

## Information about agents (users)

All registered Puzzel Contact Centre users are listed in the Administration Portal on the page Users - Users. For each Puzzel user, the following information can be entered:

- Firstname
- Lastname
- Username
- Email address / Puzzel ID
- Mobile number
- Usergroup (required)
- Language (required)

An Email address is required as Puzzel ID for ordinary (person) users.

In agent statistics reports we show the number of calls, avg. speaktime, time logged on and in pause etc, per agent for the selected time period. Here only agent name (or username if name is missing) is shown (not agent's phone number or email address).

In the **Archive**, we show that the **name of the agent** that answered a call/chat/email as a part of the general information for a request.