

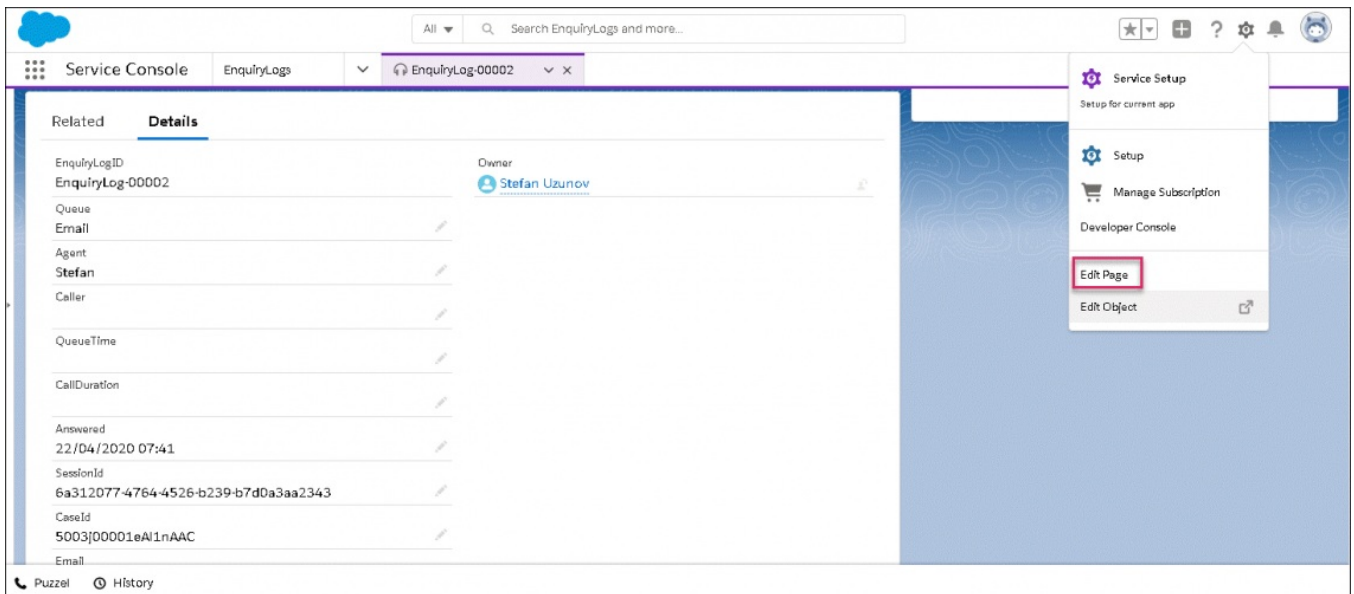
Configuring record viewer in Salesforce

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.

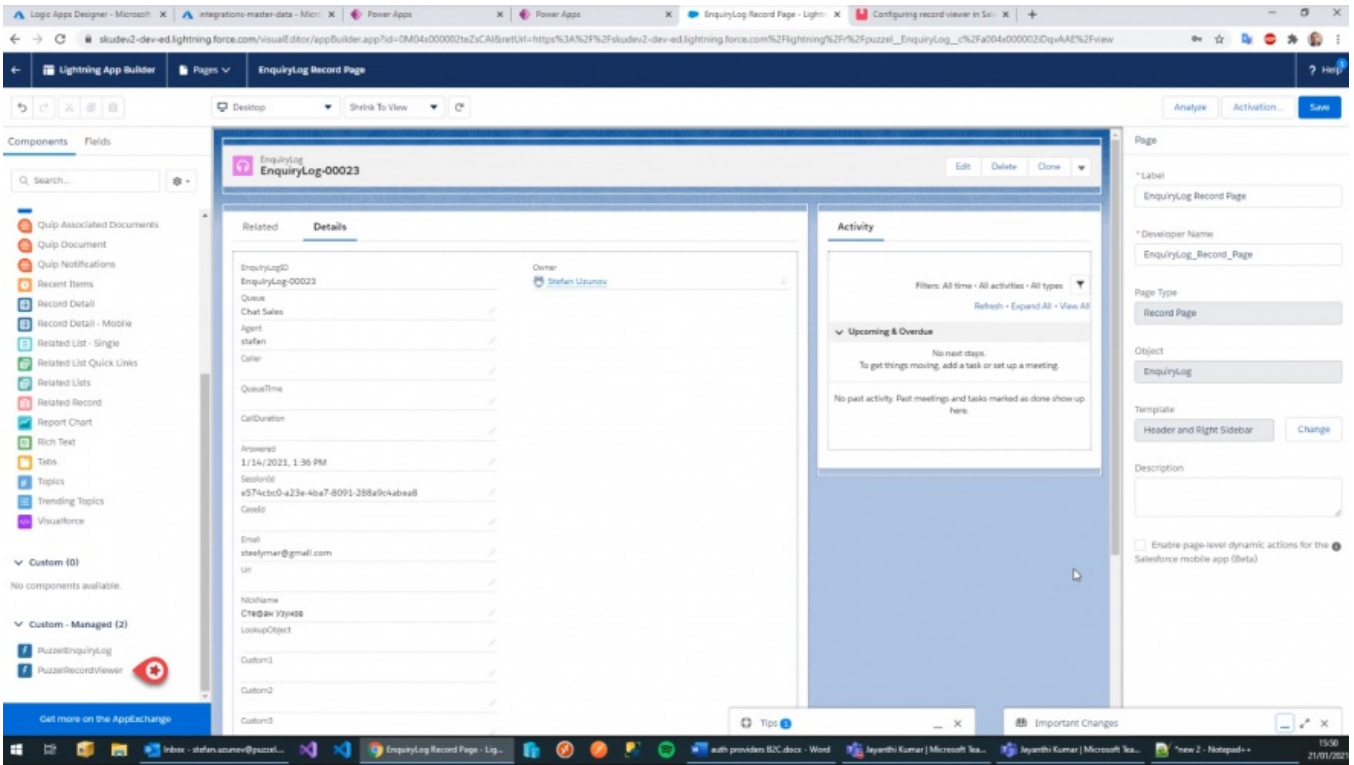
Adding the component to EnquiryLog page

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

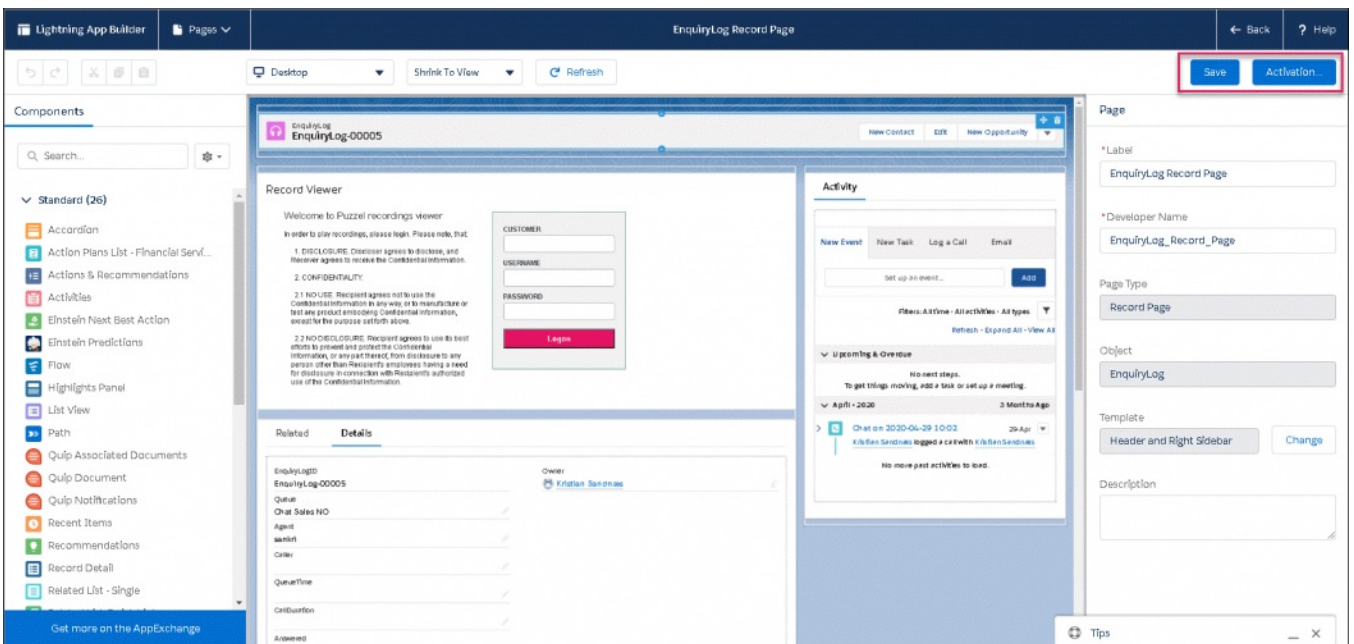
1. Open any EnquiryLog page and navigate to the **Setup** option in the toolbar at the top right corner of your screen and select **Edit Page** option. This will open the Page designer screen



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 displays the EnquiryLog-00069 interface. At the top, there are navigation tabs for Agent, Sona, Caller, Queue, Chat, CallDurationFriendly, QueueTimeFriendly, and SessionID. 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 an 'Upcoming & Overview' section showing a chat event on 2022-02-11 05:35. At the bottom left, there is a 'Related Details' table listing various fields like EnquiryLogID, Queue, Agent, Sona, Caller, QueueTime, CallDuration, Answered, SessionID, CaseID, and Email, each with a checkmark in the 'Owner' column.

Example Call Recording for the Enquiry Log

The screenshot shows the EnquiryLog-00058 interface. The top header includes the 'EnquiryLog' icon and the text 'EnquiryLog-00058'. The main area is titled 'Record Viewer' and features a video player for 'Part 1(queue_support)'. The video player shows a progress bar at 0:00 / 2:21, a play button, a volume icon, and a settings menu. 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

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: [3b42771f-d04e-45f7-9b03-741cc3774382](#)

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

Soria Soria 06:35 AM

Haj, miti naman ar [Soria Soria](#). Hui kani jag sth sth jagan?

Soria, Puzzel Support 06:35 AM

Activity

New Event
New Task
Log a Call
Email

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

Property	Value	Owner
EnquiryLogID	EnquiryLog-00069	Soria Soria
Queue	Chat	
Agent	Soria	
Caller	Chat	
QueueTime		
CallDuration		
Answered	2022-02-11 06:35	
SessionId	3b42771f-d04e-45f7-9b03-741cc3774382	
CaseId		
Email	soria.soria@puzzel.com	