Analytics

Puzzel's Data Analytics Platform aggregates data from a variety of sources, including Puzzel Contact Centre, Puzzel WFM, and Puzzel Case Management, and serves as a hub for analysing and visualising large data sets.

Performance Management is an add-on product that uses the Data Analytics Platform as it's data source.

> Warning
>
> The fact that Puzzel's Analytics Platform handles your contact centre statistics data via our authorised sub-processor Microsoft for its cloud infrastructure, you should verify that your organization's data processing agreement with Puzzel permits this. Your data processing agreement (DPA) with Puzzel may need to be updated before you can use products and services that rely on the Data Analytics Platform. Please contact your account manager at Puzzel to verify or to make any required changes where applicable.

Copyright ©2022 Puzzel Ltd. All rights reserved.