

## Puzzel Ticketing - Release Notes April 15th 2021

The following updates were made to Puzzel Ticketing in the evening of 15th April 2021. These are categorised as additional features, improvements to existing and bug fixes.

### Additional Features

In this release we are enabling our admin users to communicate with third party applications through Outbound Integration or Webhooks. Webhooks are a dynamic and powerful way of sending written or templated messages to another web based application or a website when an event occurs in Puzzel Ticketing.

Admins can register a Webhook by specifying the URL and Authentication type.

#### Test Webhook

URL\*

https://webhook.site/c2ed9f82-5e01-4071-8a36-4605b716a031

Name\*

Test Webhook

Method\*

POST

Authentication Type\*

None

None

Basic

Bearer Token

Cancel

Save

Then draft the message to be sent in the Schemas. The body of the message can either be in Text, JSON, or XML format.

#### Schema Details

Name

Message 1 

Content Type

Text 

Content

```
{  
  Hello  
}
```

You can then define an Event rule that can be triggered when a specific event occurs on a ticket which actions the message to be sent out to the Webhook URL.

#### Note

- 1) This feature is **NOT** available out of the box and needs to be enabled by Puzzel. Please contact our support team if you wish to have this feature in your environment.
- 2) In this release you will **ONLY** be able to send messages to other applications, but **NOT** receive messages into Puzzel Ticketing.

## Improvements

We have made numerous inclusions to the Ticket Event condition in Event Rules. Admins will now be able to create rules for a wide variety of events in their environment.

Rule Conditions

If 

all

 of the following conditions are met:

Ticket Event

is equal to

Priority Changed

Team Changed

User Changed

Priority Changed

Category Added

Organisation Changed

Form Changed

Form Field Added

Status Changed

Message Received

Message Sent

Message Forwarded

Response Received (Forward)

Auto Reply Sent

Note Added

Follow Up Sent

Ticket Collected

Remove

+ Add condition

☐ Stop checking further rules if the conditions of this rule are met.

☐ Stop checking further groups if the conditions of this rule are met.

Rule Actions

Set Response Target

OFF

Set Resolve Target

OFF

We have also introduced the NOT condition in Event Rules so that you can define a rule when a condition is NOT of a specific value.

Rule Conditions

If 

all

 of the following conditions are met:

Ticket Event

is equal to

is equal to

is not equal to

Priority Changed

Remove

+ Add condition

Bug Fixes

- The issue with the original customer message not being quoted while replying, after receiving reply to the original message from a second addressee to the forwarded message has been fixed.
- The issue with incorrect display of Follow up emails has been fixed.