

Voice

Voice channel enables agents to receive calls in Puzzel. Calls can be queued and distributed to agents with enquiries from other channels. All requests to Puzzel solutions are as default intelligently routed to agents on a first available, best-skilled basis.

Puzzel Voice provides agents with all the tools they need to handle telephone enquiries effectively. Our highly intuitive agent interface makes inbound and outbound calling simple, while skills-based routing ensures customers receive the best possible service every time. Agents can also transfer calls or make consult calls to other agents before transferring.

The Agent application is also equipped with a softphone facility that enables agents to answer calls directly from their computer, tablet or mobile device, removing the need for landlines and clunky infrastructure.

Puzzel Voice is a comprehensive tool kit that enhances the Contact Centre management by providing audio management to the managers in the form of voice recording and silent monitoring. With these enhanced capabilities, managers can record and listen to agent calls, track compliance, identify skills gaps and improve service quality.

Agents can have multiple profiles available to them to log on with, determining what queues they are logging on to.

To know more about Voice feature, read the [description](#) here.

For more details on Voice channel, download the product sheet here:

[Voice Product Sheet.pdf](#)

Area Routing

Area based routing directs callers automatically to their local, or nearest, office. This can be done based on the caller's number, by postal code routing, or by mobile phone positioning (only available in Norway).

When using the caller's number, Puzzel redirects the caller to a location based on where their number is registered. The routing happens automatically, with the inbound call redirecting directly to the nearest location within the organisation. Some disadvantages to this method exist, such as when the caller is not calling from home, or when their number is not correctly categorised, etc.

Routing based on postal code is done through the IVR, with callers asked to enter a postal code which is in turn used to place them in the correct queue. The benefit of this method is that all calls, including those from mobile phones, are routed correctly. Organisations using area routing based on the caller's number may want to route mobile phone calls to a postal code routing to identify where the mobile phone caller lives, as opposed to where they are located at the time of the call.

Finally, mobile positioning services are only available in Norway, and only for callers with subscriptions on certain specific operators. For those cases where it is available, the Puzzel platform can route calls from mobile phones to the nearest office or location based on the physical location of the caller at the time of the call. For this to work, active consent must be obtained from the caller before the location is found, meaning that the caller will have to confirm that they agree to be positioned by pressing a given key. Mobile positioning has a transaction cost for each obtained position.

Special Routing

There are three different special routing modules:

- Input routing
- VIP-routing
- Load sharing

Input routing is an advanced feature to the standard IVR menu. Callers are asked to enter an input value, such as a customer number, account number, product number, etc. The IVR reads this value back to the caller and requests confirmation, commonly with a hash (#).

With input routing, the organisation decides:

- How the call should be routed based on the values entered
- If the value entered should appear on the agent's screen
- What will happen if the caller does not enter anything
- What will happen if the callers enter an invalid selection

Input routing can also reference a VIP list, such as client or office numbers, where callers entering the 'correct' input gets special VIP treatment (for example a direct line to a specific person in the organisation).

This feature should not be confused for VIP routing, which is based on the caller's number (sometimes referred to as the A-number). Important customers with known numbers can be given special treatment by having their numbers on a list that passes their calls to dedicated agents, and/or places them first in the queue. This requires a list of VIP customer phone numbers to be created.

This module can also be used as a 'blacklist', for example for callers that the company does not wish to prioritise, or would otherwise want to handle separately from the primary call flow.

Finally, load sharing enables Puzzel to distribute callers between multiple sites, queues, or agent groups based on predefined percentages. This can be useful e.g. for certain functions or departments that are spread across several branches or offices, where the company wants some percentage of calls to be routed to one office and the remaining calls to be routed to another office.