

## Puzzel Contact Centre - Release Notes September 1st 2020

### Introduction

This document provides an overview of changes and additional features included in the Puzzel Contact Centre Solution release implemented in the evening of September 1st, 2020.

The changes made in this release mainly concern the following areas:

- Conversational Platform
- Agent Assist
- Social Messaging Platform
- Knowledgebase
- ChatAPI

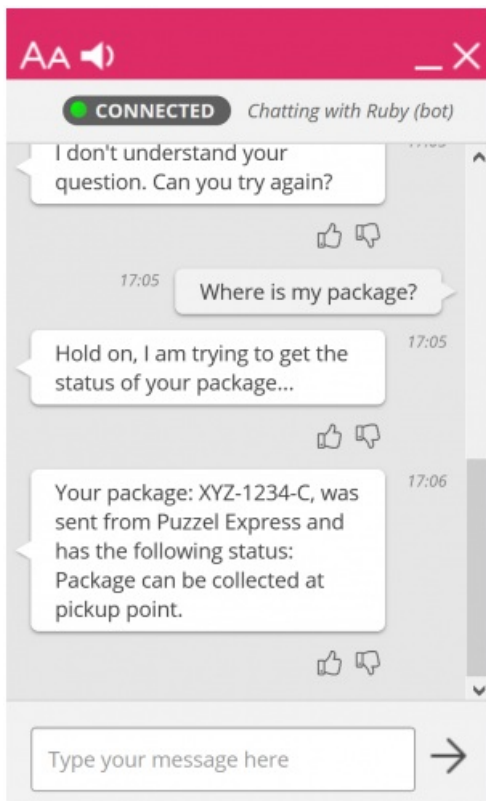
### Note

Note that some of these features require a customised set-up before they can be activated. In addition, some features may have a set-up and/or monthly cost element associated to it.

### Conversational Platform

#### Support for dynamic chat variables

Puzzel's chat API now allows custom variables to be added or updated during an active chat session. This is useful for updating a chatbot with additional context or changes to existing contexts, so that an appropriate response can be generated based on the new information.



#### Note

Boost.ai chatbot connected to the chat channel will not be able to use dynamic variables until a dependency is also deployed on or before the next release date.

#### Support for restricted variables

Conversational platform now supports handling of restricted variables by masking them in logs. When a variable contains sensitive data, and is tagged as restricted, the corresponding values will not be logged.

#### Note

Automated agent scripts or chatbots connected to the chat channel will not be able to use restricted variables until a dependency is also deployed on or before the next release date.

#### Operational improvements

Improvements made to management of the Azure Kubernetes Service used by Puzzel to offer Conversational Platform.

### Agent Assist

#### Agent Assist Widget

##### Suggestions based on incoming Puzzel Ticketing content

Automatic suggestions is now possible from Puzzel Ticketing requests that are presented to an agent. The content of the ticket is analysed by the NLU engine to extract keywords/tags which are used to search for relevant knowledgebase articles,

and historical conversation. In addition, any configured chatbots may return a suggestion.

#### **Sentiment analysis of incoming Puzzel Ticketing content**

The sentiment score is presented on the contact card based on the content of the ticket message.

#### **Display contact details if issues in fetching interactions**

A bugfix is applied where there may be an issue in displaying historical interactions and the contact card was not able to display contact details correctly.

### **Contact Management System**

#### **Contact export improvements**

Improvements made to the mechanism that allows exporting of contacts as a downloadable file.

#### **Contact Ftp import - Handle large files**

Significant improvements made to the mechanism and handling of file for automated import via FTP. Generally, it is now faster to import larger contacts list.

### **Social Messaging Platform**

#### **Widget**

##### **Bugfix for paste (ctrl+v) not working in Firefox**

Pasting messages using ctrl+v worked only in Chrome, but not in Firefox browser. This is now fixed.

##### **Change tab header info**

Added queue description to tab title for all sources. Added username for all applicable sources to tab info. It is now easier to identify which queue the message is being handled on after an agent accepts the request.

##### **Better error notifications**

Improved handling and display of error messages in case of third-party API failures.

#### **General**

##### **Facebook posts from new interface results in double requests**

Puzzel's SoMe platform receives "add" and "edit" events at the same time from users with the new Facebook interface enabled, this causes 2 requests to be created. One of these requests displayed an error message. The SoMe platform now handles this unexpected behaviour in a better way by ensuring only one request is sent to the queue.

##### **Handling of "hide" events from Facebook**

Facebook allows posts to be hidden, such action by an agent or admin results in an event being sent to Puzzel with the

agent or admin as the sender. We now ignore these events instead of routing it as a new request.

## Knowledgebase

### Knowledgebase Widget

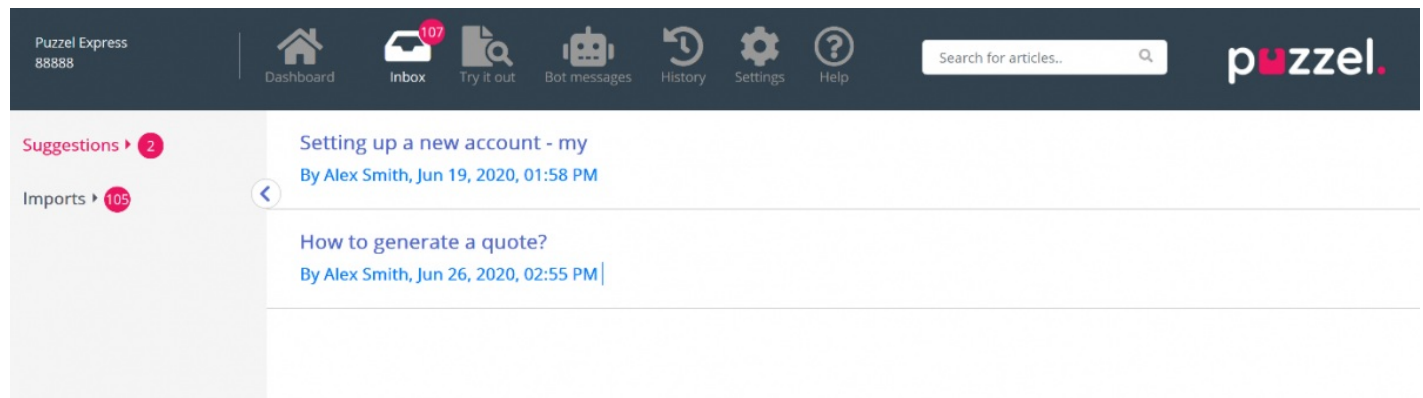
#### Copy button improvement

The copy button now ignores html source tags so that pasting into chat or an email reply is cleaner.

### Knowledgebase Management System

#### Show count of articles in inbox

The inbox menu now contains a badge with a count of articles that need attention from an administrator by displaying a count of total articles in the 'Suggestions' category as well as the 'Imports' category.



## Chat API

### Dynamic variables

#### Update variables in active chat session

Puzzel's chat API now allows custom variables to be added or updated during an active chat session. This is useful for updating a chatbot (or agents) with additional context or changes to existing contexts, so that an appropriate action can be taken based on the new information. An example use case may be that a customer has requested information on the status of a package, by updating the custom variable with the tracking number, the bot is then able to fulfil the request.

This feature can be consumed in the Puzzel Chat Client using JavaScript or via the Puzzel Chat API and the respective documentation will be published after the release date.

#### Note

Any custom variables that are updated or added will not be visible to the Agent Application in the current release. An update to the Agent Application is required to display these updated variables which will be made available in an upcoming Agent Application release.

Where a chatbot is connected to the chat channel, dynamically added or updated variables will not be usable until a dependency is also deployed on or before the next release date.