

## 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	✓	✓