

## Puzzel Ticketing - Release Notes October 5th 2020

The following updates will be made to Puzzel Ticketing on 5th October 2020. These are categorised as additional features, improvements to existing and bug fixes.

### Additional Features

#### WheelQ integration:

An integration with WheelQ will be made available as part of this release. WheelQ provide data on customer service performance, such as Net Promoter Score (NPS). To be able to use this integration, customers must have a valid WheelQ account and must be able to provide the necessary credentials.



**Your Wheelq Account is not connected.**

Please provide your Wheelq Account details below:

Tenant

Tenant

Username

admin

Password

\*\*\*\*\*

Cancel

Save

Puzzel Ticketing will then communicate with WheelQ to confirm when a ticket has been Resolved and therefore customer can be asked for NPS survey. It is possible to set a delay on sending NPS and a sampling percentage from Puzzel Ticketing.

The screenshot shows a configuration window titled 'test' with a 'Net Promoter' section. It includes a note: 'Please Note: Changes to delay will only take affect for new resolved tickets. Past resolved tickets will not be affected.' There are two input fields: 'Delay before sending NPS request in hour(s)' with a value of 24 and a dropdown arrow, and 'Set sampling percentage' with a value of 10. At the bottom right, there are 'Cancel' and 'Save' buttons.

### Improvements

No improvements are included in this release.

### Bug Fixes

No bug fixes have been included in this release