

## Puzzel Case Management [Ticketing] Agent Guide

This section is dedicated for the Puzzel Case Management [Ticketing] agents to help them understand and work seamlessly with Tickets. This section describes steps and procedures for Puzzel Case Management in an integrated environment Only. However, the stand-alone environment works mostly in a similar way albeit a few differences.

The agents will be able to have a full customer-centric view of all tickets in a single interface, enabling them to provide a quick and personalised service to the customers.

### Note

Please note that the agents are only allowed to view the tickets as per the configuration done by the admins in your organisation.

A typical Ticket page when logged on from Puzzel Contact Centre solution looks like the image below. You can see a list of tickets and its attributes next to it. By clicking on the column header, you can sort them in increasing or decreasing order. By default, you will always see the most recent ticket at the top of the list.

The screenshot shows the Puzzel Ticketing interface. At the top, there's a header with a user profile (JK), status (Ready [0]), and profile details (S: PT TEST, Softphone: Online). The main area is titled 'Puzzel Ticketing' and contains a search bar with various filters: Organisations, Teams, Channel Type, Users, Channel, Status, Tags, Priority, Created, Time Period, Last Activity, and Read/Unread. Below the search bar is a 'Tickets list' table with columns: #, Subject, Assigned, Status, Response Target, Resolve Target, Priority, Team, Channel, Last Update, and From/To. The table displays five tickets, with the most recent (ID 372) highlighted in red.

#	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.hendy@puzzel.com

### Note

We have SSO from Puzzel Agent Application enabled for all our Puzzel Case Management users. If you do not have this service enabled in your environment, please contact Puzzel support.