

Boost AI

Bot/virtual assistant framework is provided by Puzzel's partner Boost.ai. It is integrated to Puzzel Contact Centre through the "Bot gateway" module. There are three different package alternatives reflected in the pricing:

What you get	Starter	Standard	Enterprise
Intent packages	General questions & internal support	General questions & internal support	Pre-trained domain knowledge*
Direct messaging channels	Unlimited	Unlimited	Unlimited
Language support	English + 1	Unlimited	Unlimited
Online certification	x	x	x
Automatic Semantic Understanding (ASU)	x	x	x
Audit log		x	x
Multi-agent functionality		x	x
Tiered access		x	x
QA staging environment		x	x
Virtual private cloud environment		x	x
On-premise hosting**			x
Security API (operation centre)			x
24/7 critical support			x

*Available for banking, insurance, telco.

** Additional cost for setup and maintenance

Note

There is a monthly subscription fee for this service, in addition to a price per conversation.