

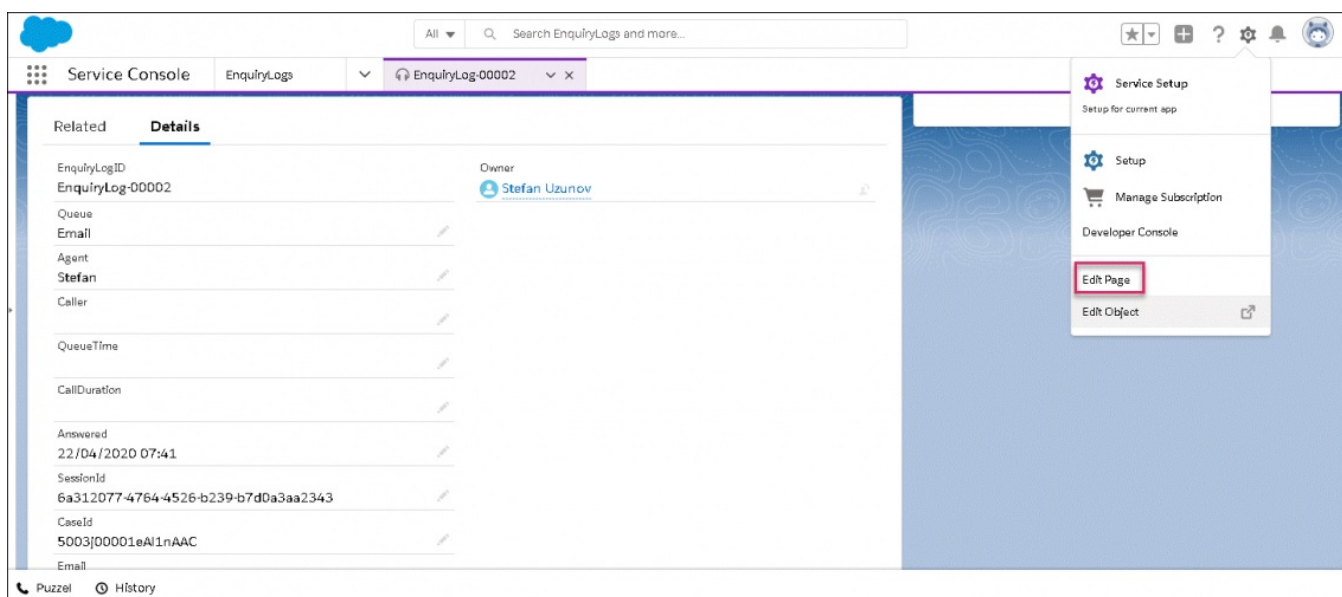
Configuring record viewer in Salesforce

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.

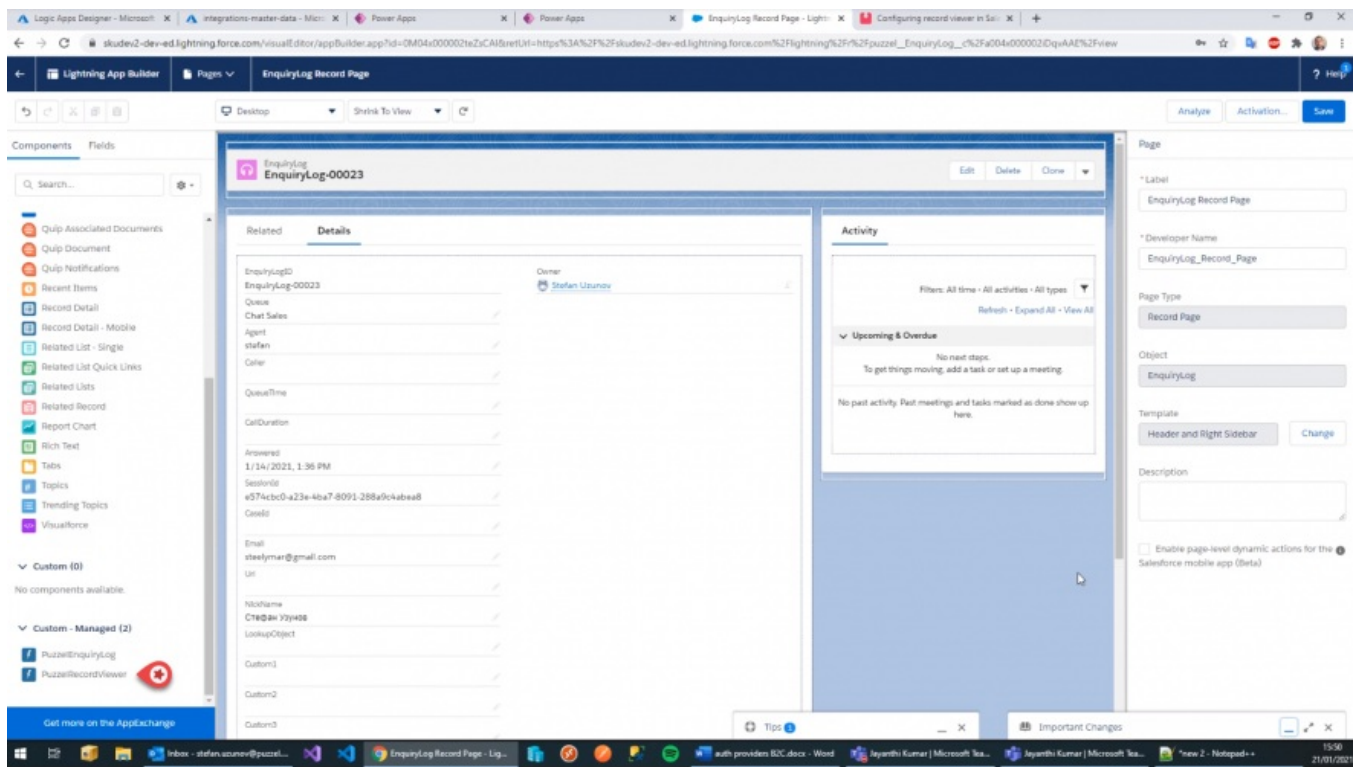
Adding the component to EnquiryLog page

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

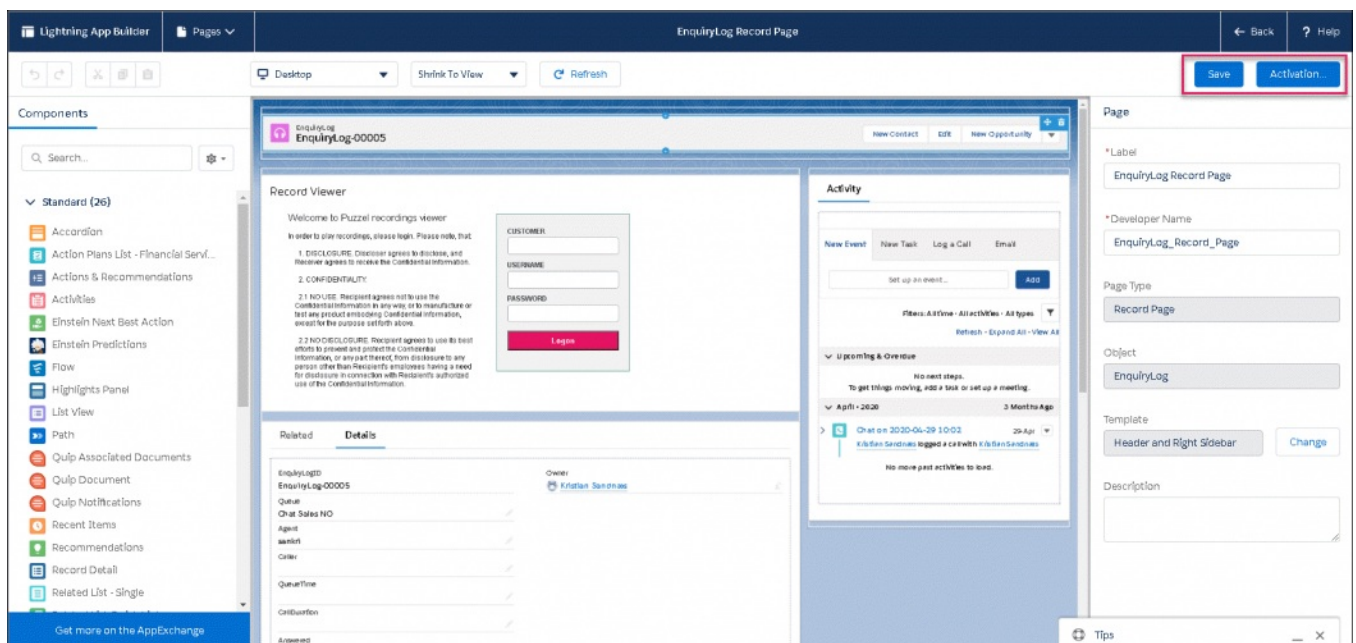
1. Open any EnquiryLog page and navigate to the **Setup** option in the toolbar at the top right corner of your screen and select **Edit Page** option. This will open the Page designer screen



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.

EnquiryLog
EnquiryLog-00069

New Contact

Edit

New Opportunity

Agent
Sonia

Caller
Chat

CallDurationFriendly

QueueTimeFriendly

SessionId
3b42071f-d04e-45f7-9603-741cc3774382

Record Viewer

puzzel.

customer

username

password

Login

Related

Details

EnquiryLogID
EnquiryLog-00069

Owner
Sonia

Queue
Chat

Agent
Sonia

Caller
Chat

QueueTime

CallDuration

Answered
2022-02-11 06:35

SessionId
3b42071f-d04e-45f7-9603-741cc3774382

CaseId

Email
sonia.sonia@puzzel.com

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 & Overview

Chat on 2022-02-11 06:35

Sonia logged a call with Sonia

11 Feb

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

Phone History

Example Call Recording for the Enquiry Log

EnquiryLog
EnquiryLog-00058

Record Viewer

Part 1(queue_support)

0:00 / 2:21

[Logout](#)

Example Chat transcript for an Enquiry Log

67

Inquiry Log

EnquiryLog-00069

New Contact

Edit

New Opportunity

Agent

Sorts

Caller

Queue

Chat

CallDuration

QueueTime

SessionId

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

Record Viewer

General

Survey

Q_chat_order

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

Name: [Wendie Smallegange](#)

ID: [wsmallegange@puzzel.nl](#)

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

Wendie Smallegange

06:35 AM

Hag, mijn naam is [Wendie](#). Hoe kan jag stå til jgnet?

Soren, Puzzel Support 06:35 AM

Related

Details

InquiryLogID

EnquiryLog-00069

Owner

[Wendie Smallegange](#)

Queue

Chat

Agent

Sorts

Caller

QueueTime

CallDuration

Answered

2022-02-11 06:35

SessionId

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

CaseId

Email

[wsmallegange@puzzel.com](#)

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

[Wendie Smallegange](#) logged a call with [Wendie Smallegange](#)

11 Feb

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