

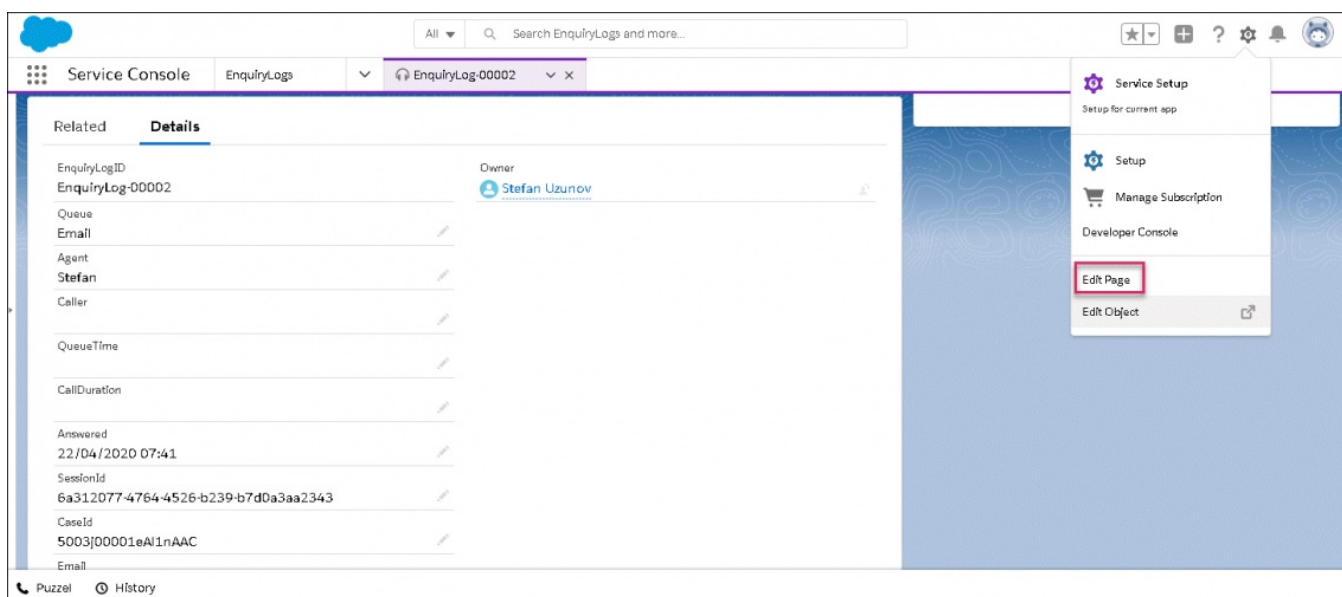
Configuring record viewer in Salesforce

The record viewer allows you to view chat transcripts and listen to call recordings archived in the Puzzel application. It is a passive tool which simply permits you to access the archive after having authenticated into the Puzzel Application. By making the records available within Salesforce, the agents can go through the previous interactions with the customer and provide a greater customer service.

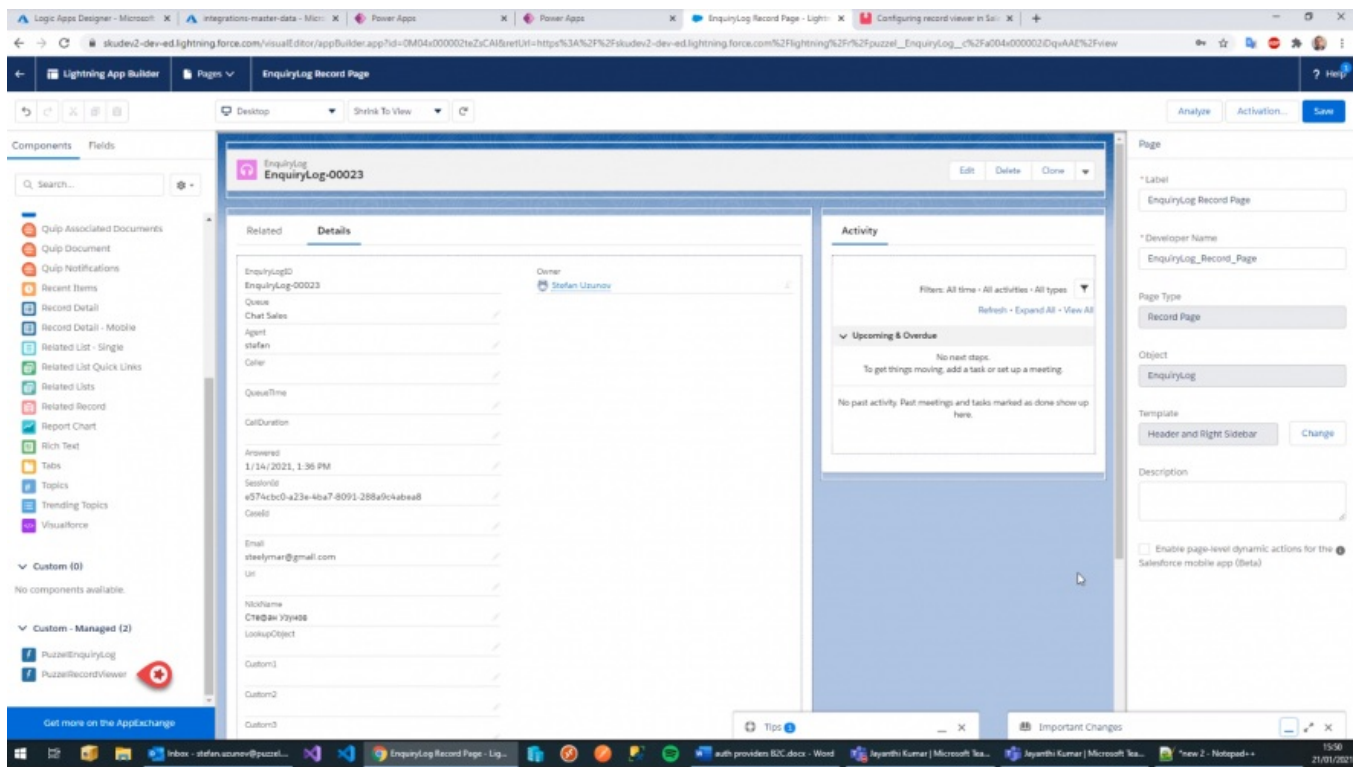
Adding the component to EnquiryLog page

To add the record viewer component to the EnquiryLog page, you need to:

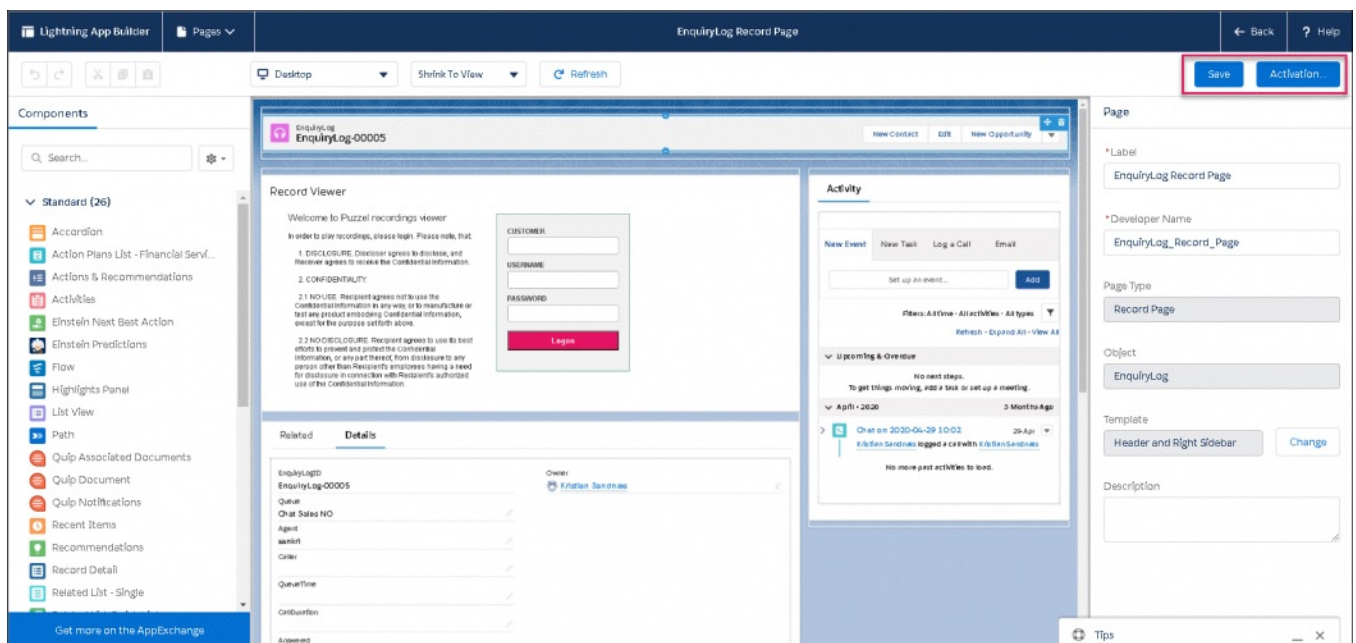
1. Open any EnquiryLog page and navigate to the **Setup** option in the toolbar at the top right corner of your screen and select **Edit Page** option. This will open the Page designer screen



2. In the **Components** option, under the **Custom-Managed** section in the left panel, look for the **PuzzelRecordViewer**



3. Drag the component and place it in the centre panel where you would like the record viewer to be displayed



4. Save and Activate the page

If you now open any enquiry log page, you will be able to see the PuzzelRecordViewer component. Enter the Puzzel credentials to gain access to the archive.

EnquiryLog

EnquiryLog-00069

New Contact

Edit

New Opportunity

Agent

Sonia

Caller

Queue

Chat


CallDurationFriendly

QueueTimeFriendly

SessionId

3ba2071f-d04e-45f7-9603-741cc3774382


Record Viewer



Login

Related

Details

EnquiryLogID	EnquiryLog-00069	Owner	 Sonia
Queue			
Chat			
Agent			
Sonia			
Caller			
QueueTime			
CallDuration			
Answered	2022-02-11 06:35		
SessionId	3ba2071f-d04e-45f7-9603-741cc3774382		
CaseId			
Email	gill@customer@puzzel.com		

Activity

New Event

New Task

Log a Call

Email



Add

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overview

Chat on 2022-02-11 06:35

 Sonia logged a call with  Sonia

No past activity. Past meetings and tasks marked as done show up here.

Example Call Recording for the Enquiry Log

EnquiryLog

EnquiryLog-00058

Record Viewer

Part 1(queue_support)

▶ 0:00 / 2:21

🔊

⋮

[Logout](#)

Example Chat transcript for an Enquiry Log

67

Inquiry Log

EnquiryLog-00069

New Contact

Edit

New Opportunity

Agent

Sorts

Caller

Queue

Chat

CallDuration

CallFriendly

QueueTime

QueueFriendly

SessionId

3b42771f-d04e-45f7-9b03-741cc3774382

Record Viewer

General

Survey

Q_chat_order

Chat started at: 2/11/2022, 6:35:25 AM

Name: [Wendie Smallegange](#)

ID: [wsmallegange@puzzel.nl](#)

2022-02-11T05:34:49.5300000Zhttps://productdemo.puzzel.com/se/kontakta-oss/kontakta-oss

Wendie Smallegange

06:35 AM

Hag, miit namen är [Wendie](#). Hur kan jag stå till tjänst?

Score: Puzzel Support 06:35 AM

Related

Details

InquiryLogID

EnquiryLog-00069

Owner

[Wendie Smallegange](#)

Queue

Chat

Agent

Sorts

Caller

QueueTime

CallDuration

Answered

2022-02-11 06:35

SessionId

3b42771f-d04e-45f7-9b03-741cc3774382

CaseId

Email

[wsmallegange@puzzel.com](#)

Activity

New Event

New Task

Log a Call

Email

Set up an event...

Add

Filters: All time • All activities • All types

Refresh

Expand All

View All

Upcoming & Overdue

Chat on 2022-02-11 06:35

[Wendie Smallegange](#) logged a call with [Wendie Smallegange](#)

11 Feb

No past activity. Past meetings and tasks marked as done show up here.