

Email

The Email solution provides a basic version of our Puzzel Case Management product. This provides our customers a fully integrated email solution with Puzzel Contact Centre solution. Email will be offered at a reduced cost to the customer with only one email channel enabled with the solution. Inbound emails will be routed to agents, as requests, in Puzzel Agent Application in a similar manner to how full Case Management product works today.

To know more about our complete Case Management solution, refer to this [article](#).