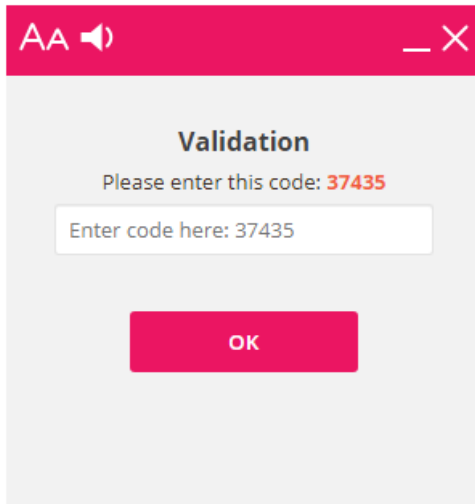


Validation (CAPTCHA)

To aid in the prevention of cyber-attacks the company recommends activating our validation (CAPTCHA) feature to distinguish humans from machines. This feature is activated by marking the checkbox next to the “Enable captcha on chat” option in the Administration Portal chat settings (*Administration Portal->Users->Products->Chat*). The call centre administrator, or a Puzzel technician, will need to perform this task for you. When enabled, the chatter is required to enter a five-digit code displayed on the screen before being able to start the conversation.

A screenshot of a validation dialog box. At the top is a pink header bar with 'AA' and a speaker icon on the left, and a minus sign and a close 'X' icon on the right. Below the header, the word 'Validation' is centered in bold. Underneath, it says 'Please enter this code: 37435' where '37435' is in red. Below this is a white text input field with the placeholder text 'Enter code here: 37435'. At the bottom center is a pink button with the text 'OK' in white.

AA 🔊 — ✕

Validation

Please enter this code: **37435**

Enter code here: 37435

OK