

Puzzel Contact Centre - Release notes June 1st 2021

This article provides an overview of changes and additional features included in the Puzzel Contact Centre Solution release implemented in the evening of June 1st, 2021.

The changes made in this release mainly concern the **Bot Gateway**, **Agent Assist**, **Knowledgebase** and **SMS Survey**.

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

Bugfix

Where a chatbot is enabled with Agent Assist, the conversation data prior to handing over to a human agent was being sent to the chatbot again when the agent answered the request in Agent Assist. This led to the chatbot behaving in unforeseen ways as it tries to generate a response. We no longer send previous conversation data to the chatbot. Only new messages are sent to the connected chatbot whilst resuming the same chat conversation with the supported chatbot framework.

Bot Gateway

Bugfix

Bot Gateway and the Boost.ai client now better handles the switching of virtual agent mode and the human chat mode with Agent Assist & smart replies.

Knowledgebase

Bugfix

The knowledgebase widget now displays a scroll bar where there is a long list of categories and sections beyond the available height of the left navigation panel.

SMS Survey

Bugfix

SMS Survey didn't always save follow-up messages as normal and deleted content in the Process. This has been fixed with this release and content is saved as normal.