Call Flow Tool

Call Flow Tool is a sophisticated and powerful tool which enables users to make substantial changes to their Puzzel solution, including adding and implementing entirely new call flows. Before designing the services in CFT, Puzzel provides the customer with the required access numbers, system queues, and skills. By default you will only have read access into the Call Flow Tool.

Puzzel will only provide write and install access to users who have participated in training provided by Puzzel and have been CFT certified. Of course, the customer is then fully responsible for any changes made using the tool, as is the case with all other Administration Portal facilities.

For more details, please read here.