

Scheduled Maintenance Windows

Puzzel conduct scheduled maintenance every second Tuesday. However some windows may be scheduled for alternative Tuesdays due to Bank Holidays. Please find below our planned maintenance windows for Puzzel Contact Center (PCC), Puzzel Case Management (PCM), Puzzel WFM and Puzzel Digital Engagement.

Note

Please be aware that from February 2024 to June 2024, Puzzel will be conducting weekly maintenance. Further details can be found [here](#).

Puzzel Contact Center, Puzzel Digital Engagement & Puzzel Case Management 21:00 - 01:00 CET	Puzzel WFM 07:30 - 08:00 CET
9 & 23 January 2024	10 & 24 January 2024
6, 13, 20 & 27 February	7 & 21 February
5, 12, 19 & 26 March 2024	6 & 20 March 2024
2, 9, 16, 23 & 30 April 2024	3 & 17 April 2024
7, 14, 21 & 28 May 2024	1 & 15 & 29 May 2024
4, 11, 18 & 25 June 2024	12 & 26 June 2024
9 & 23 July 2024	10 & 24 July 2024
6 & 20 August 2024	7 & 21 August 2024
3 & 17 September 2024	4 & 18 September 2024
1 & 15 & 29 October 2024	2 & 16 & 30 October 2024
12 & 26 November 2024	13 & 27 November 2024
10 December 2024	11 December 2024

Further details regarding the maintenance being conducted will be provided prior to each window. Please note that we always strive to conduct the maintenance with minimal service disruption. However, users may experience the [following](#) during a maintenance window. Any impact beyond this will be notified ahead of each window.

If you have any questions please do not hesitate to drop us a note.