

## Puzzel Ticketing - Release Notes September 14th 2020

The following updates will be made to Puzzel Ticketing on 14th September 2020. These are categorised as additional features, improvements to existing and bug fixes.

### Additional Features

#### Sentiment Analysis:

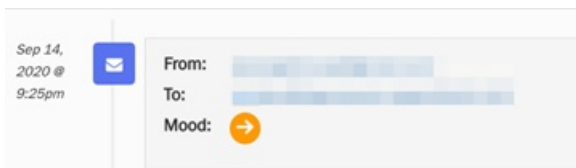
Understanding the sentiment of the customer is the key in delivering great customer service. Utilising Artificial Intelligence (AI) to analyse unstructured text in emails and deploy sentiment analysis to provide an insight to the case is a huge advantage to the agents.

This has to be enabled on an individual account basis. Please contact your Account Manager if you wish to have this feature.

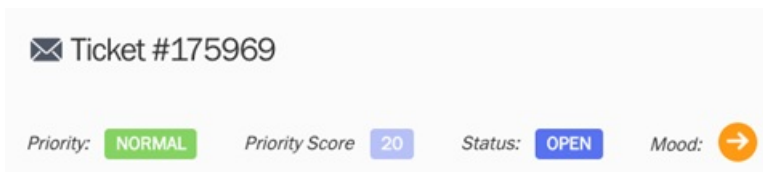
Sentiment is provided on an interaction level (emails received), conversation level (tickets) and customer level (customer record).

Green: positive mood  
Amber: neutral mood  
Red: negative mood

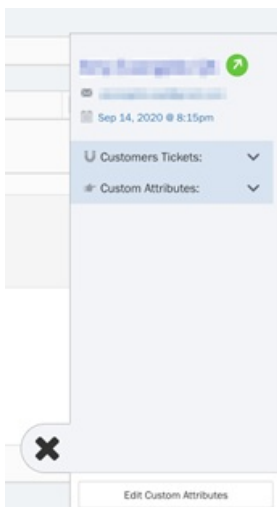
Each interaction shows the sentiment against the message received:



Then each ticket (conversation) shows the sentiment:



And finally, the customer sentiment can be seen on the expanded view and on the customer record:



Understanding customer mood and being able to measure how these changes, provides significant value and input on customer happiness, impacting on key business performance accordingly.

#### **Knowledgebase / Agent Assist:**

Within the integrated omnichannel customer service platform, Agent Assist helps agents by automatically making suggestions based on the content of the message. When an email is received, the content is analysed and associated tags are generated which then triggers relevant knowledgebase articles to be shown to the agent.

This is a great way of empowering agents and increase efficiency within the organization.

This must be setup on an account basis, please contact your Account Manager to request for this feature.

No additional setup is required from Puzzel Ticketing end.

When an email is accepted this will automatically load the ticket page and Agent Assist data showing the Knowledge base articles as shown below:

#### **Improvements**

No improvements will be released.

#### **Bug Fixes**

No bug fixes will be released.