

Puzzel Contact Centre Solution

Partner SIP Trunk for Telenor IPT

Puzzel Partner SIP Trunk for Telenor IPT and Mobilt Bedriftsnett (MBN) integrates The Puzzel Contact Centre to your company's MBN Solution. All traffic cost related to use of Puzzel Contact Centre is included in your existing agreement with Telenor for Telenor MBN.

IPT Integration to MBN mean that your company can benefit from already negotiated cost to fixed, mobile and international numbers. It gives easier and better control with the Telecommunication Cost. Save further cost with free internal calls from agents to other employees and internal calls to Contact Centre.

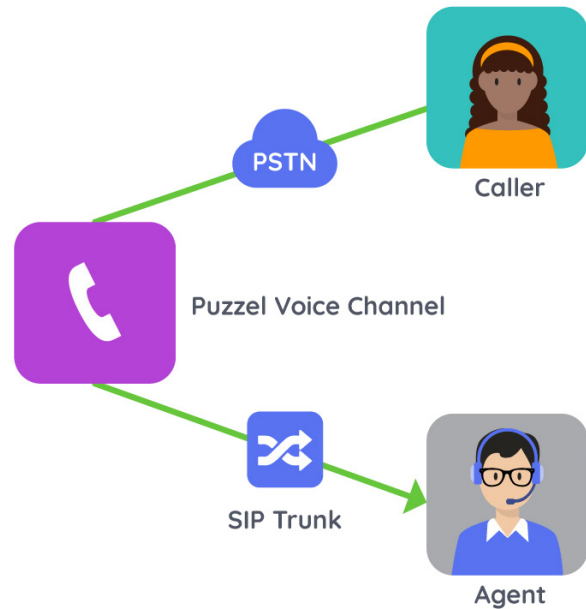


Telenor IPT can be configured to divide Contact Centre Calling Cost to different Cost Centres within your company, like function, department, office, area, country, etc. can be grouped and specified on the Invoice. Puzzel Contact Centre is connected to Telenor MBN from Puzzel's multi-site Operational Centers with dual, redundant and high capacity connections to secure high availability.



Our Connectivity options:

Puzzel Softphone
PSTN
Express Connect SIP Trunk
Partner SIP Trunks



Puzzel Partner SIP trunk for Telenor IPT and Mobilt Bedriftsnett

- Use existing traffic agreement for Telenor MBN also for your Puzzel Contact Centre
- Free internal calling
- Optimize traffic cost
- Fixed monthly cost per agent
- Allocate calling cost to different cost centers
- Redundant solution
- High capacity platform 24/7
- Voice and service quality monitoring

Get connected to Puzzel

<h3>Puzzel Express Connect SIP Trunk</h3> <ul style="list-style-type: none">• Reduce the need for new, expensive investments in your Enterprise PBX solution• Reduce or eliminate traffic and routing costs• View or add agent notes	<h3>Puzzel Softphone</h3> <ul style="list-style-type: none">• Based on WebRTC• Eliminates call cost• Embedded in Agent application• Delivery options: Internet	<h3>PSTN</h3> <ul style="list-style-type: none">• Works with any phone, anywhere• Instant connection• Backup for other connections• Pay per minute
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About Puzzel

Puzzel is a leading cloud-based contact centre software provider and one of the first pioneers to develop a cloud-based contact centre offering. Today, Puzzel combines its omni-channel technology with artificial intelligence capabilities to provide comprehensive, end-to-end customer interaction solutions in an age of digitisation. Puzzel was named a Challenger in the 2019 Gartner Magic Quadrant for Contact Centre as a Service, Western Europe, Report 2019 for the fifth consecutive year for its strong growth, functional capabilities, strengths in standards and compliance, customer service and support.

The company is headquartered in Oslo, Norway, with offices in six European markets including the U.K. For more information, please visit www.puzzel.com.