

## Service variables

On page *Services - Service variables* you can change some variables in the Puzzel solution. The main purpose is to determine how a request is handled, either by assigning each variable a value from a drop-down menu, or by typing it yourself. What variables that are available is configured in collaboration with Puzzel support when the solution is first set-up.

Service variables	
	Value
Allow Callback	Yes
Emergency Message	No Emergency
Hangup SMS in sales queue	Yes
Hangup SMS in support queue	Yes
SMS Survey NO	Active
Hangup SMS text for Sales	Hvis du vil at vi skal ringe deg når du er først i kø, send svar JA
Hangup SMS text for Support	Hvis du vil at vi skal ringe deg når du er først i kø, send svar JA
test3	645987

Among features that can be changed are:

- *Opening hours*
- *Special voice message*
- *Route traffic*
- *Switch functions on/off*

In the example above some service variables for different locations have been configured into the solution. In this case, if the Denmark office would not want to offer their callers call-back at the moment, this can be configured by choosing No from the drop-down menu and then Save Changes. Configuring a special variable can enhance the flexibility of your solution.

If you have lots of Service variables you can type some text in the **Filter** input box so that only rows where Name or Value matches the text are shown.

If not all users with access to page *Services - Service variables* should see all the service variables, you can create resource filters that include a selection of Service variables and assign them to different admin users.

### Add Service variables

Certified Call Flow Tool users may on request be given access to accordion 'Add Service variables' on this page, so that they can create new and edit/delete existing service variables themselves.

If the Administration property 'Add Service variables' is ON for a user, this user will see accordion *Add Services variables* on this page:

Home » Services » Service Variables

## Service Variables ?

Filter

▶ Service variables

▼ Add Service Variables

Name	Value selection
Allow Callback	<input type="text" value="Yes"/> <input type="text" value="No"/>
Emergency Message	<input type="text" value="No Emergency"/> <input type="text" value="Emergency"/>
Hangup SMS in sales queue	<input type="text" value="No"/> <input type="text" value="Yes"/>
Hangup SMS in support queue	<input type="text" value="No"/> <input type="text" value="Yes"/>
SMS Survey NO	<input type="text" value="Active"/> <input type="text" value="Inactive"/>

Add 'dropdown' variable

Key	Value	
test3	645987	
Hangup SMS text for Sales	Hvis du vil at vi skal ringe deg når du er først i kø, send svar JA	
Hangup SMS text for Support	Hvis du vil at vi skal ringe deg når du er først i kø, send svar JA	

Add string variable

In the *Add Service variables* accordion, the user can add new service variables (drop-down and string) and edit existing ones.