

## Softphone in the Puzzel Agent Application (PAA) - Basic Information

Softphone is embedded in the Puzzel Agent Application (<https://agent.puzzel.com>), enabling agents to answer calls without using an external phone, landline or mobile.

Softphone is a cost-related feature and requires activation by Puzzel. Softphone can be activated on some or all agents. Please contact your key account manager for further information regarding prices and cost.

### Note

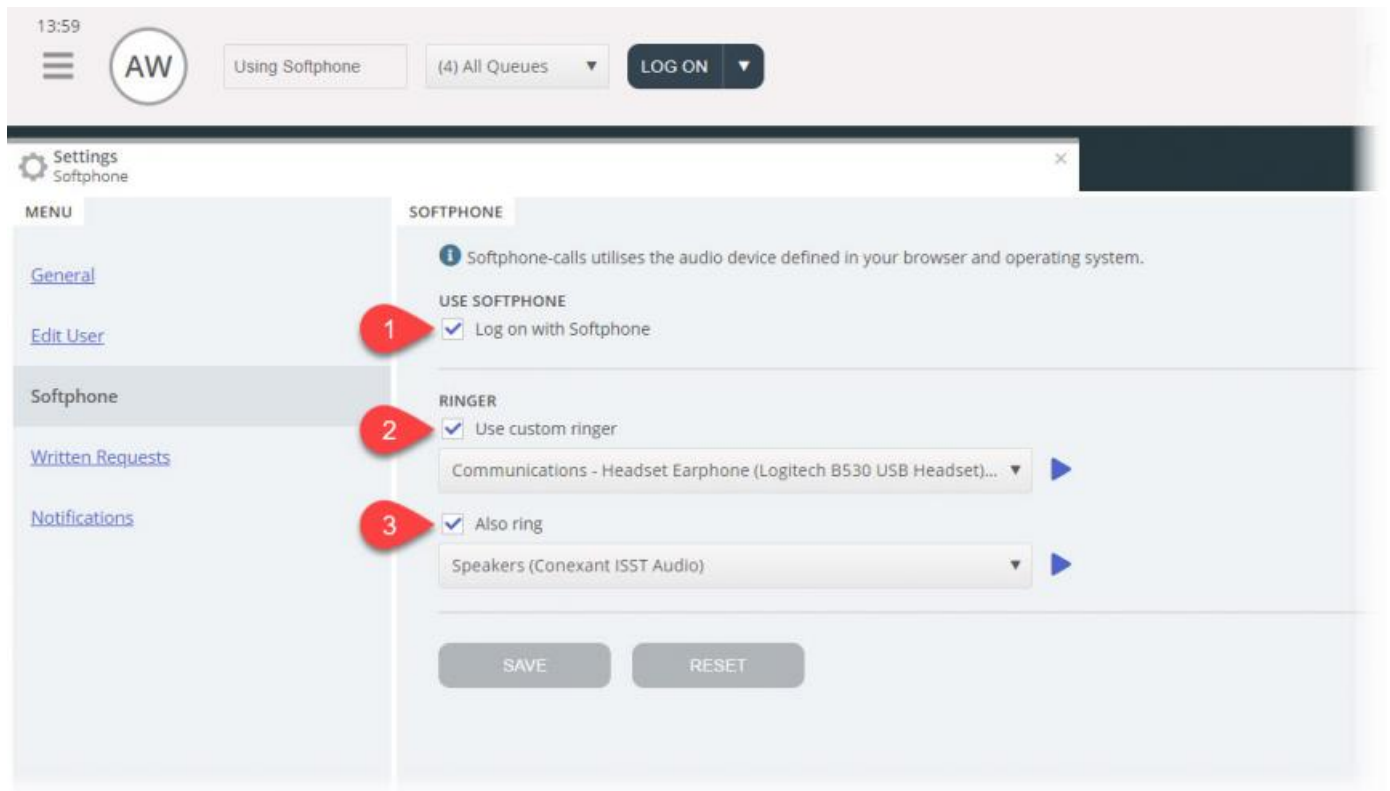
Note that this is a new softphone-solution with other technical requirements than our softphone-solution in the current agent application. Please read our basic requirements document(requires sign-in) for details regarding firewall settings and relevant ports/ip-addresses. It is recommended to start testing softphone with one or two agents to begin with and eventually extend the number of users.

## Facts and Features

- Softphone utilizes WebRTC technology to carry the conversation's audio through the agents internet browser and internet connection.
- Softphone requires that agents have stable and sufficient internet access, and it is recommended to estimate 100kbps per softphone call on a wired internet connection.
- Softphone is only supported on newer versions of the Chrome internet browser on desktop devices.
- The audio in conversations through softphone is handled through a headset and microphone connected to the agents computer, typically via USB.
- In the "Settings" tab, agents can toggle between logging on with Softphone or an external phone (landline or mobile).

## How to get started

When the softphone-feature is activated in the administration portal, agents will see a new menu-option in the "Settings" tab. Here, agents can first of all choose if they 1) want to use Softphone or not, but also set the ringer-options, meaning where the Softphone should play the ringing tone. If you want Softphone to ring on your PC, in addition to your headset, you can define this here.



## Audio setup

For handling softphone calls, the agent application uses the audio device defined in your browser and operating system. Before logging on to the queues with softphone, be assured that a headphone device, suitable for communication is plugged into the desktop device.

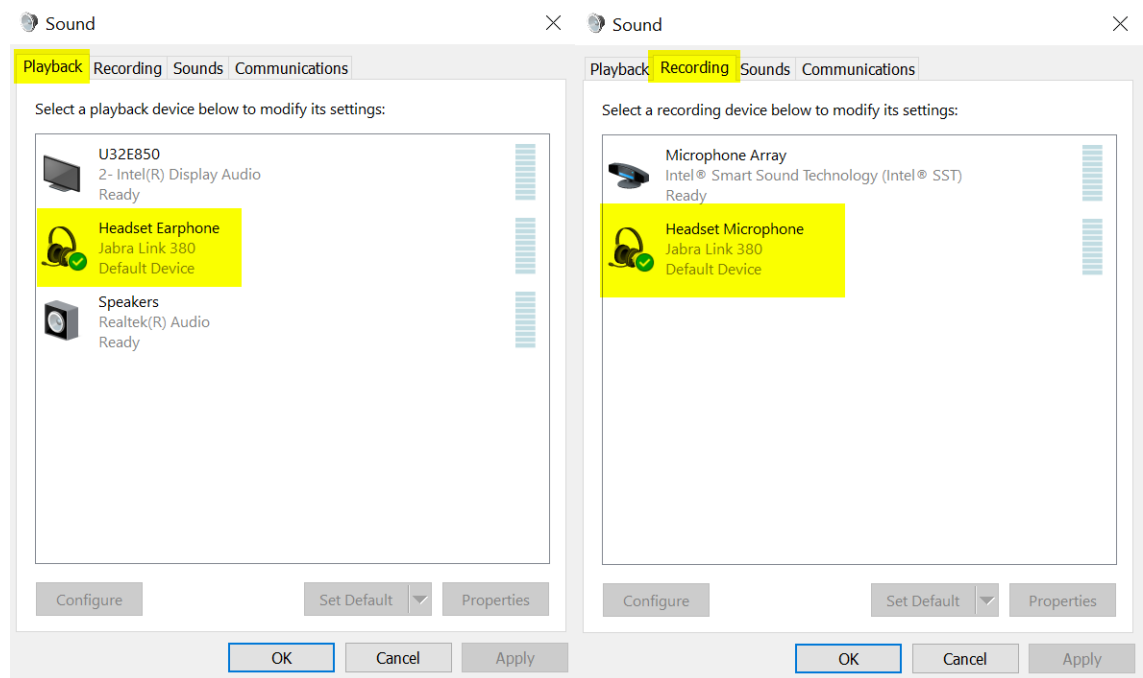
## Your Operating System

Your headphone device should appear in your audio settings on your PCs system tray, where you can test the device and set relevant definitions. It is recommended to set your headphone device as the "Default Device", and your PC speakers as "Default Device", if this is not already set. This applies for both the Playback- and Recording settings.

The PC's "Default Device" are related to the settings you soon will be making in the Puzzel client.

## Windows 10

In the below example, Jabra Link 380 headset is used.




## Windows 11

For Windows 11, please make sure your preferred headset are set under *System --> Sound and System --> Sound --> Volume Mixer* in your operating system.

In the below example, Jabra Evolve 75 headset is used.

System > Sound

Output



Choose where to play sound

Apps might have their own settings

Headphones ^

☐

Speakers

Realtek(R) Audio

>

☒

Headphones

Jabra Evolve 75

>

☐

PHL 328P6V


HD Audio Driver for Display Audio

>

Pair a new output device

Add device

Volume


 93

Mono audio

Combine left and right audio channels into one

Off ☐

Input



Choose a device for speaking or recording

Apps might have their own settings

Headset ^

☒

Headset

Jabra Evolve 75

>

☐

Headset Microphone

Jabra Link 370

>

☐

Microphone

TANDBERG Audio

>

☐

Microphone Array

Intel® Smart Sound Technology for Digital Microphones

>

System > Sound > Volume mixer

System

Volume

93

Output device

Headphones (Jabra Evolve 75)

Input device

Headset (Jabra Evolve 75)

Apps

System sounds

95

Google Chrome

100

Output device

Default

Input device

Default

Microsoft Edge

100

Output device

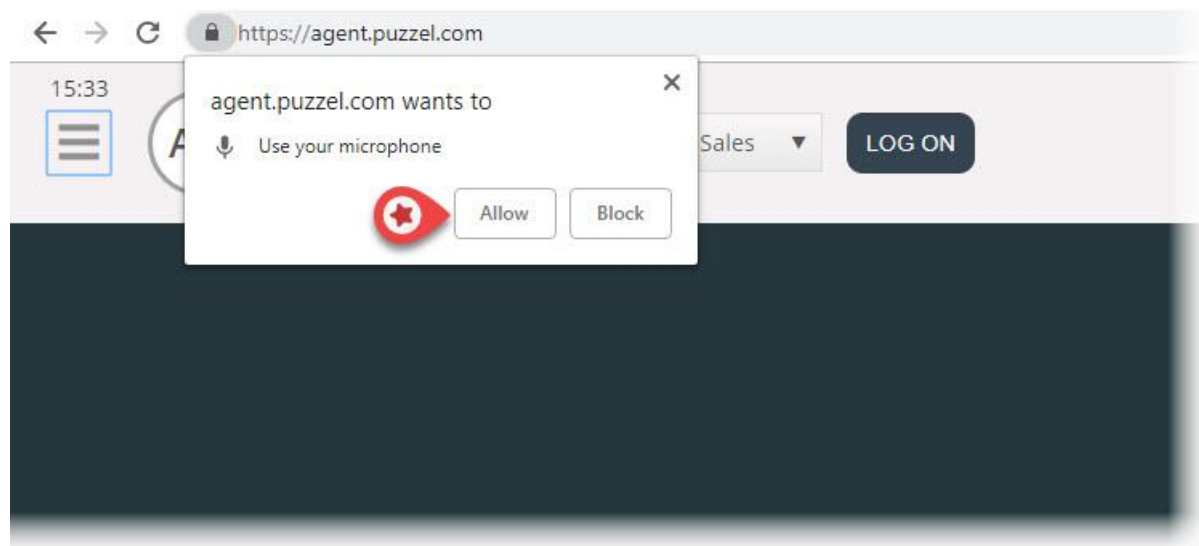
Default

Input device

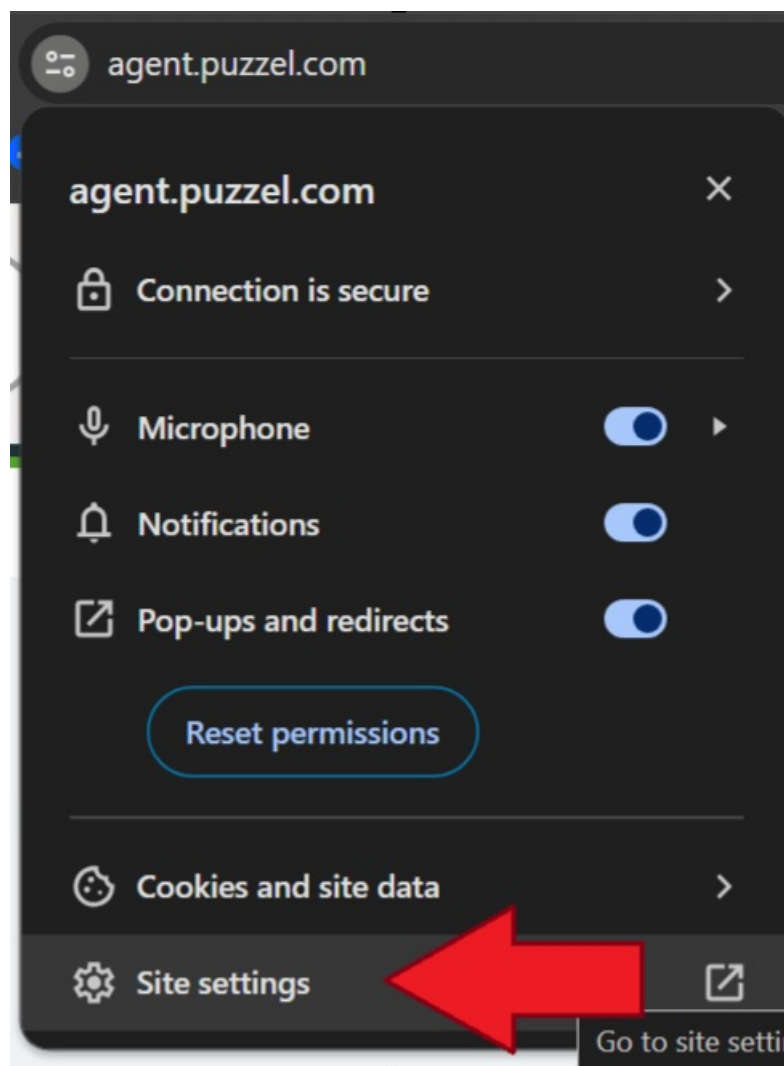
Default

Chrome Browser

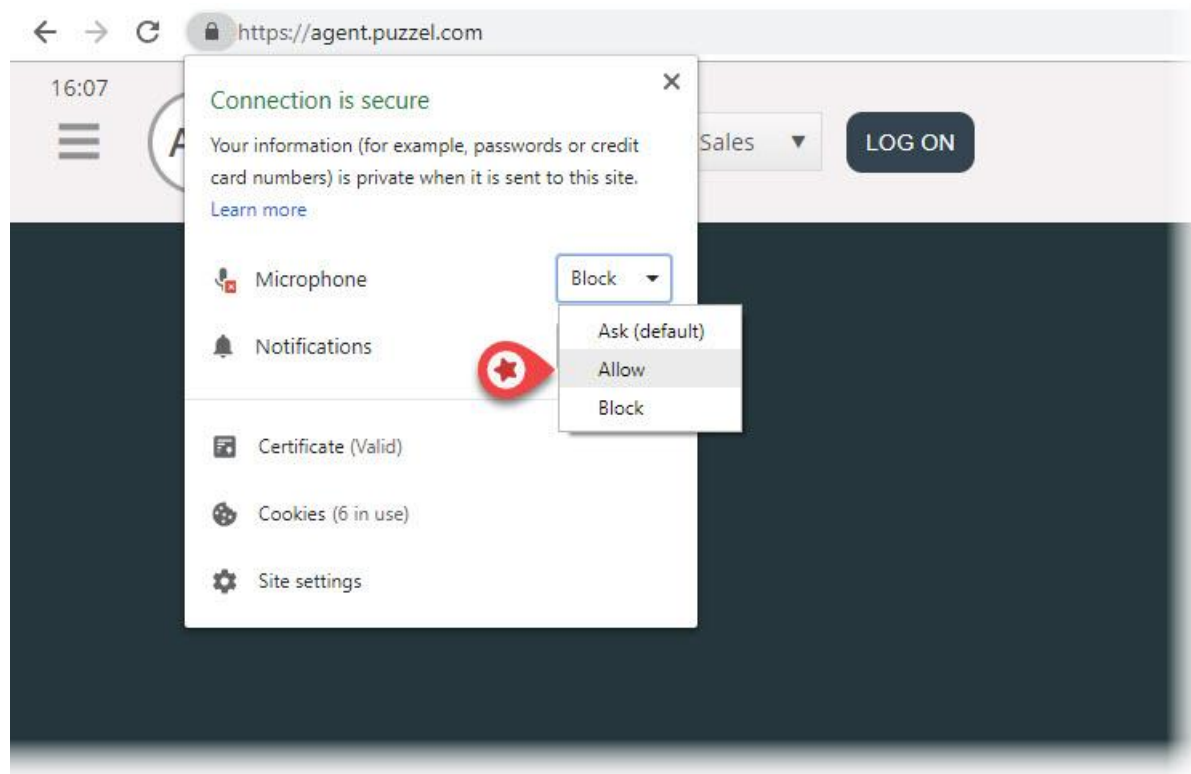
When receiving the first call on softphone, you are prompted to give the agent application access to your microphone in Chrome. You must allow this in able for softphone to work properly.



Your microphone settings in Chrome can be changed by clicking on the top left icon next to the URL in the browser:

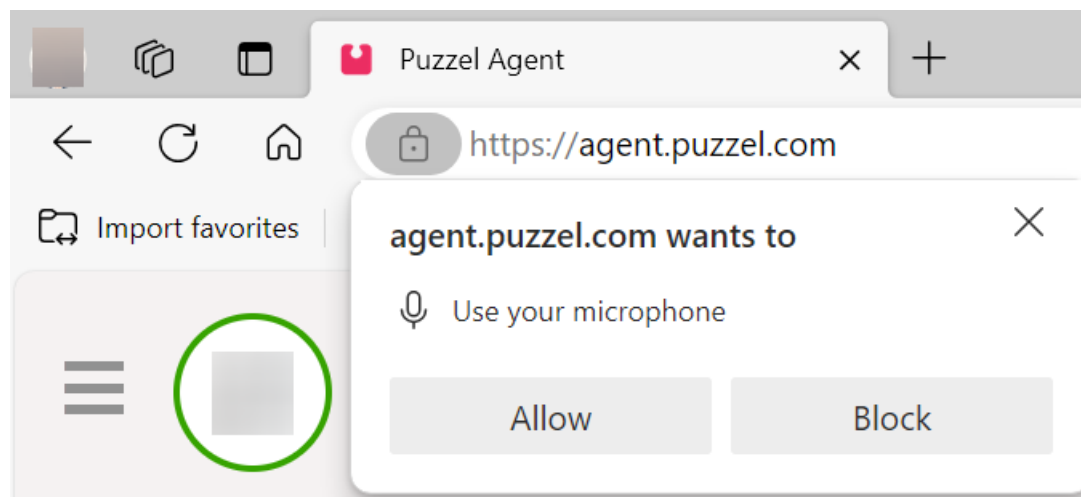


If you accidentally clicked on "Block" and need to gain access, you can do this by clicking on the Secure setting in the top left corner and then click on the Block setting and change it from Always block on this site to one of the above settings as shown in the next picture.

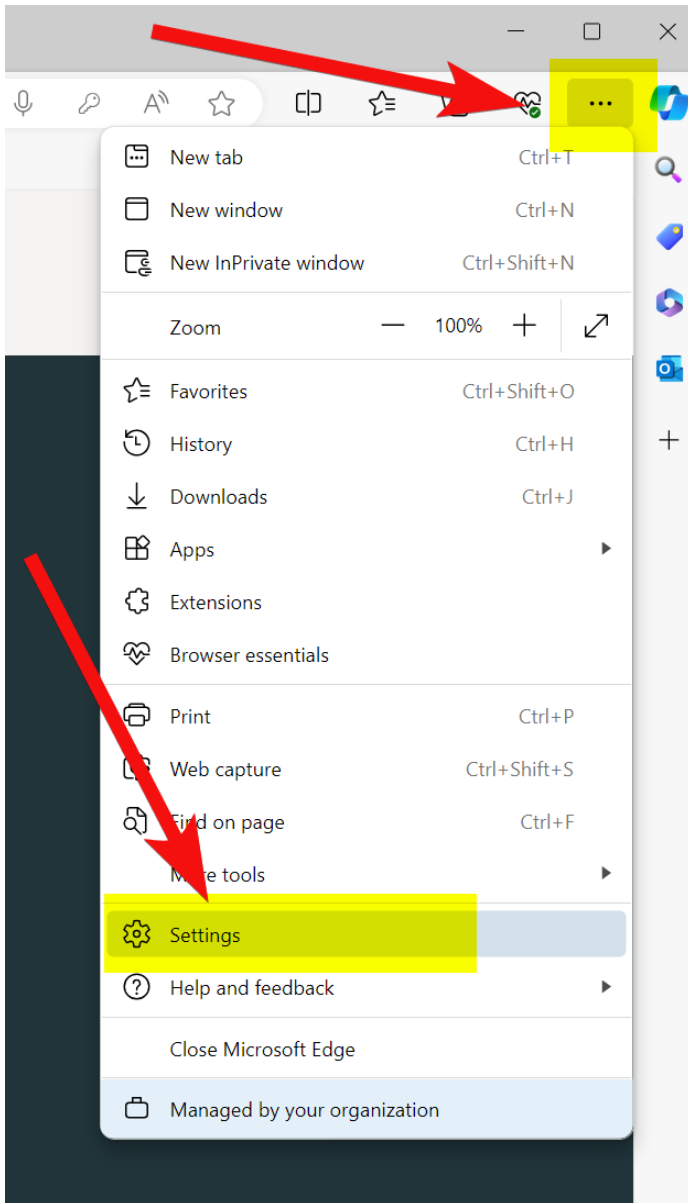


## Edge Browser

When receiving the first call on softphone, you are prompted to give the agent application access to your microphone in Edge. You must allow this in able for softphone to work properly.

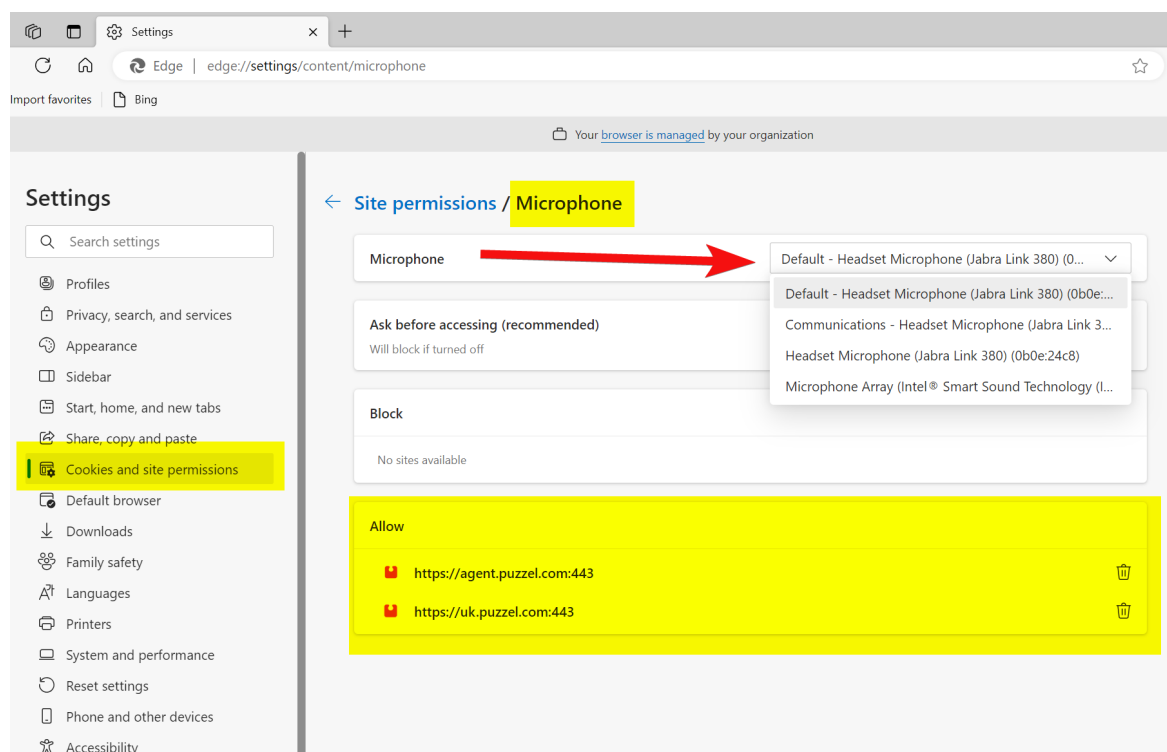


Also, if you click on the 3 dots in the top right corner and click *Settings* it will take you to a menu.



In the next menu click *Cookies and site permissions* and then click *Microphone* further down. You will then be taken to the following screen:





Choose the desired headset from the scrollbar as shown in the above picture.

## Recommended devices

Puzzel Softphone is hardware agnostic, in the sense that no specific audio hardware is known to 'work better' with our software than any other. However, we still get many questions from our customers about what headsets we recommend agents use. We can't offer any such recommendation beyond simple guidelines, but we can tell you what headsets *our own* agents use:

- Plantronics Voyager Focus UC B825-M (wireless)
- Jabra EVOLVE 40 MS Stereo (wired)
- Jabra EVOLVE 65 MS Stereo (wireless)

As for simple guidelines, a good option may be to simply look for well-reviewed gaming headsets. These are designed to be worn comfortably for many hours, and audio quality from both the microphone and speakers is key. Those are the key things to look for: comfort and audio quality. The headsets we have mentioned specifically above are *not* gaming headsets, but they are the ones we use and are happy with.

## Support and Troubleshooting

If you are having problems using softphone, double check your audio settings on both your PC and in the Agent Application first. You can also contact your supervisor who again will consider further actions and perhaps contact Puzzel Support if necessary. We have some known issues below that might be similar to your problem:

- Issues with softphone could occur on Puzzel's side and we will immediately notify subscribing administrators about it. This is rare and if you experience issues without us notifying you please check your local settings. Please ask your local IT team to check relevant settings in our Basic Requirements
- Please also verify that there are no local Internet connectivity issues and that no local IT changes have been applied, which could impact connectivity to the Puzzel Softphone service. If you require any further assistance from Puzzel, please contact Puzzel Support.
- Workaround - Take a note of the callers phone number and tell him or her that you'll call them back (remember that

the caller can possibly hear you).

- It is likely that you can't answer and hang up softphone calls or adjust the volume through the controls/button on the headphones USB cable. This is because so-called HID events (actions triggered by a USB device) apparently aren't supported yet in Chrome or other browsers. We are following Chrome for the support for this feature, since it is relevant for most softphone users.

For more technical details and requirements regarding Puzzel Softphone, please read our basic requirements document found [here](#).

## Sending log files to Puzzel

If you are experiencing problems that aren't easily solved, you may be asked to send log files to our support. You can access these as follows:

1. Step 1 – Go to <https://agent.puzzel.com> and log in
2. Step 2 – Go to 'Main Menu' in the top left corner of Agent Application' (three horizontal lines)
3. Step 3 – Select 'Settings'
4. Step 4 – Under the 'General' section, click 'Download' and then 'Confirm'.

### Note

Note: Once the browser tab is closed the logs will be deleted. Therefore, kindly ensure the logs are saved before the tab is closed. Add this file as an attachment in your support issue so that we can analyze it.

The screenshot displays the Puzzel Agent Application interface. At the top, there is a header bar with a hamburger menu icon, a circular profile icon labeled 'MB', a dropdown menu showing 'Admin (0)', and a profile section for '(5) System Engineer' with a 'Number:' field. On the right of the header are three star icons. Below the header, there are three tabs: 'Contacts', 'Queue Overview', and 'Settings General'. The 'Settings General' tab is active, showing a 'MENU' on the left with links for 'General', 'Edit User', 'Keyboard Shortcuts', 'Softphone', 'Written Requests', and 'Notifications'. The main content area is titled 'GENERAL' and contains three sections: 'SEARCH' with a checked checkbox for 'Show first name first'; 'ENQUIRY REGISTRATION' with an unchecked checkbox for 'Collapse categories by default'; and 'LOG DATA' which includes a text description and a prominent 'DOWNLOAD' button. At the bottom of the settings area are 'SAVE' and 'RESET' buttons.