Dictionary

Below is a dictionary of some of the terms in Puzzel. This dictionary does not go into depth and there are also some terms that are not documented here. For more in depth information, look at the Puzzel Agent Application and Puzzel Admin portal user guides.

Term	Description
Access Point	An access point is an entry point into the Puzzel solution. These are typically phone numbers for the voice channels and are generally represented in an email format for the other channels.
Access Token	After calling the "Auth" operation an access token will be returned. This token must be used for all subsequent webservice calls.
Agent	An agent is a user of the Puzzel Agent Application (e.g.https://agent.puzzel.com). It is the agent that handles the requests from queue and works in the contact centre.
Call log	A call log which shows the last calls of an agent.
Catalog	
Ciq	Ciq is the short form of Callback in queue.
CiqType	Whenever a Ciq is ordered it must be specified if the system should call the agent or the caller first.
ContactCentreStatus	Agent status in Puzzel Contact Centre
Enquiry Registration	The agent can categorize a call/written request in the PAA by selecting topics within Categories. The Categories/Topics are defined in the Admin portal, and the registrations done are shown in Archive, Raw data and in statistics.
MediaType	The Puzzel Contact Center Solution supports many different media types: Phone, Email (incl. etask/scheduled task), Chat and Social media (Facebook, Twitter. etc).
Pause Reasons	Pause reasones or pause types are specific reasons for pause that can be configured by the administrator in the Admin Portal. If no pause reasones have been configured then the default pause type can be set.
Personal Queue	If a call is set up to/transferred to an agent that is logged on but not ready, the call be put in personal queue (if configured) so that the caller can wait until the agent becomes ready. The agent can put an already accepted email in personal queue and pick it up later (if configured).
Presence Hub	
Presence State	Presence State is state for a device. This can be idle, busy or offline. Presence state is generally retrieved from a third party such as a mobile operator or a telephone switch.
Profile	An agent logs on to queue with a profile which contains one or more skills. These skills represents different system queues. Each agent can have several profiles to choose from. The admin defines in the Admin Portal user group profiles (per user group) and optionally personal profiles for selected agents .
Skill	A skill is an element that can be added to profiles, and each queue consist of a media type and an ordinary skill. In order for an agent to receive requests from a queue, the profile the agent has logged on with must contain the media type and skill for that queue.

Term	Description
Queue	Queues are used to route requests to agents. There are two types of queues: System queues that contain the actual requests, and Display queues that can be used to display the queues in the user interfaces. The standard solution has on Display queue per system queue, and maybe a Display queue that contains several system queues.
Request	A request can be a phone call, a chat, an email or come from social media. Any kind of written request can be queued as media type email in the PAA. Requests are sent to agents through queues based on agents' skills and the queues' SLAs.
Service Level Agreement	The SLA is a service goal for a system queue, e.g. 30 seconds. A request in queue has at any time a **SLA score** equal to actual wait time now relative to the SLA. A request that has waited 90 seconds in a queue with SLA=30 has SLA score = 300. When an agent becomes ready and requests are waiting in several queues, the standard solution is that the agent gets the request with the highest SLA score from one of the queues she has skill to answer.
Ticker	A Ticker gives real-time statistics information about requests offered and answered in the PAA, so far today or so far this week. Tickers are available for agents, user groups, queues, access points and services.
User Group	In the Admin Portal, all administrator and agent users are grouped into user groups. Access rights and functionality are configured on user group level and will be inherited by the users in the user group, but individual users can be given other rights than the user group.
Service	A service is a common container for configuration, access points and queues.
System Queue	All requests are routed through system queues. These are the queues that agents log on to and receive requests from. These are not visible unless they are put into Display queues. KPI Alarms can be configured per system queue, and statistics are grouped by system queue.
Display Queue	A queue that is visible in the PAA and the Admin Portal. May contain one or more system queues.