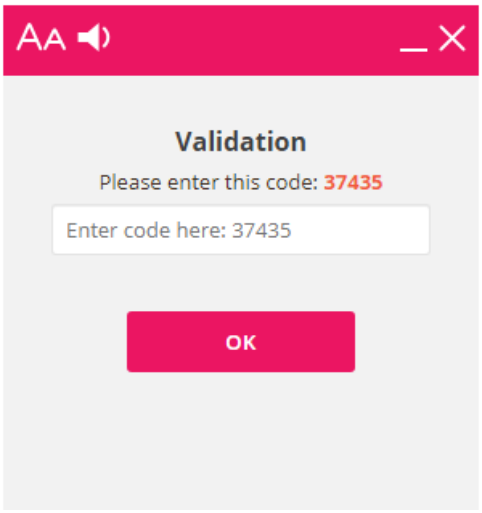
Validation (CAPTCHA)

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.



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