

Puzzel Ticketing - Release Notes November 30th 2020

The following updates will be made to Puzzel Ticketing on 30th November 2020. These are categorised as additional features, improvements to existing and bug fixes.

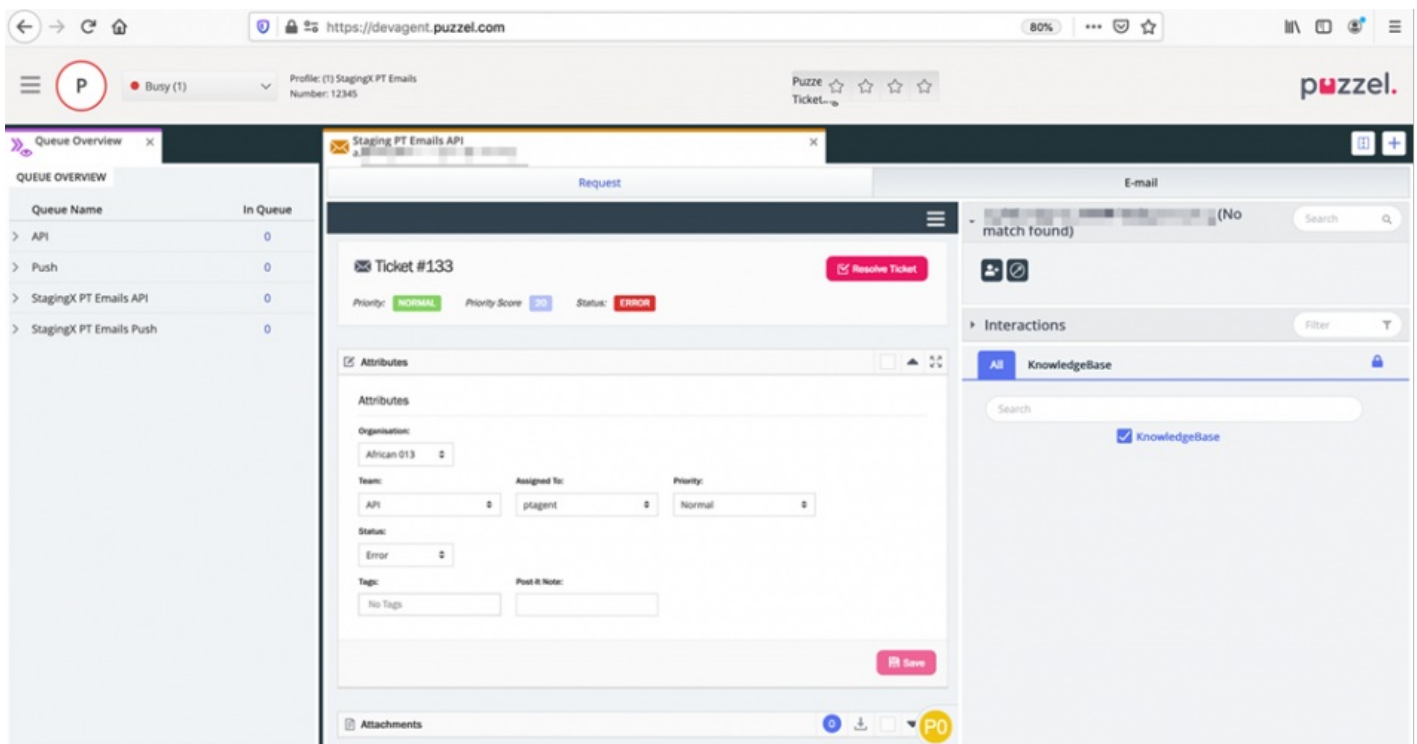
Additional Features

There are no new features in this release.

Improvements

Allow error tickets to be pushed to Puzzel

In this release we are enabling the error tickets to be synched in the Puzzel integration setup.



The admins can now choose to sync the error tickets by toggling the **Synchronize Tickets with Error status** option in the Puzzel Integration setup to ON.

Puzzle Details

Customer Number

10011

Username

ptagent

Password

Synchronize Tickets with Error status

ON

Sync Scheduled Tasks

OFF

Enforce Queue Name

OFF

Select queue to send all Scheduled Tasks to

Available Teams

Showing all 2

Search

→ →

All Users

Sesame seed

Integrated Teams

Showing all 1

Search

← ←

API

Cancel

Save

Allow all unresolved tickets to automatically return to team

Admins can now allow all unresolved [open, pending, On hold, and error] tickets to return to team at a set time of the day. This can be configured in the Teams Settings page.

Team Assignment Rules

Newly Created Tickets

Hold tickets in Team for manual assignment or collection

Automatically assign Tickets to Team Members in turn

Automatically assign Tickets to Team Members with least open tickets

Automatically assign Tickets to Online Team Members only

ON

OFF

OFF

OFF

☐ Return Open tickets back to the team at:

☐ Return Pending tickets back to the team at:

☐ Return On Hold tickets back to the team at:

☐ Return Error tickets back to the team at:

☐ Automatically close resolved tickets every:

☐ Automatically delete attachments of closed tickets every:

☐ Send pending ticket notification after:

Bug fixes

There are no bug fixes in this release.