Channels

Puzzel allows agents to interact with your customers from the platform or environment they are in. Our fully integrated Omni-Channel solution provides a unified brand experience so that customer can switch between multiple channels yet experience quality of service. This gives your agents the opportunity to serve your customers in a variety of ways that are convenient and effective.

Module description for each channel listed below can be found by clicking on it:

- [Omni-Channel routing](#)

- [Voice](#)

- [Web chat](#)

- [Email](#)

- [Social Media](#)

- [Whatsapp](#)

- [SMS](#)