Customer list search

Organisations can also import contact lists into the Puzzel solution. The list can contain information about e.g. customers, and by doing this information about callers appears in the Agent Application's enquiry window when there is an incoming call from someone on the list. This lookup is based on the caller's phone number.

Agents can also add additional information about registered callers during the call. This additional information will be displayed along with the original information the next time the customer calls.

Additionally, in Scandinavian markets an external address lookup function can be implemented. This lookup is done in a national number database. Response parameters might be date of birth, first name, surname, gender, house number, municipality, entrance, zip/post code, area, or record type (person, business, hybrid, unknown). The information is normally presented in the Agent Application under call details. The license for this functionality includes 1000 lookups per agent per month. For higher volumes, additional licenses must be added.

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