Puzzel Sales Intelligence Basic Requirements

Puzzel Sales Intelligence is a web based application and can be accessed using the following URL:

Global: https://login.s2crm.com

Browser requirements

Puzzel Sales Intelligence should in general function in most updated Internet browsers, but we only test and support the versions listed below.

Browser	Supported versions
Google Chrome	95 or later
Firefox	90 or later

JavaScript must be enabled in the browser.

The application uses cookies, therefore cookies should be enabled in the browser.

By signing in to the application, the user accepts the use of cookies.

The application will in some situations display a notification for incoming calls.

The notifications are based on the Notifications API and may not be supported in all browsers.

Hardware and network recommendations

- Modern computer with stable network connection

- Network equipment for professional use

- Large screen with good screen resolution

Softphone

A softphone is embedded in the application and enables agents to call customers from the solution, instead of using an external phone. Softphone utilizes WebRTC-technology to transfer the conversations audio using the agent's internet browser and internet connection as a carrier.

Adding our SPF record

If sending emails (for example confirmations or reminders) from the application using your domain as sender, you have to add a SPF-record.

1. You will need to add the SPF record for your domain in the following way:

2. Log in to the control panel for your domain or mail server

3. Open your DNS configuration settings and edit your zone file

4. If you have no current SPF record, Add the following as a .TXT record:*v=spf1 include:spf.s2.se -all*

5. If you already have an SPF record, please modify your existing record as follows: Include our SPF value at the beginning of your current record: v=spf1 include:spf.s2.se (followed by any other records) -all

6. Save your changes

Firewall

All main services are available through the https protocol (port 443). Most companies allow this traffic through their firewalls. The following non-standard ports are used:

Type	IP	Ports	
TCP and UDP	89.107.218.250	5060-5061	SIP
UDP	89.107.218.180 - 89.107.218.240	10000-20000	RTP
TCP and UDP	89.107.218.160 - 89.107.218.169	4500-4599	Signal-R / WS