

Contact Centre Packages

Puzzel's Contact Centre Packages give you the flexibility of choosing the right channel mix to support a wide range of customer service environments and evolving customer expectations. Resolve, Impress and Empower, help support agents during live interactions. Empower not only looks at supporting Agents but Managers too with tools such as performance management and Agent scheduling.

Resolve

Start with the essentials for your contact centre by focusing on resolving customer problems viaphone.

To know more about the Resolve package, please request a product sheet by contacting our team.

If you wish to personalise your package, please look for the [Add-ons](#) from list you might be interested in.

Impress

Impress your customers by providing agents with automated support during live interactions so that they have the right tools to deliver the best customer experience.

To know more about the Impress package, please request a product sheet by contacting our team.

If you wish to personalise your package, please look for the [Add-ons](#) from list you might be interested in.

Power

Improve customer satisfaction by providing agents with automated suggested answers during live interactions and by helping managers to give personalised training to agents and effectively staff the contact centre.

To know more about the Power package, download our product sheet here:

<Insert link here>

If you wish to personalise your package, please look for the [Add-ons](#) from list you might be interested in.

Compare Contact Centre Packages

| Products | Resolve | Impress | Power |
|---------------------|---------|---------|-------|
| Channels | | | |
| Voice | ✓ | ✓ | ✓ |
| Web Chat | | ✓ | ✓ |
| Email | | ✓ | ✓ |
| Social Messaging | | ✓ | ✓ |
| SMS | | ✓ | ✓ |
| Omnichannel routing | | ✓ | ✓ |
| | | | |

| | | | |
|----------------------------------|---|---|---|
| IVR | | | |
| Basic | ✓ | ✓ | ✓ |
| Text to speech | | ✓ | ✓ |
| Voice Bot | | | ✓ |
| Voice | | | |
| Call Recording | ✓ | ✓ | ✓ |
| Softphone | ✓ | ✓ | ✓ |
| Callout | ✓ | ✓ | ✓ |
| Audio Management | ✓ | ✓ | ✓ |
| Access Number | ✓ | ✓ | ✓ |
| Silent Monitoring | ✓ | ✓ | ✓ |
| Call-back from phone queue | ✓ | ✓ | ✓ |
| Call-back from website | ✓ | ✓ | ✓ |
| Scheduled call-back | ✓ | ✓ | ✓ |
| SMS call-back | ✓ | ✓ | ✓ |
| | | | |
| Agent Application | | | |
| Agent Assist | ✓ | ✓ | ✓ |
| CRM Pop | ✓ | ✓ | ✓ |
| Agent Widget API | ✓ | ✓ | ✓ |
| Switchboard | ✓ | ✓ | ✓ |
| Catalogue | ✓ | ✓ | ✓ |
| | | | |
| AI | | | |
| AI-powered Agent Knowledgebase | | ✓ | ✓ |
| AI-powered Interactions | | ✓ | ✓ |
| Analytics | | | |
| Contact Centre Management | | | |
| Call Flow Tool | ✓ | ✓ | ✓ |
| Performance Management | | | ✓ |
| WFM | | | ✓ |
| Media Archive | ✓ | ✓ | ✓ |
| Customer List Search | ✓ | ✓ | ✓ |
| | | | |
| Insights | | | |
| Dashboards | ✓ | ✓ | ✓ |

| | | | |
|------------------------------|---|---|---|
| Reporting & Statistics | ✓ | ✓ | ✓ |
| Integrations | | | |
| Access to Puzzel Marketplace | ✓ | ✓ | ✓ |
| E-Task API | ✓ | ✓ | ✓ |
| MS Teams | ✓ | ✓ | ✓ |
| SMS Gateway | | | ✓ |
| Puzzel Bot Gateway | | | ✓ |
| Admin | | | |
| User Management | ✓ | ✓ | ✓ |
| Access Control | ✓ | ✓ | ✓ |
| User Group & Profiles | ✓ | ✓ | ✓ |