

## Who hung up first

For **incoming calls** connected to an agent we will show who hung up first (agent or caller). Please note that the standard behaviour for a Puzzel solution is that when the caller hangs up first, the agent is disconnected, and when the agent hangs up first, the caller is disconnected. If the caller and the agent were finished speaking and said goodbye, it's not unusual that the agent hangs up first. And, remember that the connection to the caller's phone or to the agent's phone may be lost due to network problems without the caller or the agent hung up on purpose!

If the agent transfers the caller to a queue and the caller hangs up before being connected to a new agent, this will be shown as agent hung up first.

Please note we do not show who hung up first for outbound calls, Dialler calls and callbacks.