overview	•	•
• KPI Warnings		•
Queue Details	•	•
• Colored Requests		
Personal Queue	•	•
Ongoing Requests	•	•
Missed Requests	•	•
• Pick calls in "Missed calls" overview	•	•