Puzzel-Salesforce Integration

Puzzel Agent Application is seamlessly integrated into Salesforce through SSO. Agent logged on to Salesforce can now receive calls/chat/email the customers through Puzzel Agent Application. This will help them to use the wealth of information available in the CRM system while utilising the contact centre capabilities from Puzzel.

You can also keep track of new case/leads registered by creating a workflow in the Salesforce Logic Apps and assigning them to the available agent through the Puzzel's routing mechanism. For more details please refer to the following articles:

- How Salesforce works with Puzzel Contact Centre solution
- Puzzel Agent Application SSO in Salesforce
- Salesforce Admin Guide
- Salesforce Agent Guide
- Salesforce Logic Apps
- Configuring record viewer in Salesforce
- Puzzel Salesforce Omni-Channel integration

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