

## Scheduled task

An agent can add scheduled tasks into Puzzel from January 29th 2020 (if given access). In Raw data, a scheduled task is a request with media type email with a scheduled time, and the described task can be to do something or to call someone.

First a pre-initiation event is generated, and then when the request is finished, an initiation event, a queue event and conversation event(s) are generated.

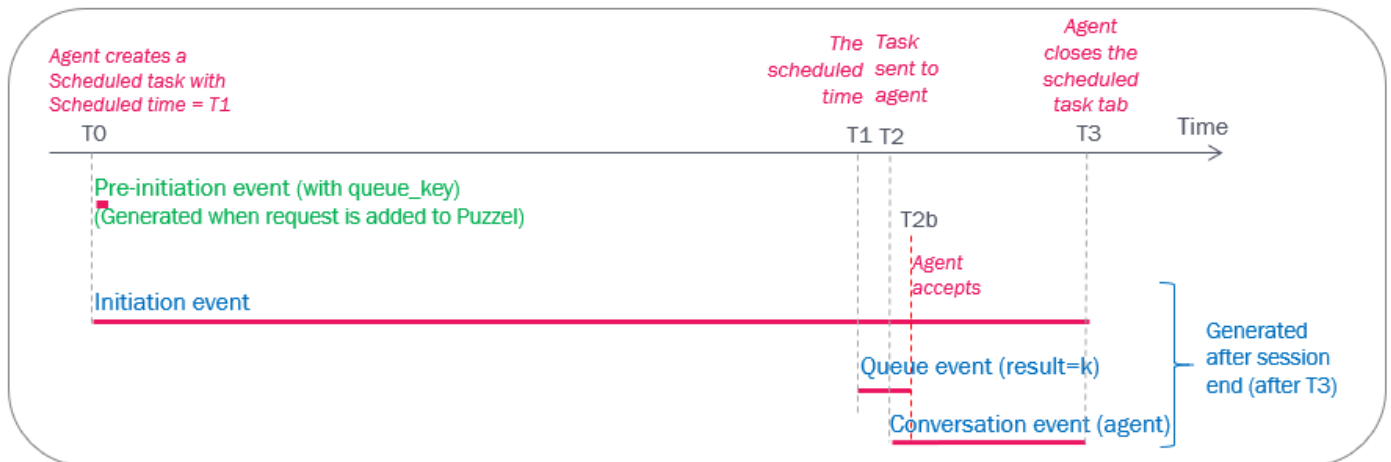
In addition, we create (call\_variable) records for scheduled\_time, Subject, Contact name, Phone number, Contact\_id. Such "call\_variables" for Scheduled tasks (and email and chat) were from January 29th 2020 shown in the Puzzel Admin Portal's Archive, and from this Raw data version 1.7 these variables are shown in the call\_variables table. Such call\_variable records are sent to Raw data after the Scheduled task is finished by the agent. Please note that the Scheduled task Description (which might be very long) is not included as a call\_variable.

The agent can create a Scheduled task when logged off, logged on, when in pause or when connected. The Scheduled task can be (reserved) to himself, to another named agent or to any agent on queue x (that is, no reserved agent). The task is sent as a request to an agent at the scheduled time (if agent is available), and when the agent closes the task request tab in the agent application, the raw data is created.

The **pre-initiation** event for a Scheduled task contains source, queue\_key the scheduled time (dte\_scheduled\_callback) and the reserved agent's id (if reserved to an agent), from db v1.7. Please note that the scheduled time might be changed by the agent after the creation of the scheduled task, and if so, this will be shown in the call\_variables, but the pre-initiation's dte\_scheduled\_callback is not updated.

The **initiation event's** start is when the task was created, and it's end when the agent finished the task.

The **queue event's** start is at the Scheduled time, and the queue event's duration is until agent accepted the request in the agent application.

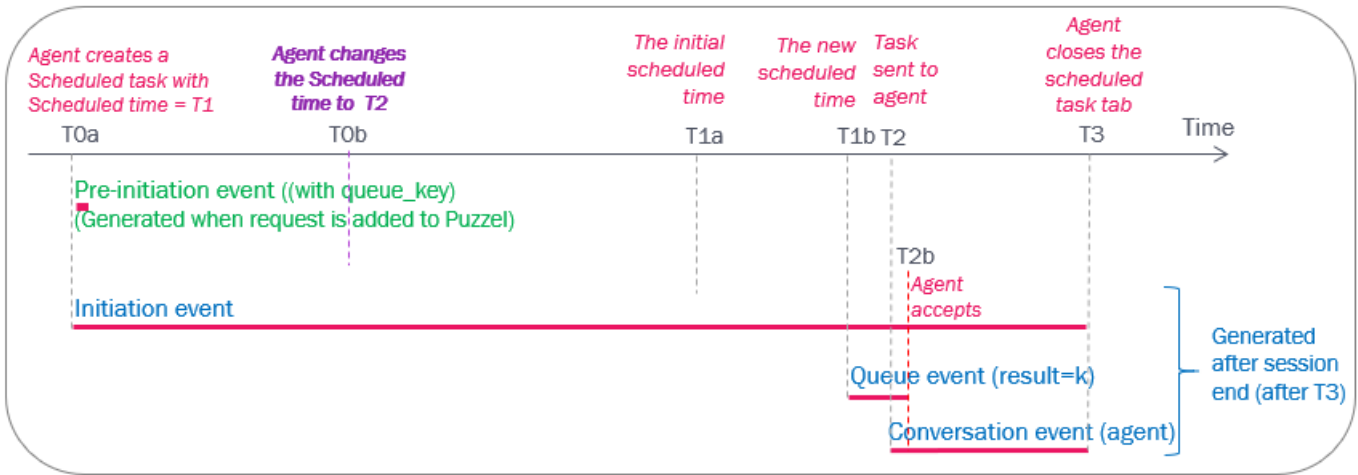


The (email) task request's **conversation event** ends when the agent closes the task request tab in the agent application, as for any written request.

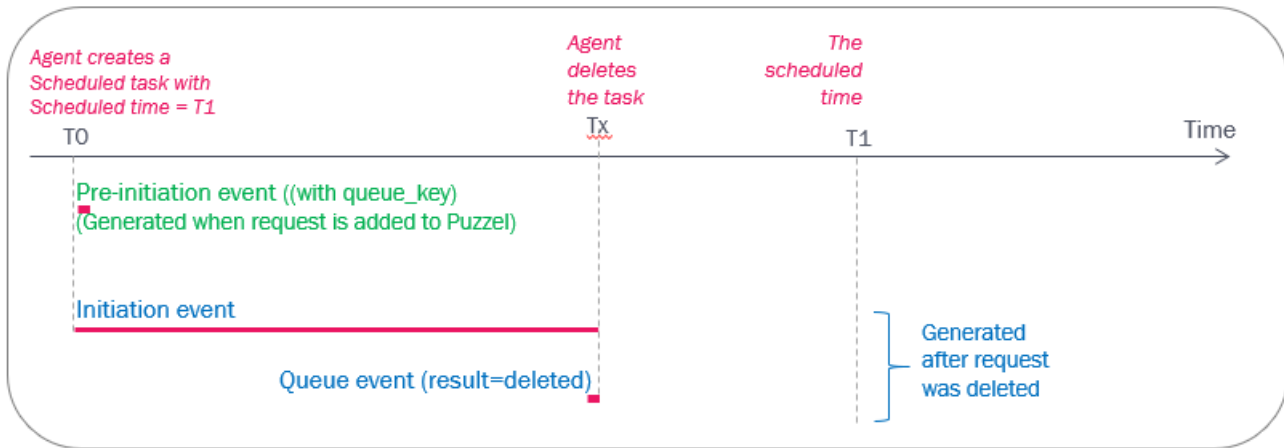
If an agent **changes the scheduled time** for a Scheduled task, the queue event's start will be at the new Scheduled time.

Example:

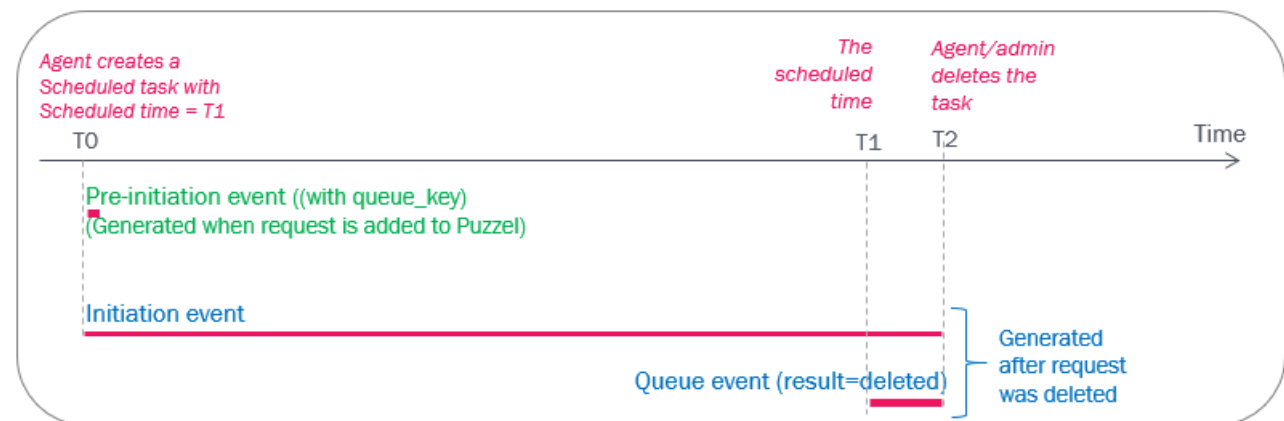
- At T0a, the agent creates a scheduled task with a scheduled time=T1a, but at T0b the agent changes scheduled time to T1b
- At T1b the request is put into queue, and then at T2 it's sent to agent
- First (at T0a), a pre-initiation event is created (with the initial scheduled time)
- When the agent has closed the task request tab (at T3), Puzzel creates the Initiation event (length until T3), Queue event (start at T1b) and Conversation event, and the call\_variables (from db v1.7)



If a scheduled task is **deleted before the scheduled time** (when it is shown as “scheduled”), a queue event with no duration and result=d is created, in addition to the initiation event.

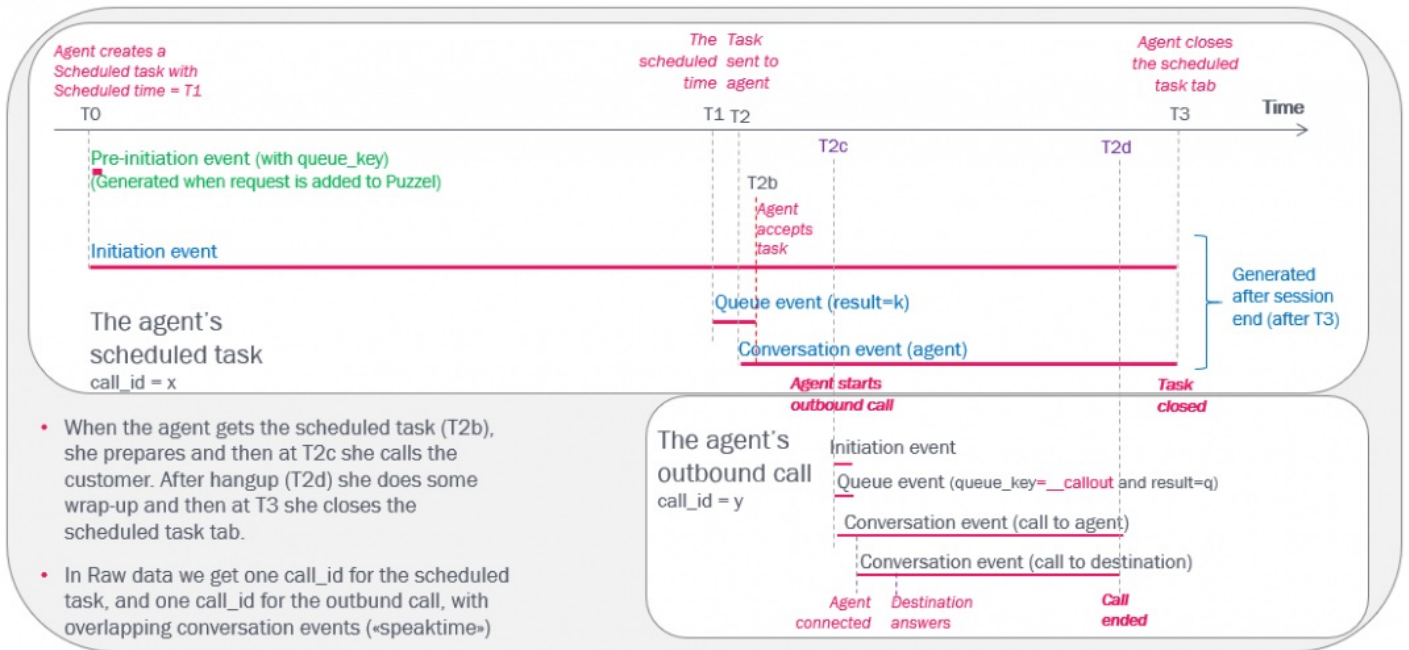


If a scheduled task is **deleted after the scheduled time**, that is, when it is shown as **In queue** but not yet sent to agent (e.g. because the reserved agent is not available), a queue event with start at scheduled time, duration until it was deleted and result=d is created, in addition to the initiation event.



**If the task is to call someone**

If the task is to call someone, the agent can make the outbound call while having the scheduled task request open, and after the call has ended, the task should be closed.



**Related sessions/call\_ids in call\_relations**

- If the agent makes an outbound call by clicking on the Call button in an open scheduled task in agent.puzzel.com, this call (2) will contain the scheduled task's (2) call\_id/session id as related\_call\_id/related\_session\_id.
- If the agent from an ongoing call's tab creates a scheduled task, the scheduled task (2) will contain the call's (1) call\_id/session\_id as related.
- If the agent from an open scheduled task request tab clicks "reschedule", a new scheduled task can easily be created by adjusting the scheduled time (existing variable values are copied and can be adjusted) and clicking Save. Such a new scheduled task (2) will have the old scheduled task's (1) as related.

**Note**

A call\_relations record for a Scheduled task relation quite often contains a valid related\_session\_id but a non-existing related\_call\_id initially, but in these cases the record will usually be updated with the correct related\_call\_id within 2 hours after the last request ended.