

Social Media

The social media feature allows agents to respond to enquiries from social media sources such as Facebook, Twitter, WhatsApp and Trustpilot in the Agent Application. Social media requests can be queued and distributed to agents alongside enquiries from other channels. Agents can respond to public enquiries and private messages (Like Facebook Messenger), and will respond in the organisation's name. Agents do not need to use their private social media accounts to respond to enquiries. All social media enquiries are included in statistical reports and in the agent ticker.

This module is managed through the Admin Portal, where you can add new social media sources. Agents can then handle social media requests through the social media widget in the Agent Application.

For more details on our social solution, read [Puzzel Social Media articles](#).

Download the product sheet for Social Media here:

[Social Product Sheet.pdf](#)