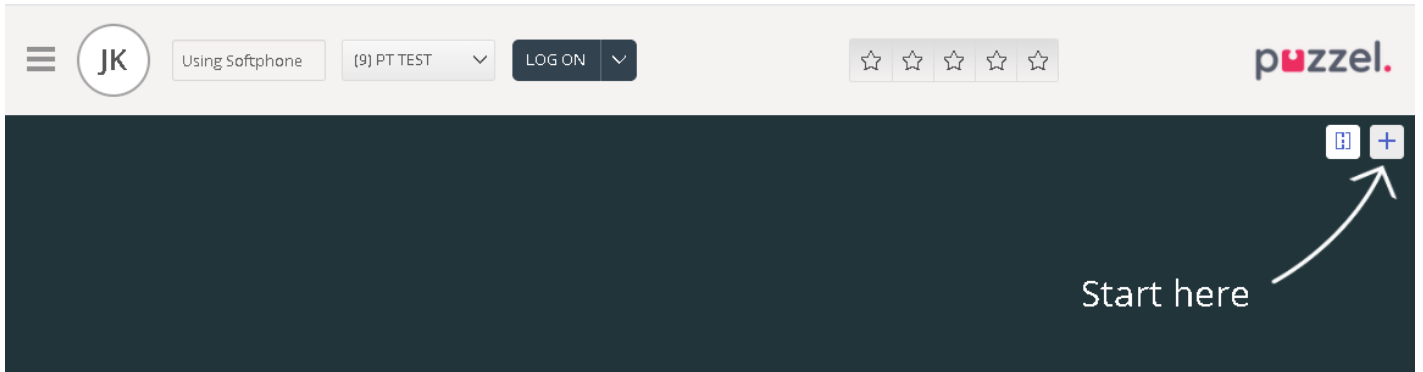
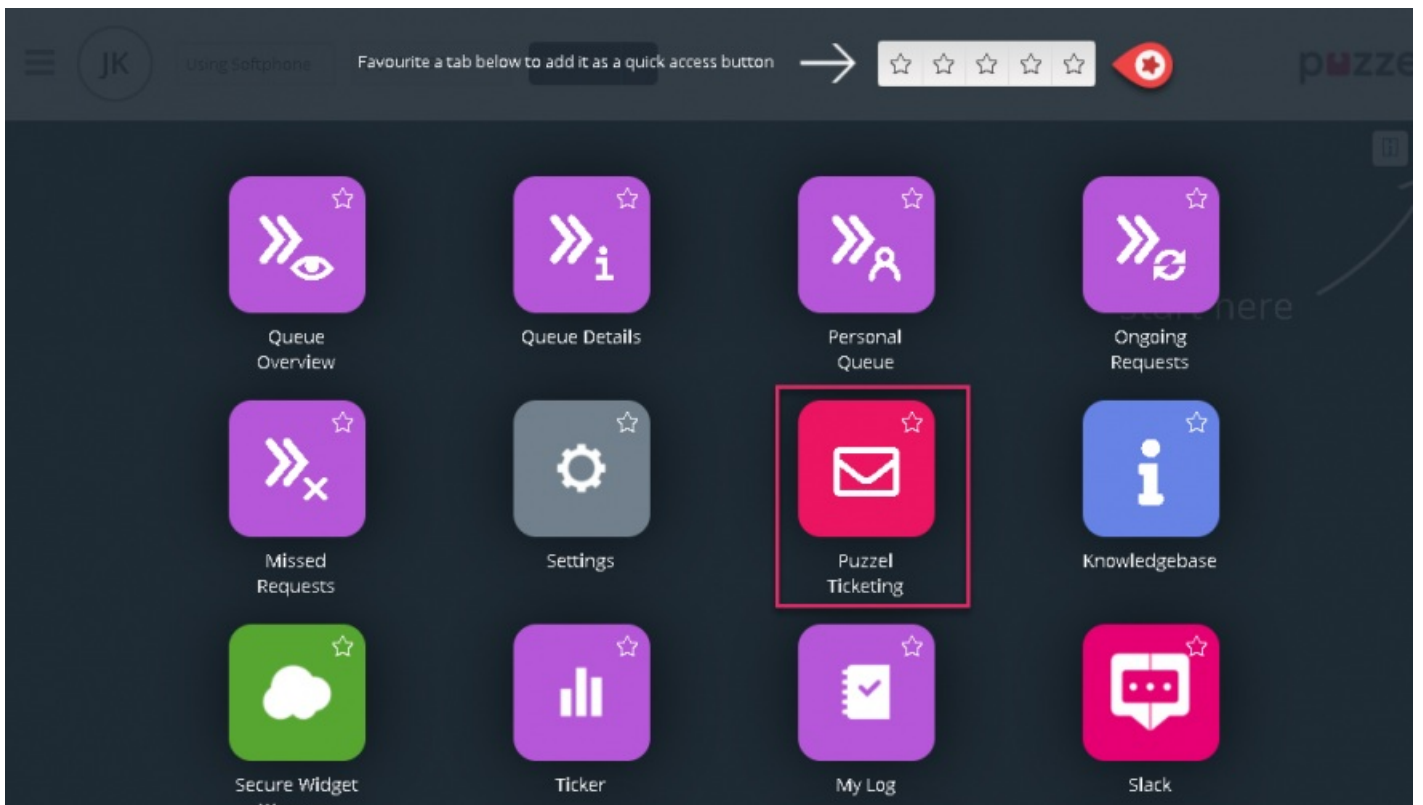


Logging on into Puzzel Ticketing

You can get access into your Puzzel Ticketing environment if you have already signed on into Puzzel Agent Application. Click on the + sign on the top right corner of your screen as shown in the picture below.



Select **Puzzel Ticketing** widget from the list. You may also set this widget as a quick access or favourite by clicking on the star at the top.



You will now be taken to the Tickets page of Puzzel Ticketing through Single Sign On.

JK

● Ready [0]
▼

Profile: PT TEST
 Softphone: Online

Puzzel Ticketing
Puzzel Ticketing Widget
✕

Search by Ticket Attributes

Organisations:

Teams:

Users:

Status:

Priority:

Time Period:

Channel Type:

Channel:

Tags:

Created:

Last Activity:

Read/Unread:

Search All

Tickets list
☐
▲
⌵

Show 10 entries

#	Subject	Assigned	Status	Response Target	Resolve Target	Priority	Team	Channel	Last Update	From/To
+	375	Problem with my Roof	HS	RESOLVED		NORMAL	Priority Enquiries	ticket	5 days ago	henry.stapley@puzzel.com
+	374	Priority	KD	RESOLVED		NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com
+	373	priority	KD	ERROR	5 days ago	NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com
+	372	Priority	JK	OPEN	5 days ago	NORMAL	Priority Enquiries	ticket	5 days ago	kenton.drover@puzzel.com
+	371	fault with alarms	TH	PENDING		NORMAL	Sales API	ticket	5 days ago	tracy.hendr@puzzel.com

Note

Please note that you have to be logged on into Puzzel Agent Application in order to receive any new notifications. All new tickets will be processed by Puzzel routing engine and assigned to best qualified available agent.