

Inbox

The Knowledgebase article suggestions and feedback from the agents will be sent to admin for approval and are listed under Inbox as shown below.

The screenshot shows the Puzzel dashboard with a dark header. On the left, there's a navigation menu with 'Feedback' (3 items), 'Imports', and 'Suggestions'. The main area displays three article suggestions:

- Do I need to change my meter**
By , Jan 21, 2020, 09:00 PM
- How can I get a new invoice**
By , Jan 29, 2020, 01:31 PM
- How can I get a new invoice**
By , Jan 29, 2020, 01:32 PM

To view and approve the suggested article:

1. Click on **Suggestions** and then the article you wish to approve. This opens the article in the editor.

The screenshot shows the article editor for a 'New article suggestion about Salesforce'. The main text area contains the following content:

Puzzle Agent Application is seamlessly integrated into Salesforce through SSD. Agent logged on to Salesforce can now receive calls/chat/email the customers through Puzzle 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.

Below the text area, there are several fields and buttons:

- Type:** Plain text (dropdown menu)
- Publish Date:** Feb 21, 2022, 01:54 PM (calendar icon)
- Visibility:** Visible
- Language:** EN (dropdown menu)
- Author:** Jay
- Created:** Feb 21, 2022, 01:54 PM
- Modified:** Feb 21, 2022, 01:54 PM by unknown
- Buttons:** + Upload file, + Map category (Suggestion), + Map section, + Map article, Save, Delete

2. By default, plain text editor will be selected. Click on the drop-down menu of the **Type** attribute and select **Rich Text**. You will now be able to see the tool bar at the top. This will allow you to embed images directly from the clipboard without having to save and insert them into the article. You can also embed videos from different sources into your article. Edit the article for its content, add tags, publish it or schedule it for a later date, assign it to a category/section/article, attach a file and click on **Save**.

3. You can now view the article listed in the saved category.

Creating language articles

By default, the article will be created in the same language as the agent application interface, from where the suggestion was sent. You can create other language articles for the same content, by clicking **ADD +** icon at the top of the screen. This opens the editor for you to add content in the desired language. Note that some automatic tags are added to the article based on the content being added. You can add additional tags and save it.

Viewing Feedback

Administrators can now view a list of all articles containing feedback from agents in a new list view. By clicking on the article with a feedback, the article opens in the edit mode and the feedback related to it can be found at the bottom of the page.

After the feedback has been reviewed it can be deleted using the delete button.

Save text

You can request his via the billing portal if you are the registered billing contact or by call the customer services team

Type: Plain text Visible Publish Date: Jan 29, 2020, 01:31 PM

Author: Created: Jan 29, 2020, 01:31 PM Modified: Jan 18, 2022, 02:41 PM by Jayanthi Kumar

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- Billing
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Feedback	Created	Sent by	
this is from AA	Jan 18, 2022, 02:44 PM	Jayanthi Kumar	<input type="button" value="Delete"/>
This is feedback from the Agent Assist Knowledgebase tab	Jan 19, 2022, 10:48 AM	Jayanthi Kumar	<input type="button" value="Delete"/>