End of Support and End of Life announcements

As our product portfolio and solution architecture evolves and changes with the times, older products and services will have to be decommissioned for better alternatives. We are working to make these transitions as seamless as possible for our customers, but sometimes action needs to be taken by our customers to make the change to the improved version of the service.

The next upcoming change is related to the old agent web application found on https://client.puzzel.com which will reach end of life** October 31st, 2020. **This means that the old agent application can cease to function after this date. All customers must have fully migrated to the new and improved agent web application on agent.puzzel.com before this date.

The rest of this article contains more information and updates on products and services planned for decommissioning or allready decomissioned, with relevant action information where necessary. Please familiarise yourself with the content, and if you are not managing your company's application portfolio then please inform your appropriate management to initiate the changes in due time. For any questions please contact the Puzzel team.

Agent Applications

Desktop Version

End of Support January 31st, 2020

We announce the end of support of all versions of the installed agent desktop application from January 31st, 2020. This means that any customer still using the agent desktop application will not be eligible for assistance in the case of any issues that may arise from this date. Please start to move your agents to the new and improved web-based agent application at agent.puzzel.com.

Please note all versions older than the most recent one available at puzzel.com/download (1.22.x) are already Out of Life since 31st January 2019 due to Puzzel disabling old TLS protocols and may cease functioning without any further notice. If you are on this version a change to agent.puzzel.com or upgrade is required immediately.

End of Life April 30th, 2020

We plan end of life on all versions of the agent desktop application by the end of April 2020. This means that the agent desktop application will cease to function after this month. All customers must have fully migrated to the new and improved agent web application before this date.

Please read our article on how to migrate to the new agent application here.

Web Version

End of Support Softphone capability January 31st, 2020

The Softphone capability of the old agent application client.puzzel.com will not be supported after January 31st, 2020. Customers are requested to take action to move their users to the new and improved version on agent.puzzel.com well before this date.

End of Life Softphone capability April 30th, 2020

The Softphone capability of the old agent application client.puzzel.com will not be available after April 30th, 2020. Customers are requested to take action to move their users to the new and improved version on agent.puzzel.com well before this date.

End of Support old web-based agent application June 30th, 2020

We plan to end the support of the old agent application found on client.puzzel.com in the June 30th, 2020. Customers are requested to encourage their users to use the new and improved version on agent.puzzel.com well before this date. Further announcements on details and dates for end of life will be provided at a later stage.

End of Life old web-based agent application October 31st, 2020

We plan to end the life of the old agent application found on client.puzzel.com by the end of October 2020. This means that the old agent application will cease to function after this date. All customers must have fully migrated to the new and improved agent web application on agent.puzzel.com before this date.

Intele.com URLs and APIs

The following is a list of intele.com URLs that have reached end of life in December 2019. If your internal applications are using any of these interfaces, please change to the new Puzzel.com equivalents:

- api.intele.com
- client.intele.com
- chat.intele.com
- catalog.intele.com
- cdn.intele.com
- connectapp.intele.com
- connectsync.intele.com
- flex.intele.com
- ftp.intele.com
- social.intele.com
- trigger.intele.com
- wsconnect.intele.com

Note that there may be other less used URL's related to the intele.com domain. These will also be decommissioned.

ftp.intele.com

All ftp services hosted on ftp.intele.com is no longer available as it has reached the End of Life. The users still using this URL for their files are urged to change the URL to ftp.puzzel.com . Using the old url will result in file transfer failures.

Also, note that files currently stored in ftp.intele.com need to be manually moved into ftp.puzzel.com.

wsconnect.intele.com – End of Life December 2019

Our old webservice endpoint server at *wsconnect.intele.com* has been Out of Support for a while and has now reached the end of life from December 2019. Please follow the instructions in the decommissioning article here to take necessary immediate actions.

trigger.intele.com – End of Life December 2019

On the evening of 19th February, we switched over to the new trigger-server (*trigger.puzzel.com*). Customers with strict firewall and proxy settings must add the new address to their environment (without removing the old address - *trigger.intele.com*) if they have not already done so.

End-user Web chat-application

In relation to the end of life announcement December 30th, 2019 of intele.com domains it is important that customers with web chat functionality on their own websites are checking that the web pages are using the URL https://chat.puzzel.com/ for the correct source code, styling and libraries. Updating to our current URLs is important to ensure continued service, but

also for accessing our newest features and functionality. You can find our most recent documentation on how to set up your chat solution [here](#).

Sync Clients

All old versions of the various Sync Clients for our Desktop Clients will shortly cease to function due to [disabling old TLS protocols](#). The new version of the Sync Client has been released in October 2019, and all our customers are urged to migrate to the latest version.

Social channels on SocialCee

As of February 29th 2020, all social channels linked to SocialCee has been decommissioned as is made unavailable.

As an alternative to this, in January 2019, Puzzel launched its own social media platform to align with the omnichannel strategy. Users still using the SocialCee platform are urged to change to our new solution to be able to use and benefit from our latest offerings.

> Note
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> You will have to migrate to our new Puzzel Agent Application (agent.puzzel.com) to use our new social media solution and its enhanced features.