

Add-ons

You can personalise your package by adding one or more add-ons from the list to suit your organisational needs.

LiveShare

- Video call
- Co-Browsing
- Screenshare

Customer Interaction Resources

- Dialler
- Voice transcription
- Extra recording storage
- Case management
- Customer Hub
- Schedule a Meeting
- SMS notifications for meeting booked
- PCI Phone Payment
- Identity & Verification

AI and Self-Service

- Consumer Knowledgebase
- Digital Engagement additional domains and interfaces
- Puzzel Smart Bot
- Puzzel Smart Bot and additional intent models

Contact Centre Management

- Puzzel WFM
- Puzzel Quality Assurance
- Customer Insight
- Performance Management
- Raw data
- Text to Speech (TTS)
- Voice Bot
- Digital Engagement Internal Authentication Service
- Digital Engagement External Authentication Service

Third-party integration modules

- Salesforce
- Zendesk
- Dynamics CRM
- Presence Hub (NO, SK, DK)
- Digital Engagement Bot Gateway
- Google Analytics
- Digital Engagement Generic API
- WhatsApp
- Single Sign-on
- SMS

Digital Engagement Hosting

- Digital Engagement Dedicated Hosting
- Digital Engagement Account Specific TURN server
- Digital Engagement Local Data Storage
- Digital Engagement Test Instance

Traffic and Connectivity

- Puzzel Express Connect SIP Trunk
- Puzzel Partner Connect SIP Trunk
- Multi carrier option (UK only)
- Puzzel Private VPN Trunk for partners
- Telenor IPT Partner Connect
- Telia NO Partner Connect
- NetNordic Partner Connect SIP Trunk
- Premium SMS (Norway only)
- Gold Access number