

## Search results for Email/tasks

In Archive, type "Email/Task" covers requests with media type Email.

Media type email is used for ordinary emails and written requests from any system queued in and distributed by Puzzel (often called Task or eTask), and Scheduled tasks.

Emails/tasks usually have a **duration** (from request arrived in queue until agent closed the request tab) of **several days**. If you know when request arrived in queue, you should search based request's Start, but if you only know when the email/task was answered by the agent, you should search based on request's Finish.

The screenshot shows the 'Search' interface in the Puzzel system. At the top, there are navigation links for 'Home', 'Archive', and 'Search'. The main search area is titled 'Search criteria' and includes a 'Type' dropdown menu set to 'Email / Social'. There are buttons for 'Yesterday' and 'Week 4' to filter by time period. A 'Time period' field shows a range from '01-09-2021 00:00' to '30-01-2022 24:00'. Below this, there are fields for 'Access Points', 'Queues', and 'Agents'. A 'Search and show result' button is visible, along with a status message: 'Search completed. 14 records found'. Below the search criteria is a table with the following columns: Start, Access Point, Time before answer, Handling time, Total Time, From, Agent(s), and Subject. The table contains 14 rows of search results, each with a play button icon on the left.

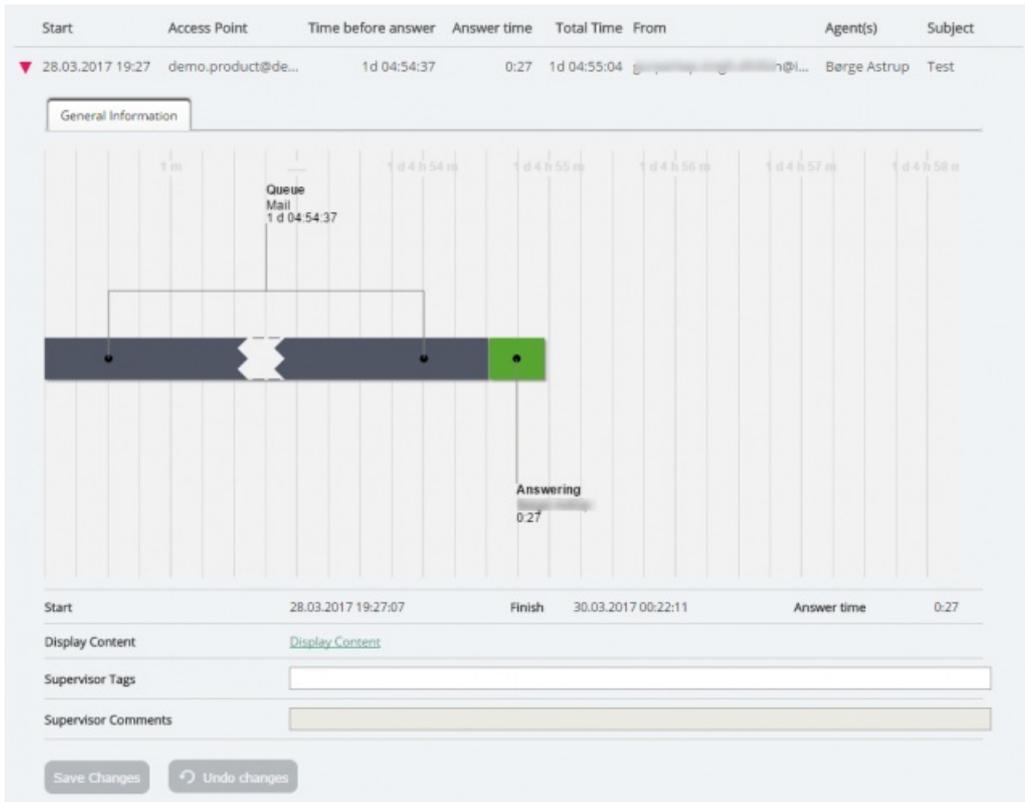
Start	Access Point	Time before answer	Handling time	Total Time	From	Agent(s)	Subject
▶ 03.09.2021 15:38	all-users@produ...	0:04	2:14	2:18	tho...@puzzel.com	Thomas	Problem w...
▶ 03.09.2021 15:58	all-users@produ...	1:12:41	1:46	1:14:27	tho...@puzzel.com	Thomas	Problem w...
▶ 07.09.2021 11:51	STask_10009	8:34	0:24	8:58	Snurre Sprett test	paal-agent	
▶ 07.09.2021 13:17	STask_10009	56:34	0:10	56:44	Anne	paal-agent	
▶ 07.09.2021 13:21	STask_10009	52:51	0:06	52:57	Anne2	paal-agent	
▶ 16.11.2021 08:26	STask_10009	3d 05:11:43	0:04	3d 05:11:47	Petter Smart	paal-agent	
▶ 16.11.2021 08:27	STask_10009	2:44:53	0:09	2:45:02	Farre	paal-agent	
▶ 15.12.2021 11:56	SoMe_6499201983...	0:05	12:33	12:38	9aeebac9-f429-403a-a78d-5...	paal-agent	
▶ 15.12.2021 12:10	SoMe_6499201983...	0:15	0:29	0:44	9aeebac9-f429-403a-a78d-5...	paal-agent	
▶ 15.12.2021 12:11	SoMe_3725_5M5_g...	0:03	1:20	1:23	98d7932a-715d-436e-ad3e-0...	paal-agent	
▶ 13.01.2022 09:40	STask_10009	1:50	1:54	3:45	Kristian	Kristian	

When an email/task request arrives in the Puzzel service, an 'arrival-record' (called Pre-initiation event in Raw data) is generated and the request appears in the Archive with Start, To (Access point), From and possibly Subject. If you use Advanced search, you can choose Answer status = Not yet answered or Answered instead of All, which is default.

Information about time spent in queue and which agent that answered is available first after the email request handling in Puzzel is finished.

- 'Time before answer' is the time from email arrival in queue until the first agent accepts it. This is similar to wait time in statistics report Details per queue for email and social media.
- 'Handling time' is time from the agent clicks accept until he/she clicks 'finish'.
- 'Total time' is from the email arrived in Puzzel queue until the last agent has clicked finish.

Below the graph, you'll find a Display content link, which is a link to the actual email (task) stored in your system. This is the link Puzzel received when the email was put in queue. (This link is not used for Scheduled tasks). Please note that if the email/task is moved to another folder in the source system, the link may no longer be valid.



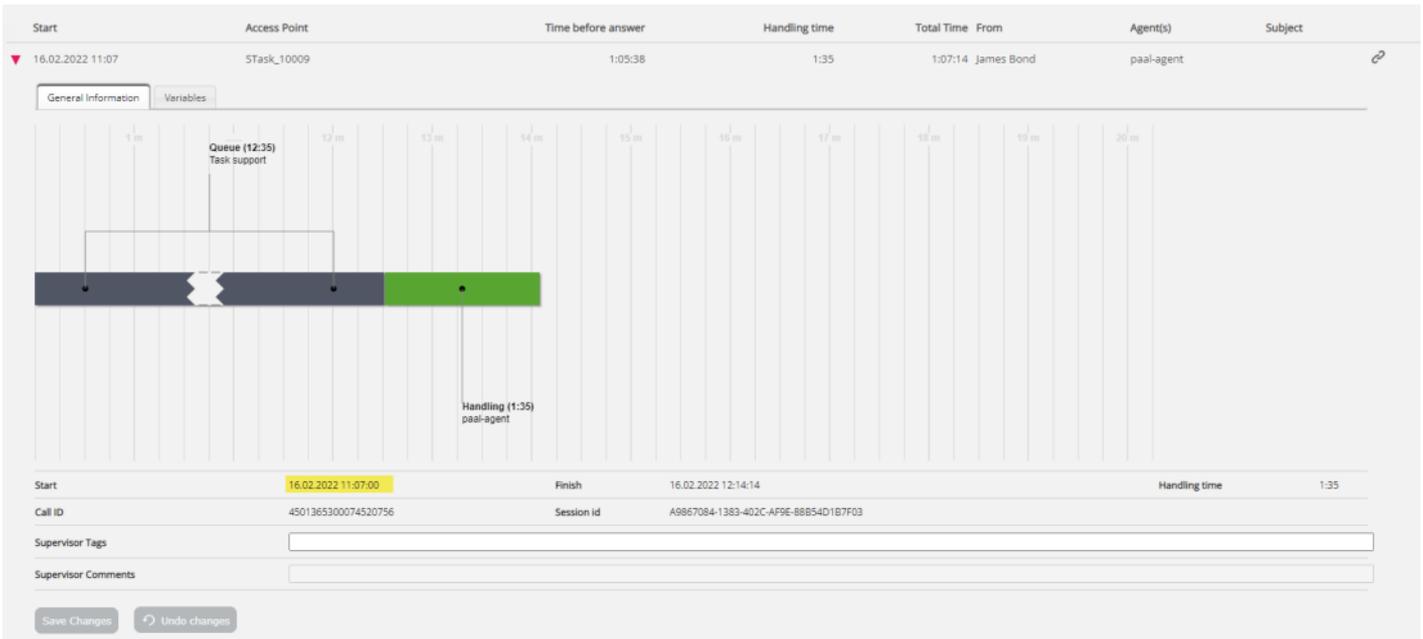
If the agent that accepted the email transfers it to another agent or queue, the time before next agents answers is shown as time in (a new) queue. If the agent puts the email in his/her personal queue and then answers it later, this is shown as time in personal queue and then a new Handling time.

### Scheduled tasks in Archive

A Scheduled task created by an Puzzel agent or using the API is usually shown with access point = "STask\_<customer number>", e.g. "STask\_10009", and with **From = Contact** name. A scheduled task will appear with very limited information in Archive some minutes after its created (as an email received but not yet answered). The one below is created at 16.02.2022 at 11:07 (=Start time) and it has a value for From, but no other information before it's answered and closed by agent.

Start	Access Point	Time before answer	Handling time	Total Time	From	Agent(s)	Subject
16.02.2022 11:07	STask_10009	-	-	-	James Bond		

When a scheduled task is finalised by agent (hours or days later), the rest of the information about the scheduled task will appear in Archive in the General information tab.



Please note that the **queue event starts at the Scheduled time** (in this case at 12:00 local time), which is not the same as the request's Start, which might be hours or days earlier. The queue event's duration (here 12m 35s) is until agent has accepted the task. The actual scheduled time can be found in the **Variables** tab.

If you want to search for a Scheduled task, you should **search based on request's Finish**, since a Scheduled task might have been created (=having Start) many days before the scheduled time/when it was sent to agent.

**Time before answer** is from the scheduled task was created (Start) until agent accepted, and **Total time** is from when scheduled task was created until agent closed the request tab in the agent application (=Finish). Since it may be several days between a scheduled task was created (Start) until its Scheduled time, these 2 parameters are not very useful for Scheduled tasks.

**Variables tab**

- Here you find the scheduled task **input parameters** like scheduled time, subject, contact id, phone number and URL.
- The **scheduled time** (api\_etask\_scheduled\_datetime) is in **UTC** and not in local time.

Start	Access Point	Time before answer	Handling time	Total Time	From	Agent(s)	Subject
16.02.2022 11:07	STask_10009	1:05:38	1:35	1:07:14	James Bond	paal-agent	

Time	Variable Name	Variable Value
16.02.2022 11:07:00	api_etask_contact_id	007
16.02.2022 11:07:00	api_etask_contact_name	James Bond
16.02.2022 11:07:00	api_etask_contact_phone	98214836
16.02.2022 11:07:00	api_etask_created_by	paal-agent
16.02.2022 11:07:00	api_etask_scheduled_datetime	2022-02-16T11:00:00+00:00
16.02.2022 11:07:00	api_etask_title	Follow-up call
16.02.2022 11:07:00	api_etask_uri	https://ms5.co.uk