Puzzel Contact Centre - Release Notes April 6th 2021

This article provides an overview of changes and additional features included in the Puzzel Contact Centre Solution release implemented in the evening of **April 6th, 2021**.
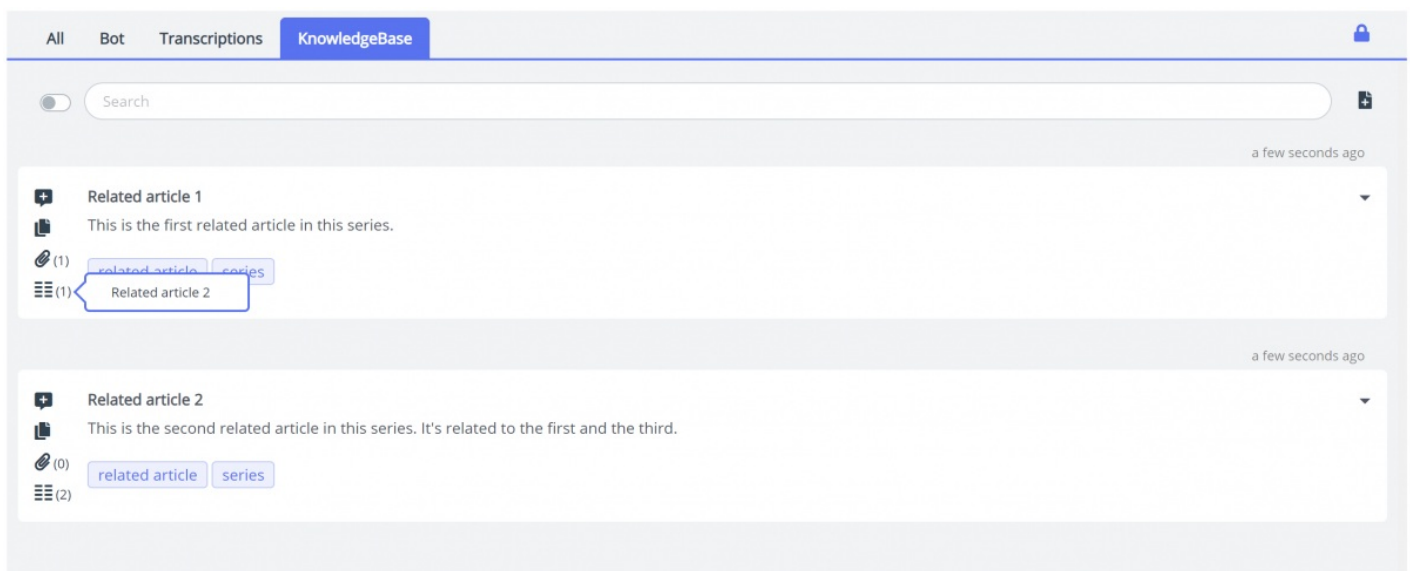
The changes made in this release mainly concern**Agent Assist** and **Knowledgebase**.

Note that some of these features may require a customised set-up before they can be activated. In addition, some features may have a set-up and/or monthly cost element associated to it.

Agent Assist

Knowledgebase panel - support for related articles

Knowledgebase panel now displays an icon where one or more related articles are mapped to the article being viewed by the agent. Upon clicking the list displays the article titles and agents can click on the title to view the entire content.

Interactions panel - support for show & hide

It is now possible to configure the Agent Assist widget so that historical interactions panel is not shown. This may be useful where the agents rely on internal business applications like a CRM to view and register interactions with customers.

A new property 'Show interaction history' is turned On by default and can be found under Widget:Widget Configuration:Agent Assist

Display Agent Assist - support for alerting or connected status in calls

It is now possible to configure when Agent Assist should be displayed whilst handling phone calls.

A new property 'Display Agent Assist on Alerting' is added to Widget:Tab Configuration: Phone with Agent Assist and is turned Off by default. When turned Off, the widget is displayed when the call is connected to the agent.

Bugfixes

Adding a new contact (if enabled) failed in some cases where a phone number was provided, but no email address. It is now possible to add a contact where at least one of the fields contain valid data with either a phone number or an email address.

Knowledgebase

Widget - Automated search improvements

It is now possible to choose when auto search should be performed based on the channels. For each channel type, you can choose whether the search should be performed when the request is being offered to the agent (Alerting) or when the request is connected to the agent.

Admin - Article editor table resize support

The article editor allows inserted table columns and rows to be dragged using the mouse to resize as needed.

Widget - Article layout alignment

Images embedded in the content resulted is a discrepancy in the general layout between the editor view and the Knowledgebase widget. The alignment issues are fixed.

Widget - Refresh menu icon

The refresh menu icon is fixed so that it refreshes the Category and Sections displayed in the widget.

Admin - Article count display

The Knowledgebase admin now includes a count of the articles when selecting a category or section. The count includes articles that are published (marked as visible), unpublished (not visible) as well as articles with future scheduled dates.