

## Puzzel Inspire

### The ultimate customer service package

Inspire your customers and your team with the ultimate tools for your contact centre.

Combine voice handling with all other digital channels for a standout omni-channel experience enhanced with AI for greater productivity, efficiency and quality control.



To know more, download our flyer here:

[Puzzel A4 Packages Inspire v6.pdf](#)

### Package highlights

Combine voice handling with all other digital channels for a standout omnichannel experience enhanced with AI for greater productivity, efficiency and quality control.

#### Maximum recording storage

Store call recordings for up to 12 months, giving managers maximum time to track performance and identify skills gaps.

#### Omni-channel experiences

Connect with your customers anytime, anywhere, across voice, e-mail, web chat, social media, SMS and video.

#### Single customer view

Provide your agents with a single, unified view of all customer interactions across all channels.

**Advanced Agent Assist**

Guide agents through challenging interactions with automated suggestions based on the customer's mood.

| <b>Puzzel Inspire (Voice + all other channels)</b>  |   |
|---|---|
| <a href="#">Omni-channel routing</a>  |   |
| <a href="#">360° view of all customer interactions</a>  |   |
| <a href="#">Voice advanced including standard features + silent monitoring, callback and up to 12 months' recording</a> |   |
| <a href="#">E-mail case management</a>  |   |
| <a href="#">Basic CRM integration</a>   |   |
| <a href="#">E-mail and SMS campaigns</a>  |   |
| <a href="#">AI powered Knowledgebase</a>  |   |
| <a href="#">Advanced Agent Assist</a>   |   |
| <a href="#">Call Flow Tool</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="#">CRM Integration[Microsoft Dynamics/ Salesforce]</a> |
| <a href="#">Survey</a>  | <a href="#">Quality Assurance</a>                               |
| <a href="#">Single Sign On</a>  | <a href="#">Dialler</a>   |
| <a href="#">Text-to-speech for IVR Audio</a>  | <a href="#">Raw Data</a>  |
| <a href="#">Puzzel Digital Engagement</a>   | <a href="#">Real Time Voice Interaction Analytics</a>           |
| <a href="#">Voice bot</a>   | <a href="#">AI powered Knowledgebase</a>                        |
| <a href="#">Puzzel WFM</a>  | <a href="#">Voice Transcriptions</a>                            |