Enhanced 'Ticket Handling' in Puzzel Contact Center (beta)

This development aims to enhance the integration between Puzzel Case Management (PCM) and Puzzel Contact Center (PCC) by introducing a new feature where tickets can be managed more efficiently within the integrated environment.

The goal is to streamline the workflow for agents by providing seamless interaction with tickets through the Widget API and improving the ticket assignment process to ensure faster and more accurate ticket handling. This will include opening tickets in a new Widget API tab, updating queue requests, and handling ticket assignments dynamically based on the context of the ticket's presence in the PCC queue.

Cherry Picking & Creating New Tickets

When an agent is browsing the 'Tickets List' within the Puzzel Contact Centre environment, selecting a ticket from the list or creating a new manual ticket will now open the ticket in a new tab within the Puzzel Contact Centre, rather than in the same window.

If the agent assigns the ticket to themselves for further work and there is an associated request in the Puzzel Contact Centre queue, the system will now automatically allocate that request to the agent, rather than deleting it as was previously the case.

This enhancement addresses the issue of tracking agent activity and time spent on ticket handling within the Puzzel Agent application. By ensuring that agents bypassing the allocation engine or 'cherry-pick' tickets, admins and supervisors will gain more accurate insights into all ticket-related activities when reviewing PCC statistics. This leads to better visibility and understanding of agent performance and workload and a better user experience for agents.

How to enable the new service?

1. Raise a request with our support team and ask them for the following property to be enabled in Puzzel Contact Center: '**Enable Force Allocate Webservices**'.

2. Enable the feature in Puzzel Case Management under **Settings -> General -> Account Settings**