

Puzzel Ticketing - Release Notes September 10th 2020

The following updates will be made to Puzzel Ticketing on 10th September 2020. These are categorised as additional features, improvements to existing and bug fixes.

Additional Features

Normalising emails:

Emails can be sent in different formats which can limit the parsing options when they are received. From this release, you will have the ability to normalise the incoming emails by making the necessary settings in New Ticket Rules page. This new feature will be deployed as part of the release to normalise emails, ensuring that more content can be parsed which will eventually enhance the routing, prioritising, categorising, and automating of actions.

This is activated by selecting the tickbox in each filter:

Rule Conditions

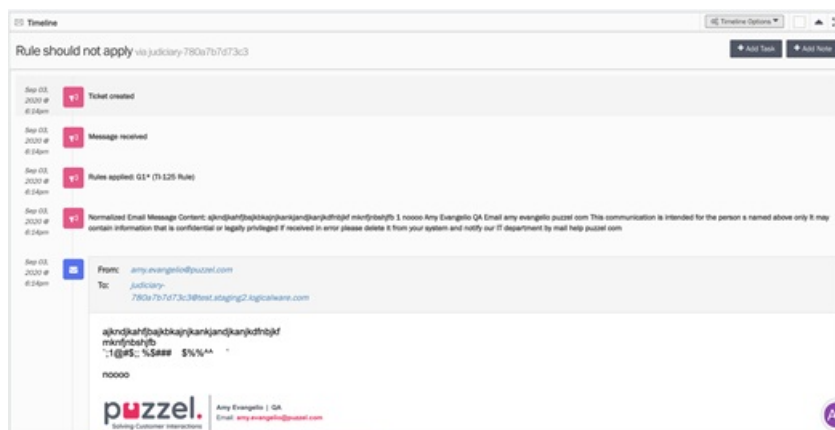
If any of the following conditions are met:

Message Content	is equal to	Attendees10	<input checked="" type="checkbox"/> Normalize content before applying this rule	Remove
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condition

Normalising the email content removes punctuation marks, non UTF-8-character set, new lines and replaces them with spaces. Also, a double space will be replaced with a single space.

When an email is normalised the details of how this happens will be shown in the ticket timeline:



This feature must be selected in each ticket rule and only works with email channel.

Improvements

An improvement to existing features and functionality is included as below:

- Allow Customer Sender ID for Short code SMS:

Enables sending of short code SMS through the Puzzel SMS Gateway using custom sender ID.

- Translations:

Latest translation update for local languages.

Bug Fixes

The bug fixes release are as listed below:

- Error on Customer Page

Fix for 500 error on customer page.