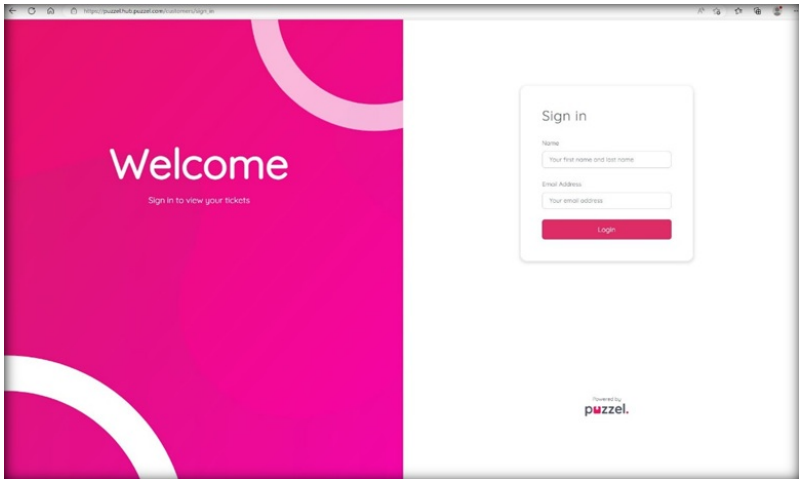


Puzzel Customer HUB user guide

This user guide describe how you can log on to Puzzel's Customer HUB to create and view cases submitted to Puzzel Support.

Logging on

1. Open <https://puzzel.hub.puzzel.com> and enter your **First** and **Last name** and a valid Email address before you press the “Login” button.



2. An **authentication email** is sent to the provided email address.
If you are unable to find the email, make sure to check the junk/spam folder.

Hi,

Here is your one time link that will sign you in instantly.

If it is not clickable, please copy and paste the URL into your browser's address bar:

https://puzzel.hub.puzzel.com/verify_login?token=eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJ1b2N0cn91bmkiOiJkaW8iLCJyb290cyI6ImFkbWUiLCJ0eXBlIjoiYWRtaWUiLCJ1bmlkIjoiMTAwMDA0MDEyIiwiaWF0IjoxNTQwODc0NDYsImV4dCI6MTU0MDg3NDY0fQ

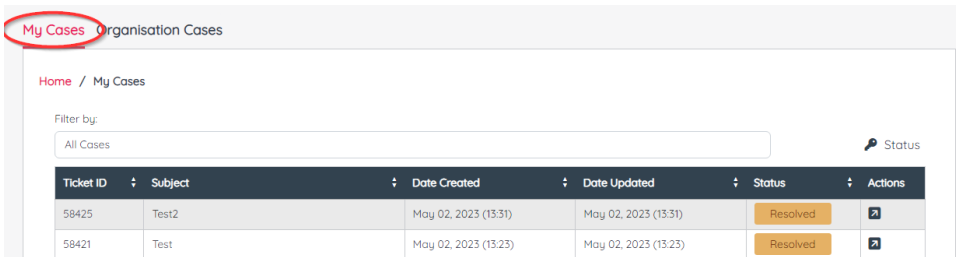
This link is valid for 15 mins. Please do not forward this email to others to prevent anybody else from accessing your account.

If you did not request this login, please contact help@puzzel.com.

3. Press the “Click here” link to access the Puzzel Customer HUB.

View Cases

In the main tab – **My Cases** - you will see cases that you have submitted from **your email address**.



You can see **Ticket ID, Subject, Date Created, Date Updated, Status and Actions.**

If you have been given additional access, you will see a tab called **Organization Cases.**

On the **Organization Cases** tab you will see all the tickets associated with your Organization.

My Cases **Organisation Cases**

Home / Organisation Cases

Select Organisation: Filter by: [Status](#)

Ticket ID	Subject	Date Created	Date Updated	Status	Actions
11875	Test	March 14, 2022 (12:28)	March 14, 2022 (12:28)	Resolved	✕
11878	I need a new laptop	March 14, 2022 (12:56)	March 15, 2022 (11:59)	Closed	✕

If you are a partner or have more than one Organization associated, you can select the different Organizations from the **Select Organization** option.

My Cases **Organisation Cases**

Home / Organisation Cases

Select Organisation: Filter by: [Status](#)

Ticket ID	Subject	Date Created	Date Updated	Status	Actions
11875	Test	March 14, 2022 (12:28)	March 14, 2022 (12:28)	Resolved	✕
11878	I need a new laptop	March 14, 2022 (12:56)	March 15, 2022 (11:59)	Closed	✕

Please note that as default you will only have access to your own cases. If you require additional access this needs to be requested to Puzzel Support on your behalf by an approved contact person within your Organization.

From the “Filter by:” option, you can choose to see “All Cases”, “Cases where we’re expecting a response from you”, “Cases where it’s our turn to follow up” and “Cases which are resolved or archived”.

My Cases **Organisation Cases**

Home / My Cases

Filter by: [Status](#)

Ticket ID	Subject	Date Created	Date Updated	Status	Actions
58425	Test2	May 02, 2023 (13:31)	May 02, 2023 (13:31)	Resolved	✕
58421	Test	May 02, 2023 (13:23)	May 02, 2023 (13:23)	Resolved	✕

A description of the different case statuses can be found by clicking “Status” on the right side of the page.

Status

Open

An agent response is headed your way - keep an eye out!

Pending

We're expecting a response from you.

On Hold

It's our turn to follow up.

Resolved

Your support ticket is resolved!

Closed

Case closed! This case is now archived. If you would like to discuss something, please reach out in a new support ticket.

Error

Oops! Something has gone wrong with our attempt to contact you. (You can still send us a reply on your case)

Create New Case

On the top right of the page, you will see the button to**Create New Case**.

+ Create New Case

Input the fields and provide as detailed information about the Incident/Change/Question as possible. You can also add attachments such as agent logs, print screens etc.

My Cases

Organisation Cases

Home / My Cases / Submit Case

Organisation

Puzzel

Customer ID

100400

Subject

Question about the Puzzel System

Form

Question

Puzzel Product

Puzzel Contact Center

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Hello,

I have a question about the Puzzel Contact Center solution

Add attachments

Choose file

Submit Case

When the Case is submitted you can see the case number and you can add more details if required by clicking the**Reply** button.

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If for any reason you no longer need assistance from Puzzel Support, you can press the **Resolve Case** and that will resolve the ticket.

