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
Channels		
Web Chat	✅	✅
SMS	✅	✅
Social Messaging	✅	✅
Self-service		
Smart Chatbot		✅
Consumer Knowledgebase		✅
Agent Application		
Agent Assist	✅	✅

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

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