

Puzzel Ticketing - Release Notes April 15th 2021

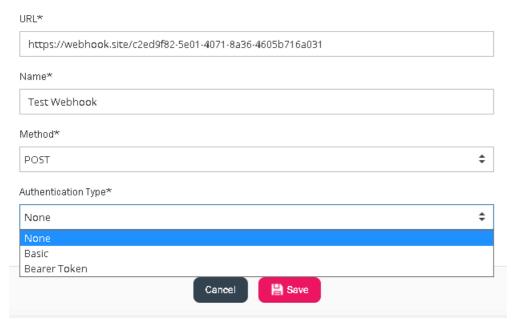
The following updates were made to Puzzel Ticketing in the evening of 15th April 2021. These are categorised as additional features, improvements to existing and bug fixes.

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.

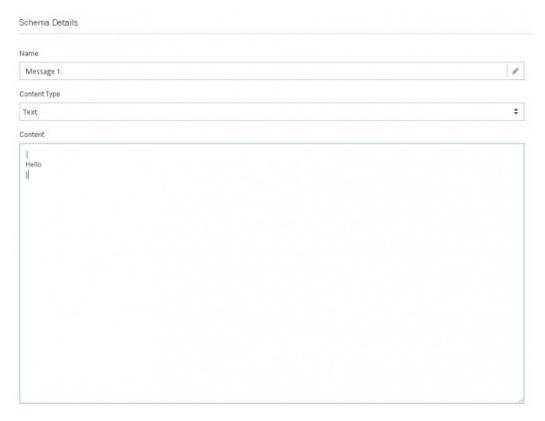
Admins can register a Webhook by specifying the URL and Authentication type.

Test Webhook



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





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.

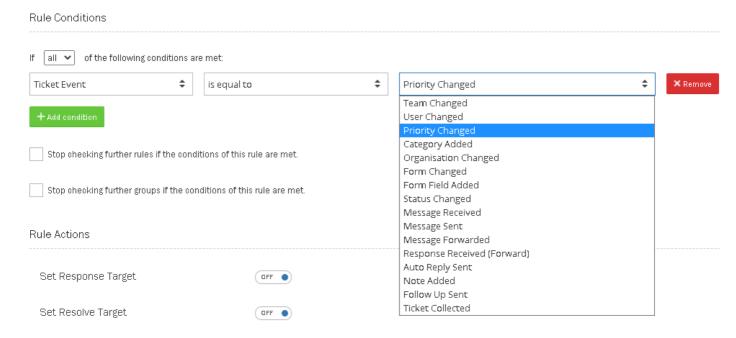
Note

- 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.

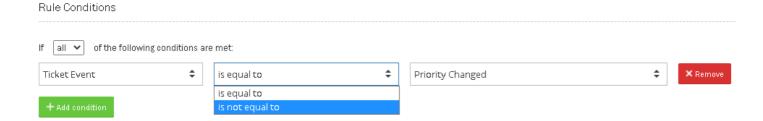
Improvements

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.





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.



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.