

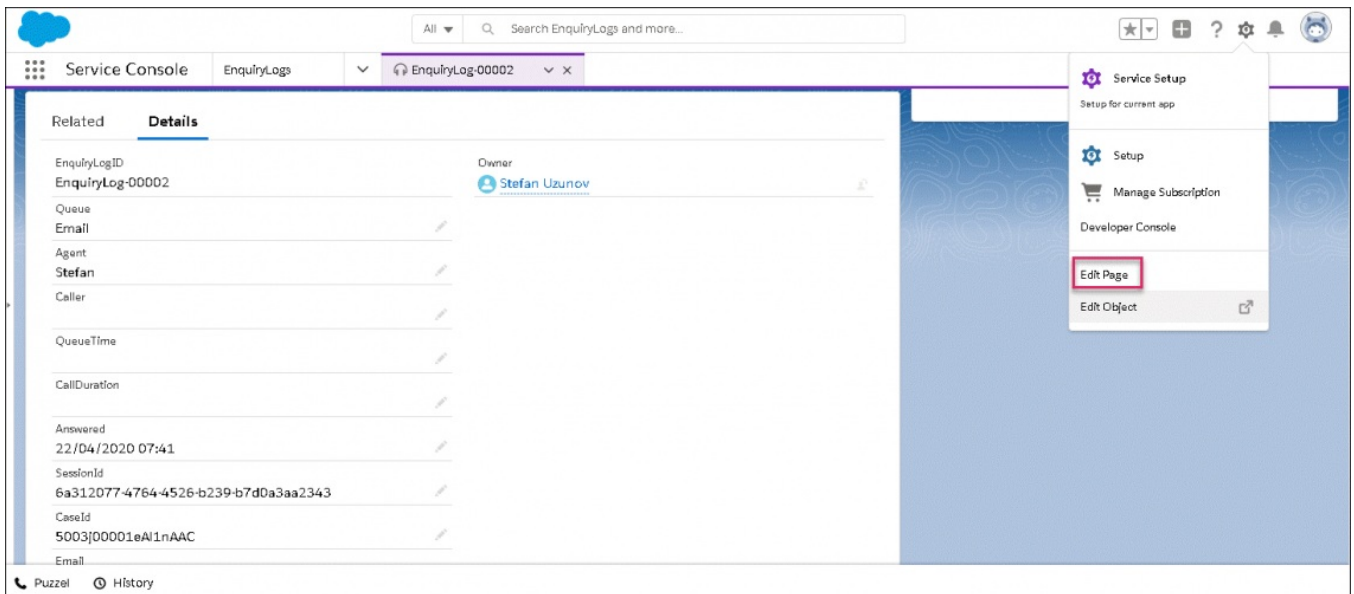
## Configuring record viewer in Salesforce

The record viewer allows you to view chat transcripts and listen to call recordings archived in the Puzzel application. It is a passive tool which simply permits you to access the archive after having authenticated into the Puzzel Application. By making the records available within Salesforce, the agents can go through the previous interactions with the customer and provide a greater customer service.

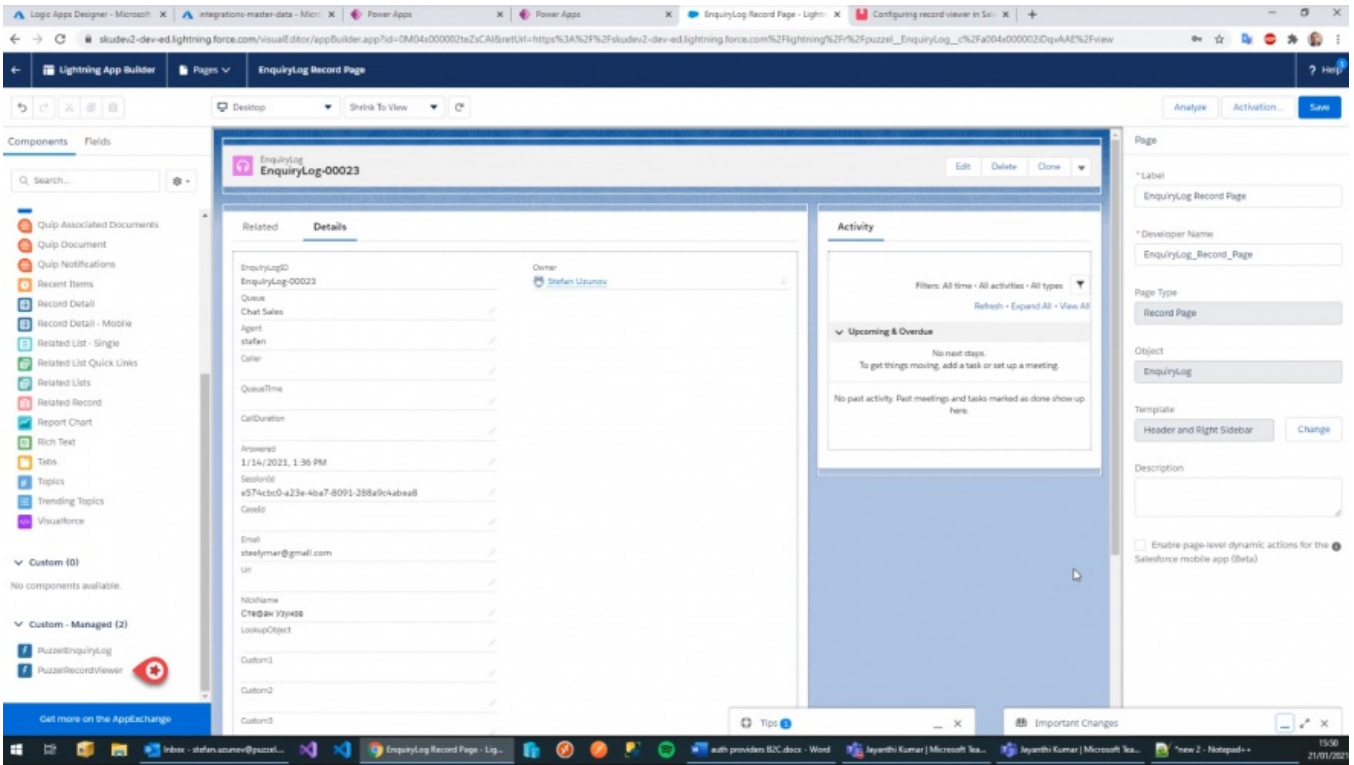
## Adding the component to EnquiryLog page

To add the record viewer component to the EnquiryLog page, you need to:

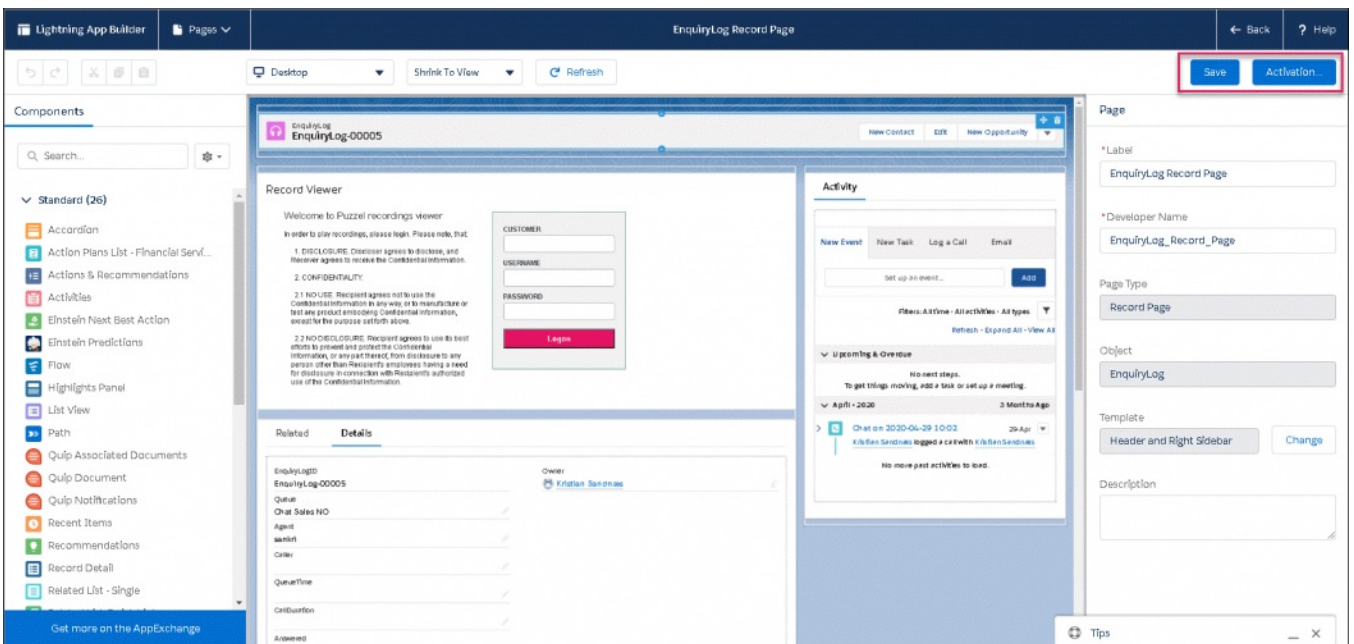
1. Open any EnquiryLog page and navigate to the **Setup** option in the toolbar at the top right corner of your screen and select **Edit Page** option. This will open the Page designer screen



2. In the **Components** option, under the **Custom-Managed** section in the left panel, look for the **PuzzelRecordViewer**



3. Drag the component and place it in the centre panel where you would like the record viewer to be displayed



4. Save and Activate the page

If you now open any enquiry log page, you will be able to see the PuzzelRecordViewer component. Enter the Puzzel credentials to gain access to the archive.

The screenshot displays the 'EnquiryLog-00069' interface. At the top, there are navigation buttons: 'New Contact', 'Edit', and 'New Opportunity'. Below this is a header with fields for 'Agent', 'Caller', 'Queue', 'CallDurationFriendly', 'QueueTimeFriendly', and 'SessionID'. The main area is divided into three sections:

- Record Viewer:** Contains a 'puzzel.' logo and a login form with fields for 'customer', 'username', and 'password', and a 'Login' button.
- Related Details:** A table listing various fields with checkmarks in the 'Owner' column. Fields include EnquiryLogID, EnquiryLog-00069, Queue, Chat, Agent, Soria, Caller, QueueTime, CallDuration, Answered, 2022-02-11 06:35, SessionID, 3b42771f-d54e-45f7-9b03-741cc3774382, CaseID, and Email.
- Activity:** A sidebar with buttons for 'New Event', 'New Task', 'Log a Call', and 'Email'. It includes a search bar, filters, and a section for 'Upcoming & Overdue' with a chat log entry: 'Chat on 2022-02-11 06:35'.

Example Call Recording for the Enquiry Log

The screenshot displays the 'EnquiryLog-00058' interface. The header shows 'EnquiryLog' and 'EnquiryLog-00058'. The main area is titled 'Record Viewer' and features a video player for 'Part 1(queue\_support)'. The video player shows a progress bar at '0:00 / 2:21' and includes play, volume, and menu icons. Below the video player is a 'Logout' link.

Example Chat transcript for an Enquiry Log

EnquiryLog  
**EnquiryLog-00069**
New Contact Edit New Opportunity

Agent: Soria

Caller: Chat

CallDurationFriendly

QueueTimeFriendly

SessionId: 3b42771f-d04e-45f7-9b03-741cc3774382

**Record Viewer**

General Survey

**Q\_chat\_order**

Chat started at: 2/11/2022, 6:35:25 AM

Name: Hidden: [redacted]

ID: Hidden: [redacted]

2022-02-11T05:34:49.5300000Zhttps://productdemo.puzzel.com/se/kontakta-oss/Kontakta-Oss

Hidden: [redacted] 06:35 AM

Haj, miti naman ar Hidden: [redacted] Hui kani jag sth sth ijana?

Soria, Puzzel Support 06:35 AM

**Activity**

New Event New Task Log a Call Email

Set up an event... Add

Filters: All time • All activities • All types Refresh • Expand All • View All

**Upcoming & Overdue**

Chat on 2022-02-11 06:35

Hidden: [redacted] logged a call with Hidden: [redacted] 11 No

No past activity. Past meetings and tasks marked as done show up here.

**Related Details**

EnquiryLogID	Owner
EnquiryLog-00069	<span style="background-color: #00aaff; color: white; padding: 2px;">Hidden: [redacted]</span>
Queue	Chat ✓
Agent	Soria ✓
Caller	Chat ✓
QueueTime	✓
CallDuration	✓
Answered	2022-02-11 06:35 ✓
SessionId	3b42771f-d04e-45f7-9b03-741cc3774382 ✓
CaseId	✓
Email	<span style="background-color: #00aaff; color: white; padding: 2px;">Hidden: [redacted]</span> ✓