

Puzzel Ticketing - Release Notes April 23rd 2021

The following updates were made to Puzzel Ticketing in the evening of 23rd April 2021. These are categorised as additional features, improvements to existing and bug fixes.

Additional Features

There are no additional features included in this release.

Improvements

Organisation has been added as an attribute option for custom export of Tickets.

Exporting Ticket(s) ×

Attributes to Display

| | | | |
|----------------------|--|------------------|--|
| Ticket ID | <input checked="" type="checkbox"/> ON | Status | <input checked="" type="checkbox"/> ON |
| Ticket Type | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> | Priority | <input checked="" type="checkbox"/> ON |
| Target Response Time | <input checked="" type="checkbox"/> ON | Subject | <input checked="" type="checkbox"/> ON |
| Target Resolve Time | <input checked="" type="checkbox"/> ON | From Name | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> |
| Assigned To Team | <input checked="" type="checkbox"/> ON | Assigned To User | <input checked="" type="checkbox"/> ON |
| Channel | <input checked="" type="checkbox"/> ON | From/To Address | <input checked="" type="checkbox"/> ON |
| Last Update | <input checked="" type="checkbox"/> ON | Tags | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> |
| Date Created | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> | Post-It Note | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> |
| Date Resolved | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> | Message Body | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> |
| Date Closed | <input type="checkbox"/> OFF <input checked="" type="checkbox"/> | Organisation | <input checked="" type="checkbox"/> ON |

Custom Export

Note: Maximim export record is 5000 per batch.

Time Period:

Today 📅

Cancel Export

Bug Fixes

- Fixed an issue with Form Field Matching which enables the usage of Form field table and matches with the Form field answers table
- Fixed an issue with exported EML displaying incorrectly in Outlook on PCs