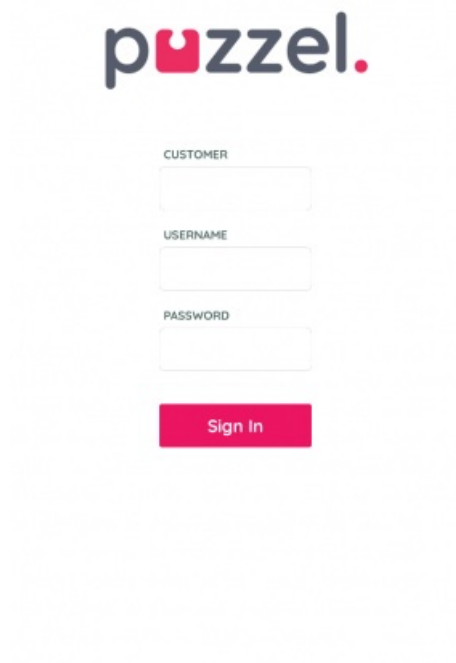


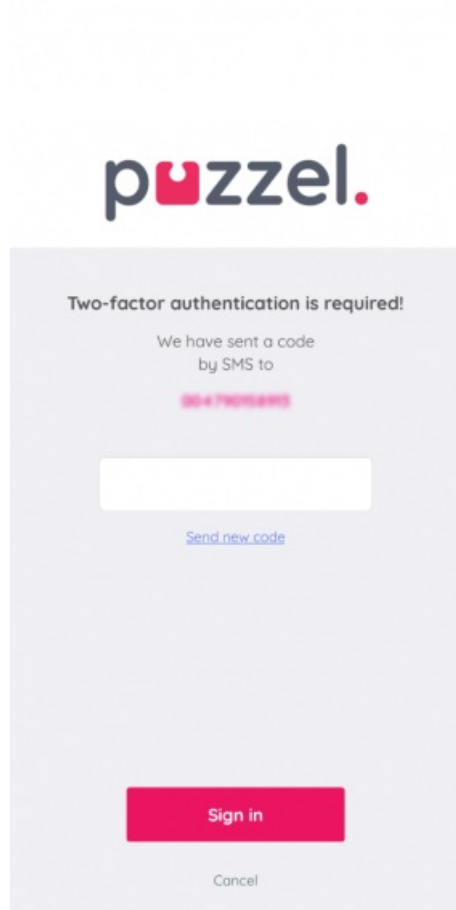
Signing in and Menu

Signing in

To use Puzzels mobile app, you must have an existing Puzzel-account with belonging to sign-in credentials. Use the same credentials in the app as you do in the agent application or Administration Portal.



The image shows the main login screen of the Puzzel application. At the top is the 'puzzel.' logo. Below it are three input fields: 'CUSTOMER', 'USERNAME', and 'PASSWORD'. Each field has a small red square icon on the left side. Below the input fields is a red button labeled 'Sign In'.



The image shows a two-factor authentication screen. At the top is the 'puzzel.' logo. Below it is a grey box with the text 'Two-factor authentication is required!'. Underneath, it says 'We have sent a code by SMS to' followed by a red phone number '004 74052893'. Below that is a white input field for the code. Under the input field is a blue link 'Send new code'. At the bottom of the grey box is a red button labeled 'Sign in' and a 'Cancel' link.

If your company has activated two-step-authentication for signing in, you will be prompted to enter the security code sent to you via sms or e-mail. After signing in you will first see a short start-up video with the Puzzel logo, followed by the main menu (for Android devices) or queue overview (for iOS devices).

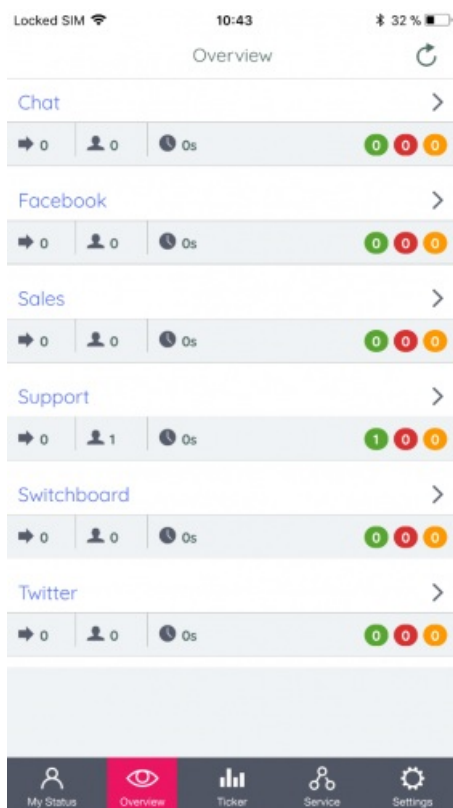
Note

The mobile app does not support solutions set up with Single Sign In (SSO)

Menu

The menu (and start page) is slightly different for iOS devices and Android devices. The iOS version has the queue overview as home page with a menu bar at the bottom, while the Android version has a separate menu page, which also is the apps

iOS device:



Android device:



My Status

Log on and off queues



Overview

Queue and agent overview



Ticker

Real-time request data



Service

Service variables management



Settings

Log out and information

