

Puzzel Ticketing - Release Notes November 12th 2020

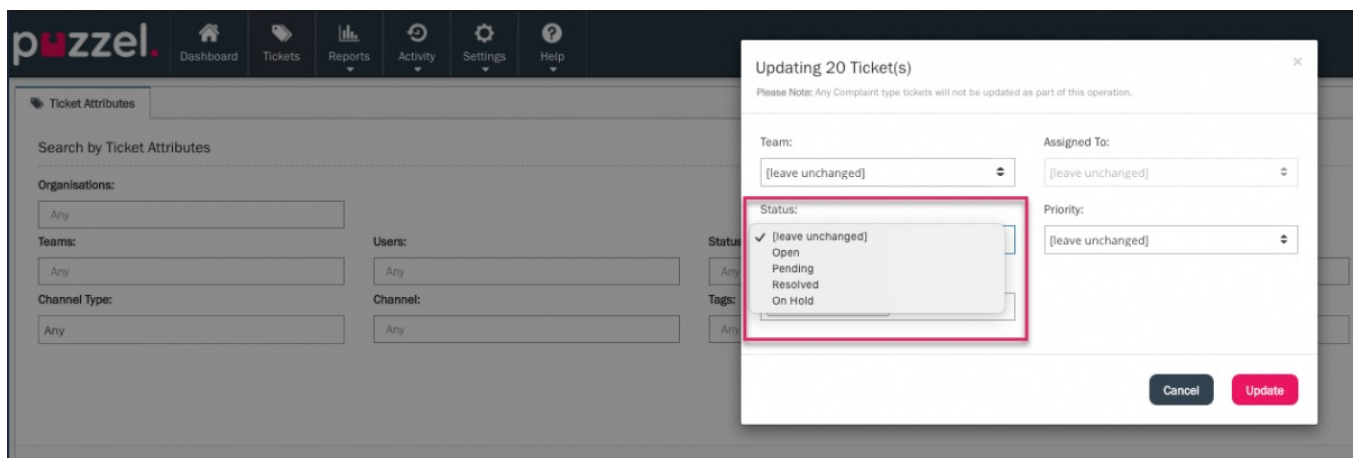
The following updates will be made to Puzzel Ticketing on 12th November 2020. These are categorised as additional features, improvements to existing and bug fixes.

Additional Features

There are no new features in this release.

Improvements

1. Closing tickets using bulk update option is no longer available to remain inline with the ticket rules.



2. Configurable CSV delimiters for Import/Export

Previously, the CSV delimiter while performing an import/export was a comma[,]. In this release we are allowing our customers to choose the delimiter in CSV to be any of the five mentioned in the list below:

- Comma - [,] (default delimiter)
- Period - [.]
- Pipe - [|]
- Semicolon - [;]
- Tab

The delimiter to be used can now be specified under Settings->General->Accounts Settings. You can select the delimiter from the drop down menu in the **CSV Settings** section as shown in the image below.

Tickets

Retention Period:

year(s)

⬆

⬆

Automatic Deletion Period:

year(s)

⬆

⬆

Customers

Retention Period:

year(s)

⬆

⬆

Automatic Deletion Period:

year(s)

⬆

⬆

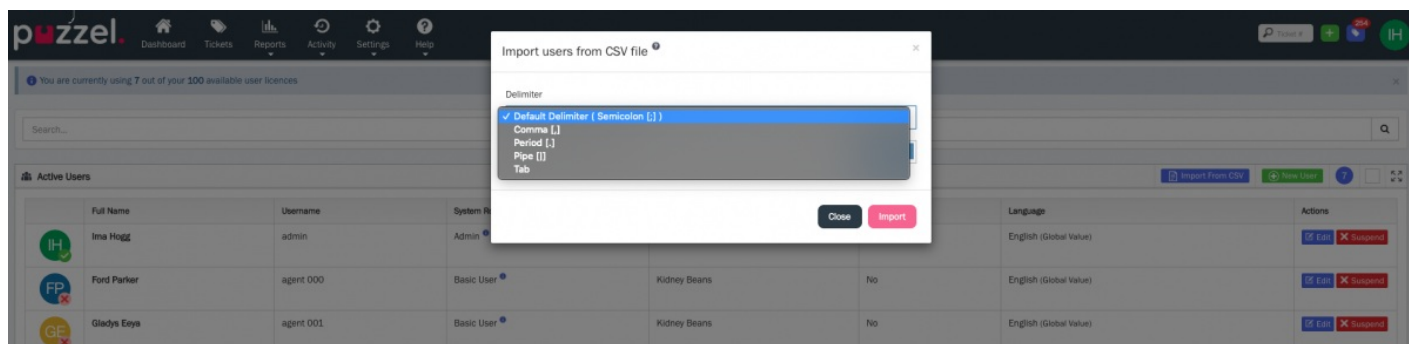
CSV Settings

Column Delimiter

Default Delimiter (Comma [,])

⬆

Please note that the delimiter saved in the Account Settings will be the default used across all CSV import locations in Puzzel Ticketing. This will appear at the top of the drop-down for every functionality with CSV import/export.

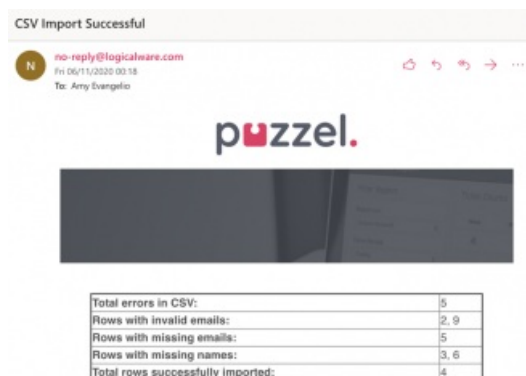


3. Tags generated by NLU will be hidden in all search fields and reports.

Bug fixes

Contact CSV import error has been fixed

Previously, the import process would fail if an error occurred during contact import from a CSV file. With this release we have enabled the import to be processed successfully even in the case of an error with an email notification being sent at the end. This email contains a report of all the erroneous columns/ rows that weren't processed properly.



Remove action buttons on ticket preview

Removed redundant buttons from ticket preview

