

Settings tab

In the Settings tab, you can change details and settings for your account and application.

Enquiry Registration

Here you can decide if your categories should be collapsed by default, instead of being expanded. If you have many categories or topics, this will probably make your registration easier and faster.

Edit User

Here you can edit relevant information about your user account in Puzzel. You can change your name, email address and mobile number (if given access), and you can change your password and language settings.

Keyboard Shortcuts

Puzzels agent application is based on tabs and widgets. Hence, we have split our keyboard shortcuts in a similar way:

- Application Shortcuts
- Widget Shortcuts

Application shortcuts are general shortcuts used independently of tabs and widgets in use. Widget Shortcuts are used particularly on widgets in tabs and are only relevant when the widget is in use.

Below is a table of Application shortcuts.

Action	Shortcut Key
Answer Softphone call	Alt+A
Reject Softphone call	Alt+Z
Hangup Softphone call	Alt+H
Add Tab	Alt+0
Open Favourite tab #1	Alt+1
Open Favourite tab #2	Alt+2
Open Favourite tab #3	Alt+3
Open Favourite tab #4	Alt+4
Open Favourite tab #5	Alt+5
Focus on the First Tab in Left Tab-set	Alt+6
Focus on the first tab in right Tab-set	Alt+7
Split / Merge Tab-sets	Alt+9
Set Ready (when in pause, no answer, busy or wrap-up)	Alt+I
Toggle Logon	Alt+L

Action	Shortcut Key
Focus on Status / Profile	Ctrl+Alt+L
Toggle Pause	Alt+P

Below is a list of widget shortcuts

Phone Widget:

Action	Shortcut Key
Hang-up (non-softphone calls)	Ctrl+Shift+H or Alt+H
Hold/Unhold	Alt+M
Recording	Alt+R
Start/stop censor recording	Ctrl+Shift+X
Forward	Alt+T
Transfer	Alt++
Start/stop Consult call	Alt+-
Send Message	Ctrl+Shift+.

Call Widget:

Action	Shortcut Key
Focus on Search Field	Alt+S

Softphone

Here you can enable/disable softphone and set softphone parameters.

Ringer

In Ringer, you can define where you want softphone calls to ring. Usually, agents choose their default headset for this. You can also define where you want softphone calls to ring additionally. Usually, agents choose their PC speakers for this, so that they can hear calls also when not wearing the headsets.

Auto-answer

With auto-answer, you can enable incoming calls to be auto-answered. When enabled, you will hear a short sound when receiving a call, to prepare you for the conversation about to take place.

Sound quality test

If you are uncertain of how you sound during a softphone conversation, you can perform a test call. When starting a test call, you are prompted to record a short monologue that you can listen to straight after. Just follow the instructions and check how you sound. This feature requires you to be logged off queues.

Written Requests (chats, emails and social requests)

Here you can decide in pressing Enter/Return on your keyboard should result in the message being sent or the cursor being navigated to the next line. If this option is checked, you can still navigate to the next line by pressing Shift + Enter, when writing a message. This is relevant for chat- and social requests.

Notification

Here you can see and edit settings for playing sound and showing notification (toaster) for incoming requests. Note that there are notification-time limitations in the browser that override the toaster display time in these settings.