

## Digital First Packages

Puzzel's Digital First is for contact centre teams looking to improve channel management execution and customer satisfaction. These packages aim to deliver proactive and personalised self-service while reducing costs by automating manual and repetitive tasks.

### Discover

Improve your channel management execution and meet customers where they are, through digital channels.

To know more about the Discover 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.

### Embrace

Improve your customer satisfaction with self-service and personalised service, while reducing costs by automating manual and repetitive tasks.

To know more about our Embrace 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.

## Compare Digital First Packages

| Products                 | Discover | Embrace |
|--------------------------|----------|---------|
| <b>Channels</b>          |          |         |
| Web Chat                 | ✓        | ✓       |
| SMS                      | ✓        | ✓       |
| Social Messaging         | ✓        | ✓       |
|                          |          |         |
| <b>Self-service</b>      |          |         |
| Smart Chatbot            |          | ✓       |
| Consumer Knowledgebase   |          | ✓       |
|                          |          |         |
| <b>Agent Application</b> |          |         |
| Agent Assist             | ✓        | ✓       |

|                                      |   |   |
|--------------------------------------|---|---|
| AI-powered Agent Knowledgebase       | ✓ | ✓ |
| AI-powered Interactions Analytics    |   | ✓ |
| CRM Pop                              | ✓ | ✓ |
| Agent Widget API                     | ✓ | ✓ |
| <b>Channel Management</b>            |   |   |
| Real-time website user behaviour     | ✓ | ✓ |
| Channel Management                   | ✓ | ✓ |
| Dynamic Banners                      | ✓ | ✓ |
| Dynamic Banner Behaviour             | ✓ | ✓ |
| Dynamic Banner Content               | ✓ | ✓ |
| Contextual routing                   | ✓ | ✓ |
| Automatic Load Management            | ✓ | ✓ |
| Chat banner control                  | ✓ | ✓ |
| <b>Customer Engagement Resources</b> |   |   |
| Chat conversation copy               | ✓ | ✓ |
| Save Chat conversation as PDF        | ✓ | ✓ |
| Mobile Optimised                     | ✓ | ✓ |
| <b>Contact Centre Management</b>     |   |   |
| Proactive Interaction Rules          | ✓ | ✓ |
| Bot trainer                          |   | ✓ |
| Multi-skill Groups                   | ✓ | ✓ |
| Customisable design                  | ✓ | ✓ |

|                                |   |   |
|--------------------------------|---|---|
| <b>Insights</b>                |   |   |
| Customer engagement reporting  | ✓ | ✓ |
| Dashboard                      | ✓ | ✓ |
| Reporting & Statistics         | ✓ | ✓ |
| <b>Integrations</b>            |   |   |
| Access to Puzzel Marketplace   | ✓ | ✓ |
| E-Task API                     | ✓ | ✓ |
| MS Teams                       | ✓ | ✓ |
| SMS Gateway                    |   | ✓ |
| Digital Engagement Bot Gateway |   | ✓ |
| <b>Admin</b>                   |   |   |
| User Management                | ✓ | ✓ |
| Access Control                 | ✓ | ✓ |
| User Group & Profiles          | ✓ | ✓ |
| Dynamic shortcuts              | ✓ | ✓ |