

Web Chat - Setup and configuration

Note

This article points to our legacy Web Chat solution. In October 2020 Puzzel launched a first version of a new chat solution. All future web chat development will be deployed in the new web chat solution. Read more about the new web chat solution here:

<https://help.puzzel.com/product-documents/user-guide/puzzel-contact-centre/puzzel-administration-portal/services/chat>

Puzzel is a cloud-based contact centre solution that handles multiple requests (voice, chat, e-mail or social media) from multiple channels and queues.

Each queue within a Puzzel solution can have different priorities and each channel of communication within the queues can be prioritised against each other. Puzzel distributes requests to agents based on their skill profiles as defined in the Administration Portal.

Traditionally a Puzzel contact centre agent could only handle one request at a time. With chat, agents can now respond to one or more requests at the same time, in addition to answering requests from any of the other media channels (you can answer a phone- or e-mail request while handling one or more chat requests).

This document describes the setup of the chat interface on the company's web site. The chat interface uses a jQuery widget as default and appears as a frameless interface on an overlying layer. However, it is possible to set up the chat to start in a separate downscaled browser window, but this is up to the site's web designers to customize and adapt.

In addition to features explained in this document related to chat setup, there are addition settings in the Administration Portal that may be relevant (Administration Portal->Users->Products->Chat). You need logon credentials to access the Administration Portal. A complete overview over chat settings and options are available in the Puzzel Administration Portal User Guide.

Puzzel Web Chat supports the following languages set in the chat code parameter "languageCode". Default language is English:

- English (EN)
- Norwegian (NO)
- Swedish (SE)
- Danish (DK)
- Finnish (FI)
- Hungarian (HU)
- Bulgarian (BG)

Note

In addition to examples and code suggestions in this document, we have made a demo and example site on <https://demo.puzzel.com/chat> that we recommend you check out if you should get stuck. Here, most of our features are made available through a menu on the front page. Choose the most relevant feature in the menu and view the associated page source to see the code.

Cookies

The chat application uses a cookie named `intelecomchat_<customerKey>`. The cookie is valid for 2 hours and contains request details that supports the end user to switch between pages on the website, without losing relevant information.

The cookie contains the following details:

iqSessionId
requestId
minimized
fontSize
mute
(positioning)
left
top
width
height
horizontal
vertical