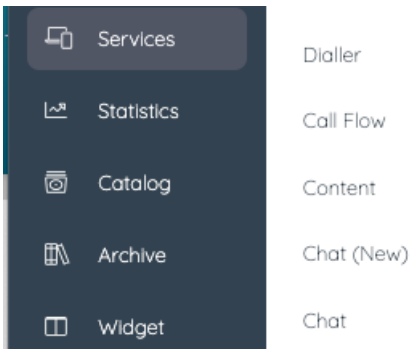


## Pre-requisites - Verify access to Chat (New)

### Note

Please verify that Puzzel has enabled access to the new chat for you as a customer.

In the Puzzel Admin Portal under Services you will have a menu item called Chat (new).

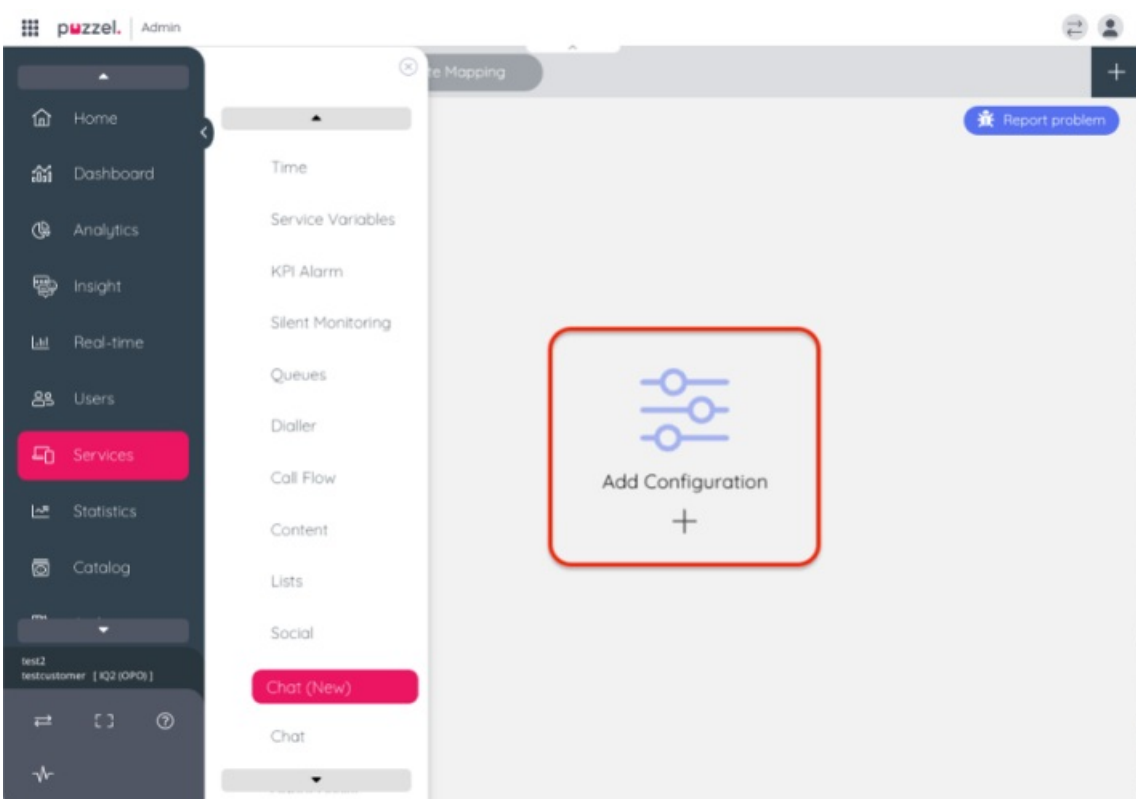


Following is the description of two different ways to test and configure Puzzel Contact Centre Chat. Instruction 1 contains instructions to test on Puzzels demo page which is the quickest way and instruction 2 is the same instruction set, including instructions how to test on your own website.

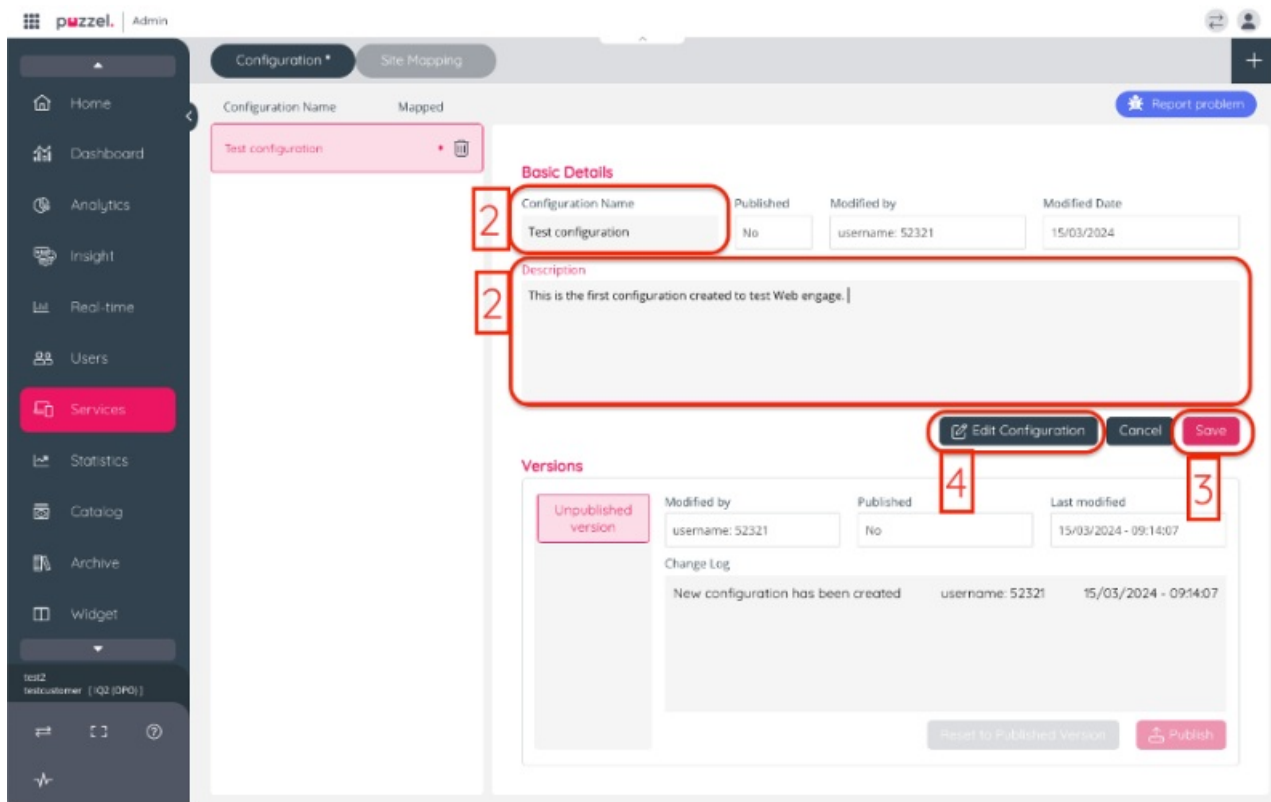
### 1. Test Chat (New) on Puzzel demo page

The fastest way to test Chat (New) is to create a Configuration, an Interaction, a rule and Sitemapping. Then test this on Puzzels demo page.

1. First, create a configuration in Puzzel Admin (Services / Chat (New))



2. Give the configuration a "Name" and "Description".
3. Click Save.
4. Click "Edit Configuration"



5. Click "Add Interaction".
6. Click "Information panel".
7. Click "Add"-button.



8. Click “Rules”

9. Click “Add Rule”

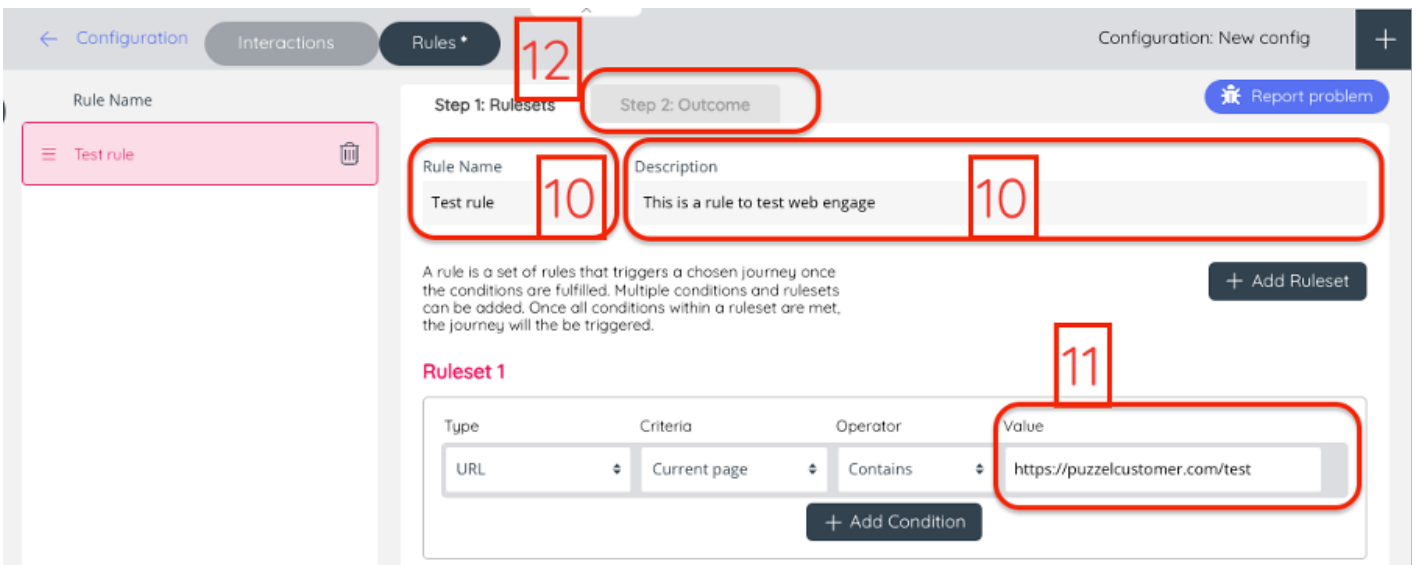
10. Give the rule a “Name” and “Description”.

11. In text field “Value” add the exact URL to Puzzels demo page:

<https://demo.puzzel.com/webengage/testyourconfig/?customerKey=xxxxxx&environment=prod>

Replace xxxxxx with your customer key.

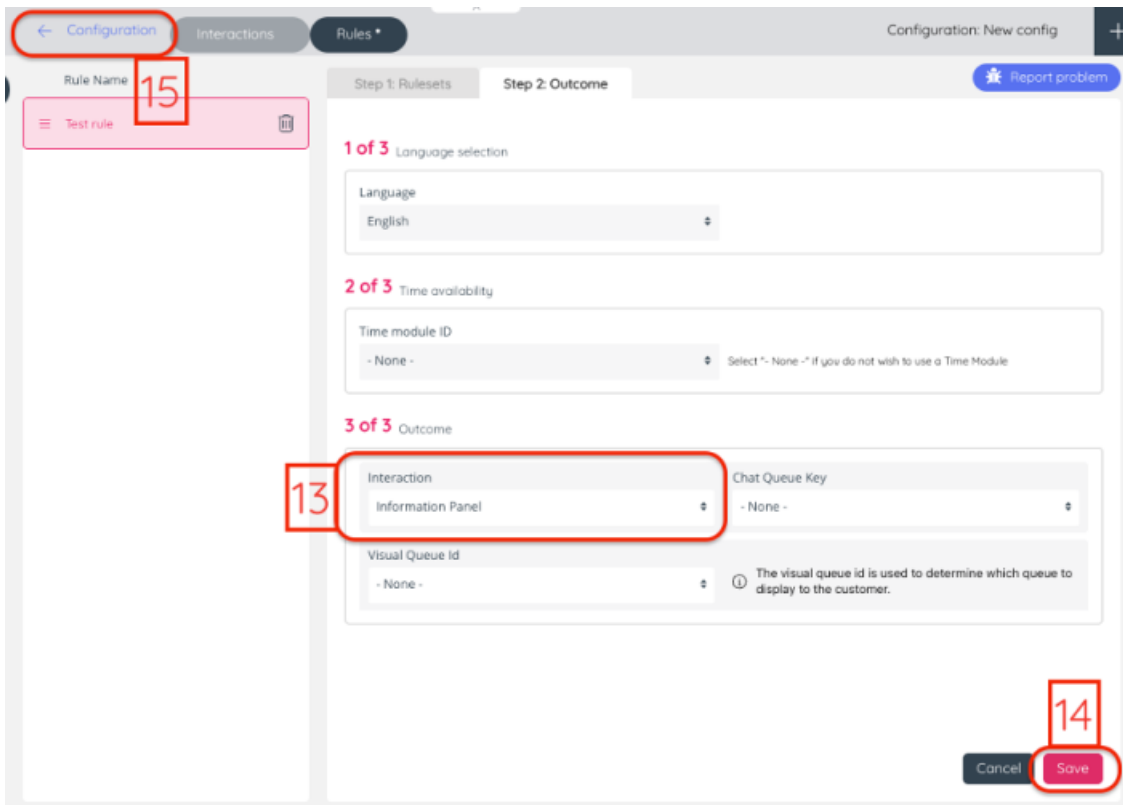
12. Click tab “Step 2: Outcome”



13. In the dropdown “Interaction” choose the Information panel created in step 4.

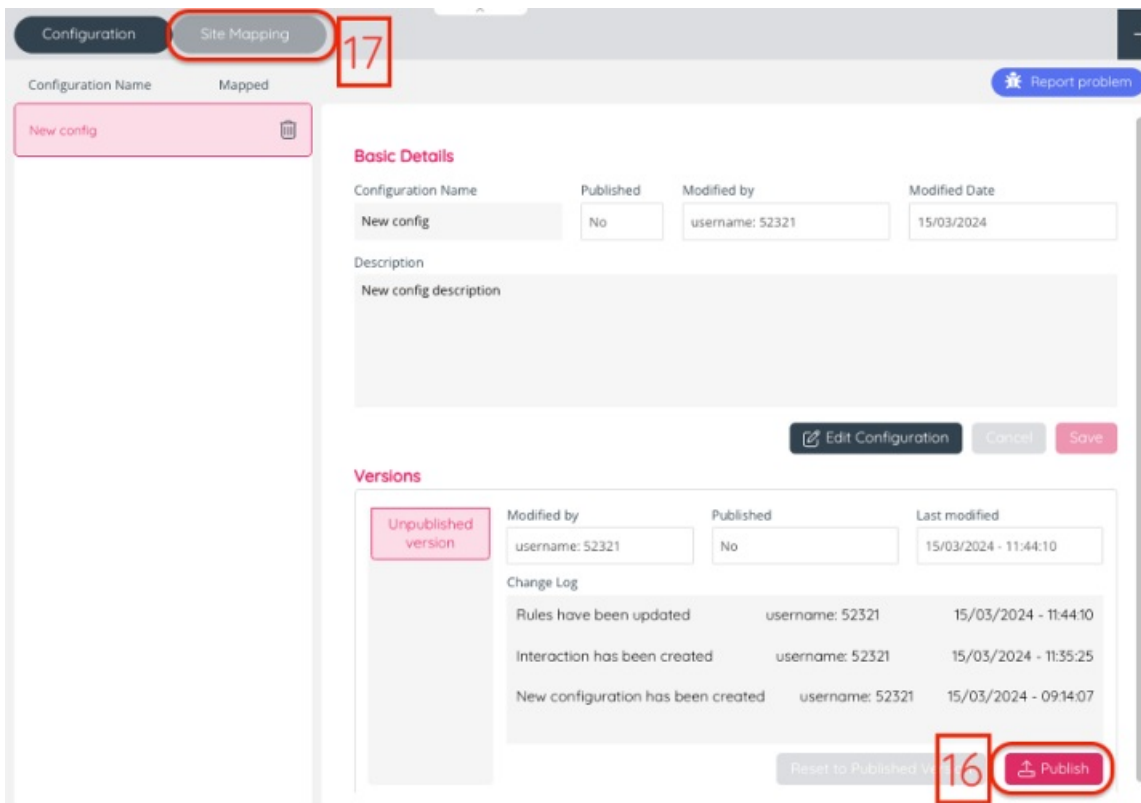
14. Click Save

15. Click “<- Configuration”



16. Click button “Publish”

17. Click “Site Mapping”



18. Click “+ Add mapping”

19. Give the mapping a Name paste the exact URL to Puzzel demo

page <https://demo.puzzel.com/webengage/testyourconfig/?customerKey=xxxxxx&environment=prod> to your test web site in text field "URL Pattern".

Replace xxxxxx with your customer key.

In drop down "Config" choose the Configuration created in step 1

20. Click Save

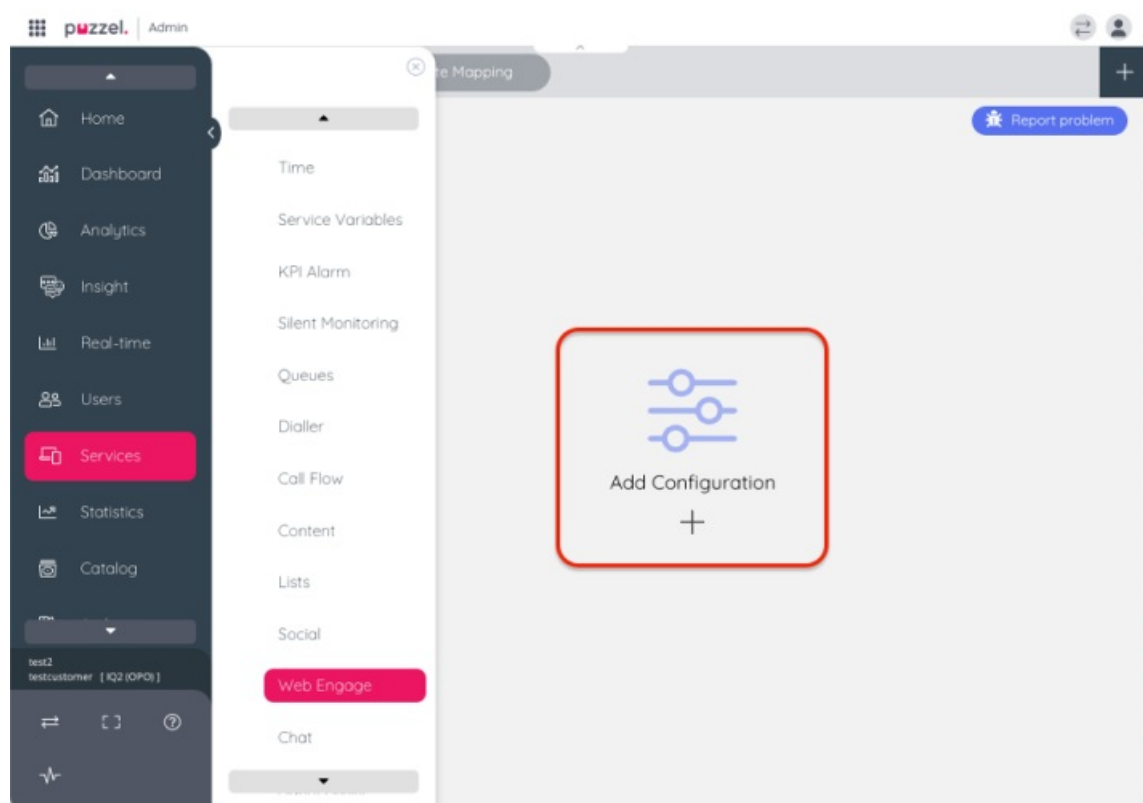
21. Go to <https://demo.puzzel.com/webengage/testyourconfig/?customerKey=xxxxxx&environment=prod>

Replace xxxxxx with your customer key.

## 2. Test web engage on a customer's website

*The customer needs a test website, a way to add a code snippet to that website and the URL to that website accessible.*

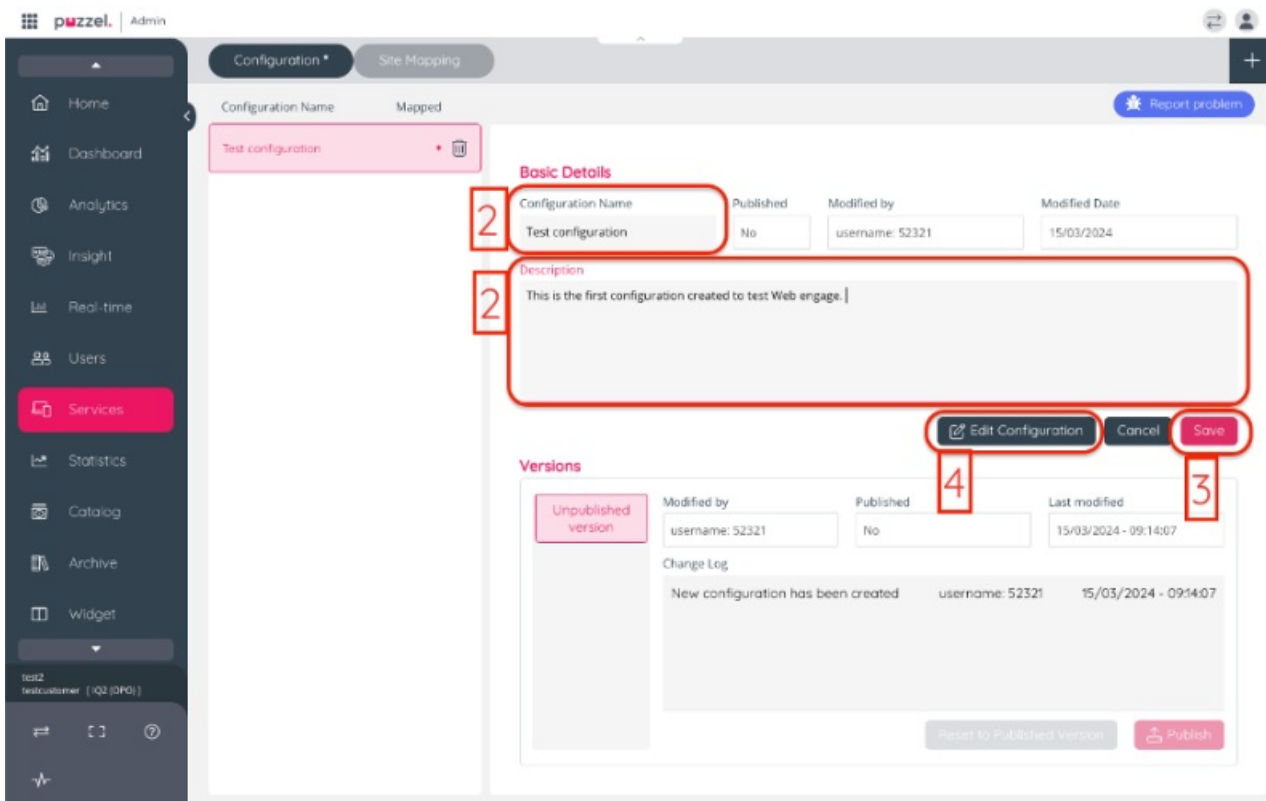
1. Create a configuration in Puzzel Admin (Services / Web Engage)



2. Give the configuration a "Name" and "Description".

3. Click Save.

4. Click "Edit Configuration"

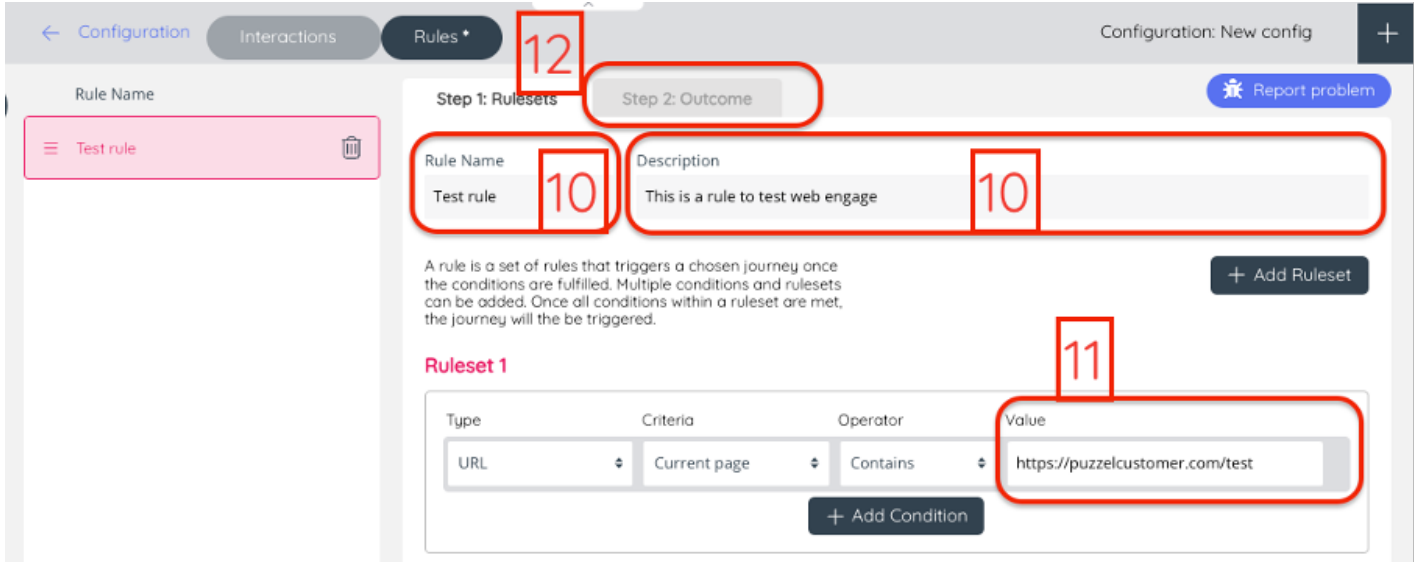


5. Click “Add Interaction”.
6. Click “Information panel”.
7. Click “Add”-button.

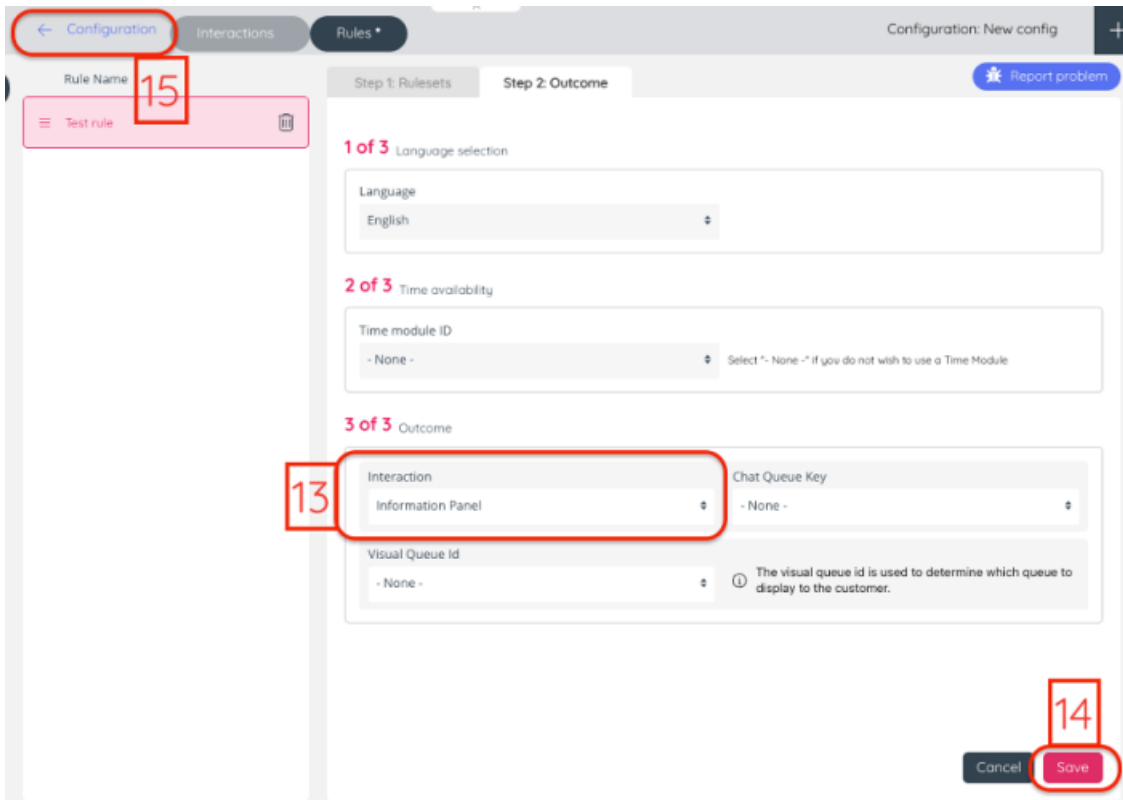


8. Click “Rules”

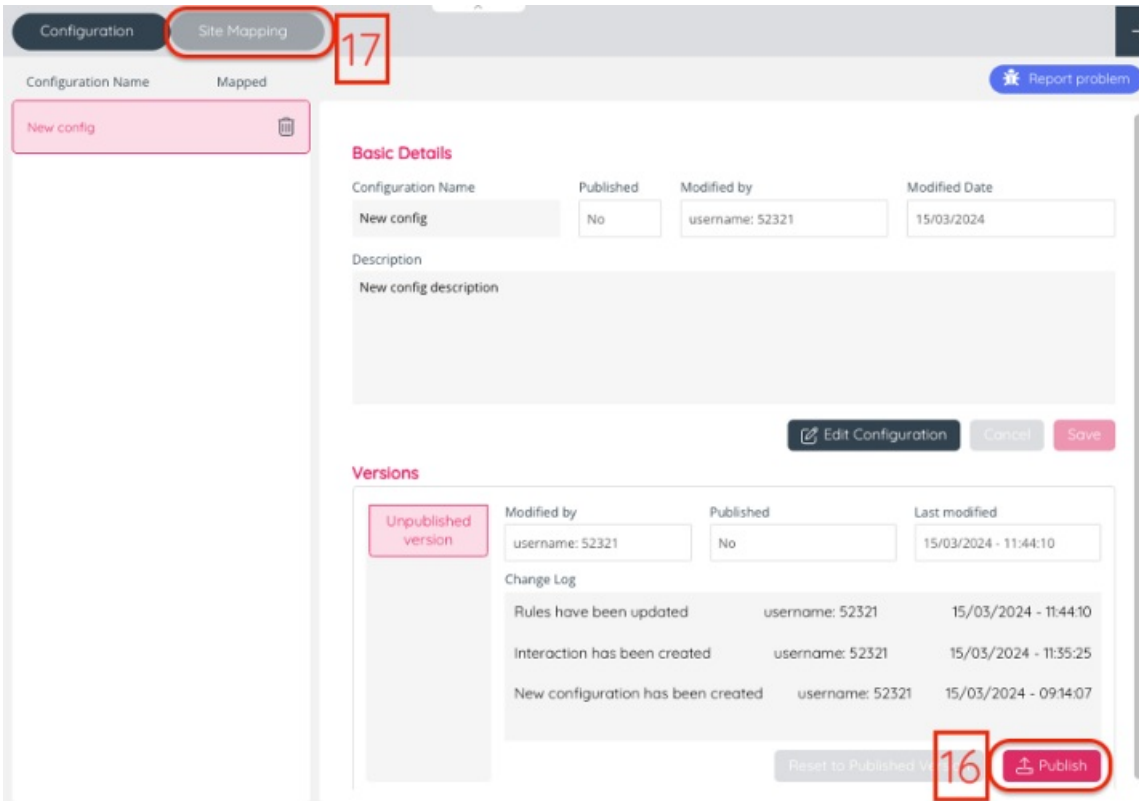
9. Click “Add Rule”
10. Give the rule a “Name” and “Description”.
11. In text field “Value” add the exact URL to your test web site
12. Click tab “Step 2: Outcome”



13. In dropdown “Interaction” choose the Information panel created in step 4.
14. Click Save
15. Click “ <- Configuration”



16. Click button “Publish”
17. Click “Site Mapping”

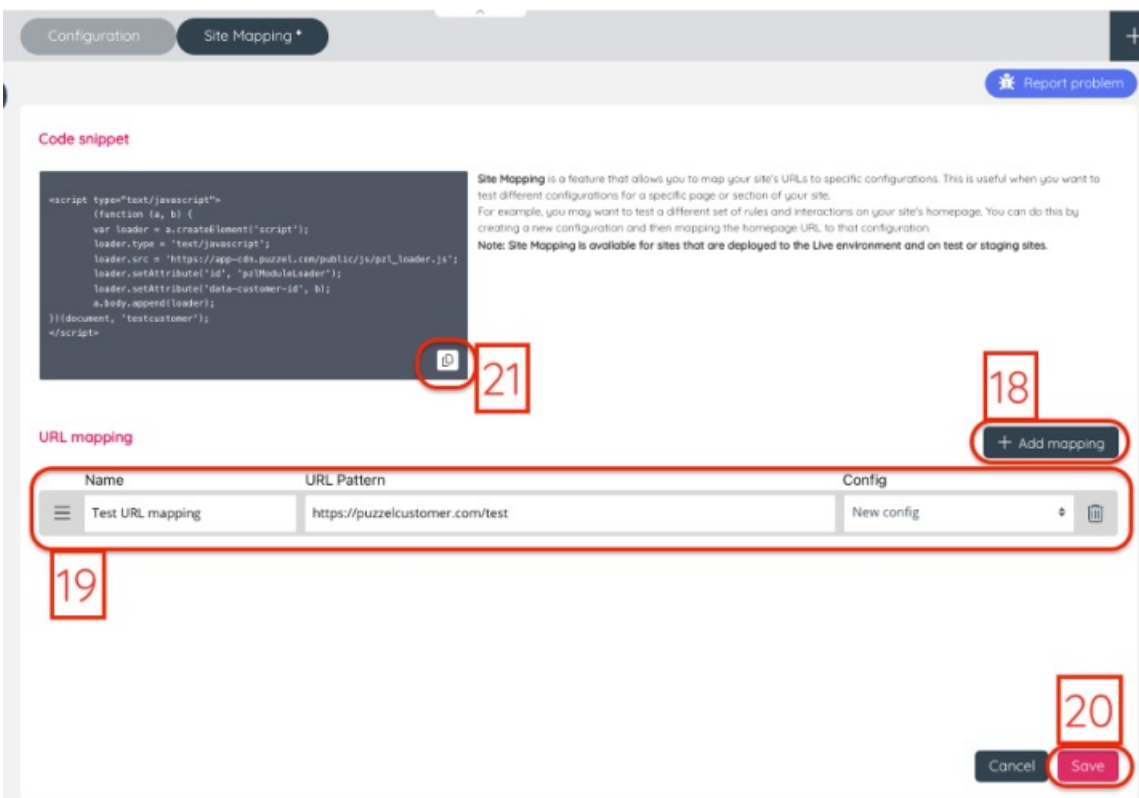


18. Click "+ Add mapping"

19. Give the mapping a Name paste the exact URL to your test web site in text field "URL Pattern". In drop down "Config" choose the Configuration created in step 1

20. Click Save

21. Copy "Code snippet"





22. Paste in source file for the test web page.

23. Go to URL for your test web site.