

Forced Enquiry Registration

Agents can do Enquiry Registration, but its **optional**.

If you want to **try to force your agents** to do Enquiry Registration for each call/request, Forced Enquiry Registration can be configured on page [Users - Products under Agent application](#), for all or selected user groups.

If Enquiry Registration is not done during *Wrap-up*, the agent is, as usual, set to *Ready* when wrap-up ends, and then the agent might receive a new call. The pre-defined wrap-up should be quite long so that agents have time to do the registration before being set to *Ready* and a new call arrives!

If Forced Enquiry Registration is turned on

- after a **call**, an agent using agent.puzzel.com can not close the **call's** request tab if a registration is not done, even if the call's wrap-up has ended!
- after a chat/email/social request, the agent cannot close the request tab unless a registration is done.

Its also possible to configure that the agent is automatically set to status *Ready* after an Enquiry Registration is done while in status *Wrap-up*. With this solution ([Agent application property Enquiry Registration - Set ready after](#) is turned ON), the agent does not need to click *Ready*.

If you start using Forced Enquiry Registration, we recommend you create an Enquiry Registration Topic titled e.g. *Consult call* or *Other* so that agents easily can register something after having answered a consult call.