

Personal information in Puzzel Contact Centre

The main types of *personal information* stored in Puzzel's Contact Centre platform are:

- Information about the end-customer in each **request** (call/chat/email) stored in the **Archive**
- Information about the Puzzel **users**
- Historical **statistics** reports per agent user (number of calls, speaktime, wrap-up time etc per agent)
- **Real-time statistics** per agent (number of calls, speaktime, wrap-up time etc per agent)
- Information about Surveys (caller's number/chatter's ID, agent ID, score and comment)