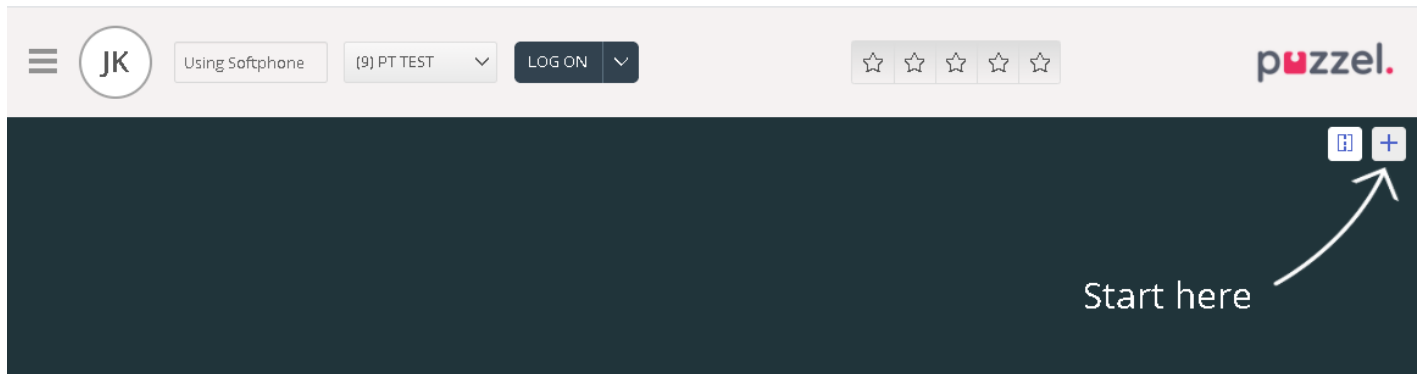
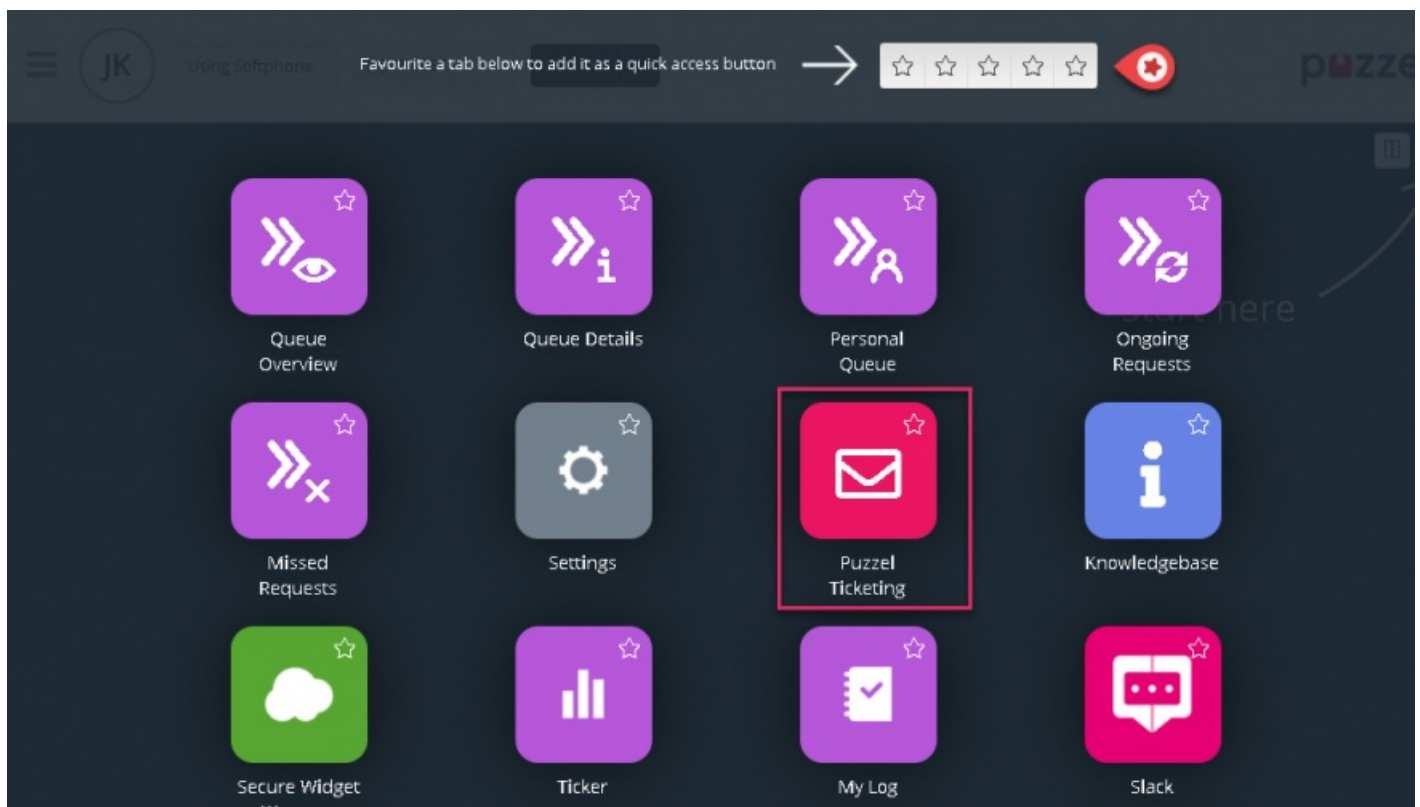


## Logging on into Puzzel Ticketing

You can get access into your Puzzel Ticketing environment if you have already signed on into Puzzel Agent Application. Click on the + sign on the top right corner of your screen as shown in the picture below.



Select **Puzzel Ticketing** widget from the list. You may also set this widget as a quick access or favourite by clicking on the star at the top.



You will now be taken to the Tickets page of Puzzel Ticketing through Single Sign On.

JK

● Ready [0]

Profile: PT TEST  
 Softphone: Online

Puzzel Ticketing  
Puzzel Ticketing Widget

Search by Ticket Attributes

Organisations:

Teams:

Users:

Status:

Priority:

Time Period:

Channel Type:

Channel:

Tags:

Created:

Last Activity:

Read/Unread:

Search All

Tickets list

Show

entries

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To
<span style="color: green;">+</span> 375	Problem with my Roof	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">HS</span>	RESOLVED			NORMAL	Priority Enquiries	ticket	5 days ago	henry.stapley@puzzel.com
<span style="color: green;">+</span> 374	Priority	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">KD</span>	RESOLVED			NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com
<span style="color: green;">+</span> 373	priority	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">KD</span>	ERROR	5 days ago		NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com
<span style="color: green;">+</span> 372	Priority	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">JK</span>	OPEN	5 days ago		NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com
<span style="color: green;">+</span> 371	fault with alarms	<span style="border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">TH</span>	PENDING			NORMAL	Sales API	ticket	5 days ago	tracy.hendr@puzzel.com

**Note**

Please note that you have to be logged on into Puzzel Agent Application in order to receive any new notifications. All new tickets will be processed by Puzzel routing engine and assigned to best qualified available agent.