

Puzzel Agent Application Feature Matrix

There are currently three versions of the Agent Application: Our Puzzel Agent Application (PAA) that agents should migrate over to in due time, and the desktop and web versions of our older application.

New Agent Application

The new Puzzel [Agent Application](https://agent.puzzel.com) (agent.puzzel.com) has been developed and introduced to meet the demands of current and future customer service and technology trends. It enables us to support the increased focus on the whole customer journey, the single view of the customer, and the omni-channel concept. It comes with a modernised UI design and an improved user experience, and complies with Web Content Accessibility Guidelines ([WCAG](#)).

There remains very little gap in features between the new Agent Application and the older versions. However, the new Agent Application does have a host of unique features not shared by the older versions, such as custom widget integrations, a customisable interface, a new Social Media module with a broader selection of channels, and a new Softphone implementation with an improved back-end.

WebApplication

The old web application is available at <https://client.puzzel.com>. The web application supports Mac and other computers, since it only requires an internet browser.

Your manager probably has a guideline on your company's preferred version. In terms of features, the two versions of the old application are quite similar, but there are some exceptions. Among others, the web application does not support Microsoft Skype for Business and Microsoft Outlook as integrated contact search sources. On the other hand, the desktop application does not support Softphone.

Below is an overview over the main features supported and not supported in the three clients:

| IVR | New Puzzel Agent | Web Client |
|---|------------------|------------|
| Access number handling | • | • |
| Time routing (static & user controlled) | • | • |
| Audio messages (static & user controlled) | • | • |
| Menu | • | • |
| Queue | • | • |
| Callback from voice | • | • |
| Callback from web | • | • |
| Loadsharing | • | • |
| VIP List lookup (list upload through FTP) | • | • |

| IVR | New Puzzel Agent | Web Client |
|----------------------------------|------------------|------------|
| External lookup | • | • |
| User controlled routing | • | • |
| Conditional based routing | • | • |
| Voicemail | • | • |
| Area routing | • | • |
| Survey | • | • |
| Call Flow | • | • |
| Basics | New Puzzel Agent | Web Client |
| WCAG 2.0 Support | • | |
| Skill Based Routing | • | • |
| SLA Based Routing | • | • |
| Media type Voice | • | • |
| • Softphone | • | • |
| Media type E-mail | • | • |
| • Open E-mail Inside Application | • | |
| Media type Chat | • | • |
| Media type Social Media | • | • |
| • Facebook | • | • |
| • Twitter | • | • |
| • WhatsApp | • | |
| • Trustpilot | • | |

| IVR | New Puzzel Agent | Web Client |
|---|------------------|-------------------------|
| Media type SMS | • | • |
| Call transfer | • | • |
| Consultation call | • | • |
| Call out | • | • |
| • Call Out Options | • | • |
| Dialler | • | • |
| Web services | • | • |
| API For Developing Custom Widgets | • | |
| Menu & Misc | New Puzzel Agent | Web Client |
| Settings | • | • |
| • Edit Profile | • | • |
| Send logs | | |
| Ticker Service | | |
| Ticker Queue | • | Shown in queue-overview |
| Ticker Agent | • | • |
| Log on warning (expired password) | | • |
| Log off warning (few agents left) | • | • |
| Enquiry Registration | • | • |
| Knowledgebase | • | • |
| Client Whitelabeling | | |
| Open Custom Web Site Inside Application | • | |
| Requests | New Puzzel Agent | Web Client |

| IVR | New Puzzel Agent | Web Client |
|-------------------------------------|------------------|------------|
| Screen Popup | • | • |
| • Run Commends Through Registry | • | |
| • Call History | • | |
| CRM Popup | • | • |
| • Open CRM Popup Inside Application | • | |
| Copy 2 Clipboard | | |
| Send SMS | • | • |
| Send E-mail | • | • |
| My Log | • | • |
| • Pick Calls | • | • |
| Recording | • | • |
| Recording Censor | • | • |
| Scheduling Calls | • | • |
| Identity & Verification of Customer | • | |
| Contacts | New Puzzel Agent | Web Client |
| Agent Search | • | • |
| Catalog Search | • | • |
| • Phone Status Through Presence HUB | • | • |
| • Phonetic Search | • | • |
| Skype for Business Search | • | |
| Outlook Search | | • |

| IVR | New Puzzel Agent | Web Client |
|---|------------------|------------|
| Services Search (queues & menus) | • | • |
| Customer List Search | • | • |
| Auto Search in Search Source | | • |
| Queues | New Puzzel Agent | Web Client |
| Queue Overview | • | • |
| • KPI Warnings | | • |
| Queue Details | • | • |
| • Colored Requests | | |
| Personal Queue | • | • |
| Ongoing Requests | • | • |
| Missed Requests | • | • |
| • Pick calls in "Missed calls" overview | • | • |