

## Puzzel Support

Puzzel provides excellent basic support to all their customers. Our support engineers are friendly and efficient in providing a perfect resolution to your problems.

Basic support is given to all Puzzel customers through written requests Only. Customers can chat with our support engineers via web chat or by raising a ticket through [help.puzzel.com](https://help.puzzel.com) and clicking on the Support tab on the right. Support is only available during business hours.

Customers can avail any further support by subscribing to the following two packages:

- **Puzzel Extended Support:** Customers can avail extended support through phone and written requests (Chat & Tickets via [help.puzzel.com](https://help.puzzel.com)) during business hours and emergency On Call Support until 21:00 pm.
- **Puzzel 24/7 Support:** Customers can avail phone and written requests (Chat & Tickets via [help.puzzel.com](https://help.puzzel.com)) during business hours and emergency On Call Support 24/7.