Bot Gateway

The Bot Gateway is a hub which allows customers to connect different bot frameworks to Puzzel Contact Centre for the purposes of enabling self-service using chatbots. This hub consists of several ready-built connectors for some popular bot frameworks in addition to an API that allows customers to connect generic bot frameworks. One of the main features of the Bot Gateway is the ability to seamlessly handover chatbot conversations to human agents. Chatbots are made accessible through the standard chat interface from Puzzel or using the chat API.

For more details, download the product sheet here:

Bot Gateway.pdf

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