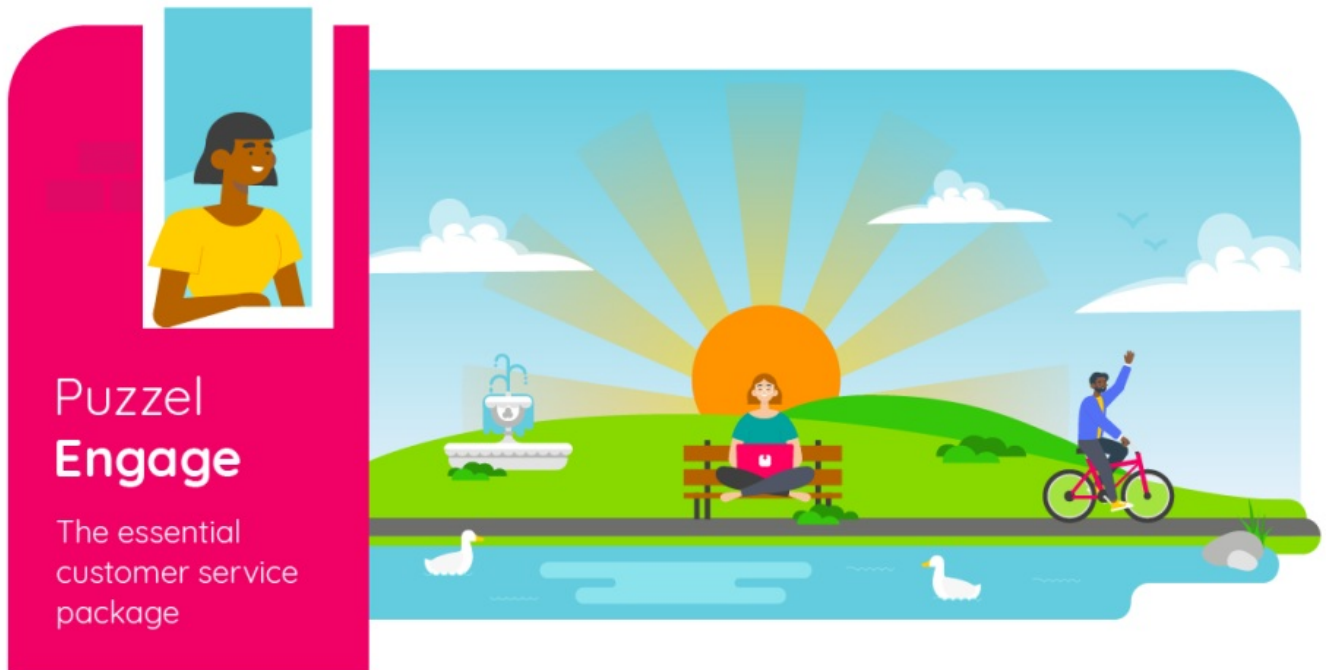


## Puzzel Engage

### The essential customer service package

Engage your customers and your team with the essential tools for your contact centre.

Combine voice handling with ONE other digital channel of your choice for a truly omni-channel experience supported with an array of must-have features.



To know more, download our flyer here:

[Puzzel A4 Packages Engage V6.pdf](#)

### Package highlights

#### High-quality voice communications

Provide agents and managers with everything they need to handle calls effectively, including softphone, IVR, call out, audio management.

#### Skills-based routing

Easily assign conversations based on experience, knowledge and capacity, ensuring customers get the right support every time.

#### Integrations and customisation

Customise your solution with basic CRM integration and access to Puzzel's APIs.

#### First-class reporting and analytics

Quickly measure customer satisfaction, agent and team efficiency and maximise their return on investment.

<b>Puzzel Engage(Voice + 1 Channel)</b>	
<a href="#">Omni-channel routing</a>	
<a href="#">360° view of all customer interactions</a>	
<a href="#">Voice standard, including softphone and IVR</a>	
<a href="#">Basic CRM integration</a>	
<a href="#">Call Flow Tool [Read-Only]</a>	
<a href="#">API access</a>	
<a href="#">Basic support</a>	
<b>Add ons</b>	
<a href="#">Extended hour support</a>	<a href="#">24/7 support</a>
<a href="#">Switchboard</a>	<a href="#">Quality Assurance</a>
<a href="#">Single Sign On</a>	<a href="#">Puzzel Digital Engagement</a>
<a href="#">Puzzel WFM</a>	<a href="#">6 months additional recording storage</a>
<a href="#">Email and SMS campaigns</a>	<a href="#">Email Case Management</a>