

Scheduled task

If you are using Scheduled task and you want to allow your agents to create a Scheduled Task from a call request tab, you need to turn on property "Allow agent to schedule task from a request tab" on page Users - Products under Agent application. More info [here](#).

Then your main admin must to go to page '**Users -> Access control -> Administration**' and turn on property "**Show pagegroup Scheduled task**" so that admin user(s) can see the new accordion**Scheduled Task** on page "Users -> Products".

In this part (Users - Products - Scheduled task) you can see and change variable mapping for "autofill Scheduled Tasks created from phone calls". Each field of the Scheduled Task can be automatically filled based on predefined **dynamic variables from the Call Flow or Dialler configuration**.

The variables can be customized by unchecking "Inherit", and different user groups can use different variables for the auto-filling function. If a variable is empty when the agent answers the call, the field will remain blank when the agent clicks the *Schedule* button to create a Scheduled Task. The variables need to be populated in the Call Flow or Dialler configuration.

Configuration for Dialler requires implementation work done by the Puzzel team. If you're Call Flow certified it's possible to configure this functionality for inbound calls yourself. Please reach out to our support technicians for assistance.

Scheduled Task

Quick find users/user groups

Company

Product Demo

User Group

Select User Group

User

Select User

		Inherit	Value	Inherit	Value	Inherit	Value
Phone - Autofill Contact ID		<input checked="" type="checkbox"/>	stask_contact_id				
Phone - Autofill Contact name		<input checked="" type="checkbox"/>	stask_contact_name				
Phone - Autofill Description		<input checked="" type="checkbox"/>	stask_description				
Phone - Autofill Link		<input checked="" type="checkbox"/>	stask_link				
Phone - Autofill Phone number		<input checked="" type="checkbox"/>	stask_phone_number				
Phone - Autofill Subject		<input checked="" type="checkbox"/>	stask_subject				

Save Changes

Undo changes