

## 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.

▶ General Settings ?
▶ FTP File Import ?
▶ Agent Feedback ?
▶ Variables Common to List ?
▼ Columns/Variabels in import file/list ?

Number of Variable columns to show 
Key field 
Unique Key field required

Column	Variable Name	Column	Variable Name
var1	<input type="text" value="Firstname"/>	var2	<input type="text" value="Lastname"/>
var3	<input type="text" value="Gender"/>	var4	<input type="text" value="Age"/>
var5	<input type="text" value="Category"/>	var6	<input type="text" value="Place"/>
var7	<input type="text" value="Product"/>	var8	<input type="text"/>

▶ Filter/Sort ?

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.