

Columns/Variables in Import File and list

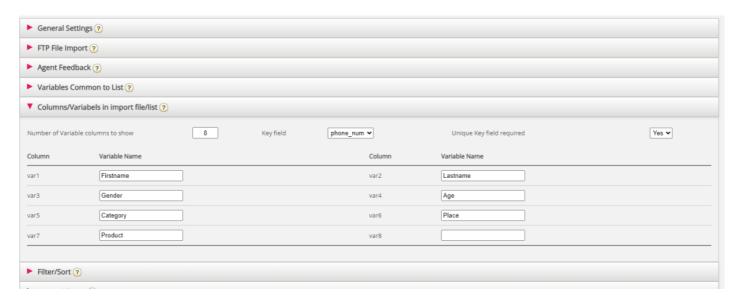
The columns that should be used in the file and in the list is defined here:

- **Number of variable columns in list** Default 10, max 30. The number of columns selected affects the number of variables shown here, in the *Field* list box under *Sort and Filter*, and what is shown when previewing the list.
- Key field: Default is phone_no. If set to external_id, each contact must have an external_id.
- Unique key required: Default No. If set to Yes, each contact in the list must have a unique value for the key field.

Variable names

The used variable columns (var1-varN) can be given descriptive names. The defined names will be variable names in Puzzel, and variables can be used in the agent screen-pop. Puzzel support usually defines the initial names the customer wants to use for var1-varN.

Please don't change a Dialler variable name if the variable is used in agent screen-pop, because then the screen-pop configuration also needs to be changed. Contact Puzzel support if you want to change a Dialler variable name and you need assistance.



You don't need to configure here if you will use date_from, date_to (earliest/latest call date), time_from and/or time_to (earliest/latest call time of day) or phone 2 per contact in the list.