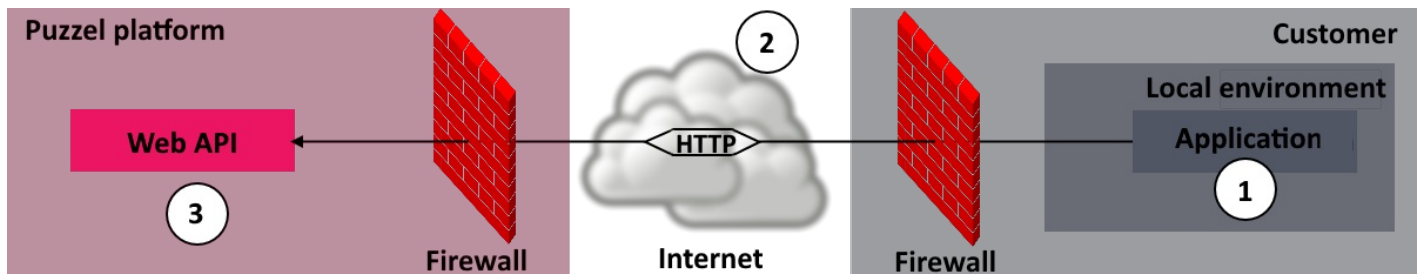


## Puzzel Agent Web Services API

The Puzzel Agent Web Services (PAWS) API offers a suite of methods to control or retrieve information from the Agent Application without using the Agent Application GUI.



Puzzel offers a set of web service methods that can be used by our customer in their own applications. The methods have the same security and restrictions as the Agent Application.

The customer's application can use the API methods to replicate the functionality of, monitor, or control Puzzel's Agent Application.

The internet represents a critical factor in how successful a web request can be. Traffic congestion on the internet will cause web requests to take longer to return to the customer's application.

Methods offered in the web API cover all main functionality in the Agent Application, including:

- Universal queue
  - Voice
  - E-mail
  - SMS
  - Fax
- Callback in queue
- Web callback
- Call-out
- Skill based routing
- Preferred/reserved agent
- SLA-based routing
- Ticker
  - Counter for incoming calls
  - Counter for calls per queue
  - Counter for calls per agent
- Recording of calls
- Call log
- Queue and Agent status and details
- Call transfer
- Consultation call

- Put on hold