

Puzzel Mobile App

The Puzzel mobile app gives both Puzzel agents and administrators access to the most relevant on-the-go features of the contact centre solution. The app does not cover all contact centre features, but focuses on the most necessary features for out of office users.

Version Requirement

Puzzel Mobile App supports both Android devices (available in [Google Play](#)) and iPhone devices (available in [App Store](#)) - search words "puzzel contact centre". Minimum software-versions supported are:

- Android (Version 5.0 or later)
- iPhone (iOS 9.0 or later)

Refresh

As default, the pages in the app are automatically refreshed when entered. While on a page, it also refreshes automatically every 10 seconds, as default. However, automatic refresh can be turned off e.g. to minimize the usage of transferred data. In that case the pages will still refresh when entered, but while on a page you must press the upper right refresh icon manually to refresh.

Availability

Puzzels mobile app supports a combination of basic agent and admin functionality, and can be used by both. To gain access to the features in the app, you need equivalent access in the agent or admin application, meaning that you will not have access to more features and details in the app than you have in our main applications. This also includes our resource filter feature. As a result, you may have access to some of the features in the app, but not necessarily all.

Language

The language used in Puzzel's mobile app is based on the language settings on your mobile phone, not the language settings in the contact centre solution. The app supports the following languages:

- English
- Norwegian
- Swedish
- Danish

If your phone uses a language other than these, English will be chosen as a default.

Features

There are 5 main features available in the app:

- Possibility for agents to log themselves on and off queues
- Possibility for administrators to log agents on and off queues
- Realtime view of queue- and agent statuses
- Realtime view of "Ticker" request data for services, queues and agents
- Possibility to manage "Service Variables"

