

# Puzzel Contact Centre Solution

## Express Connect SIP Trunk



Puzzel offers a variety of options for voice connectivity for your company and your customers to the Puzzel Contact Centre Solution. We understand the importance of quality, availability and flexibility, where quality and availability always has the outmost priority. For this reason, we have built a multi-site platform with multi-vendor connections for several technologies.



Puzzel Express Connect SIP Trunk works with VoIP phone systems (Voice Over Internet Protocol) and is based on SIP (Session Initiation Protocol). SIP is the standard communication protocol for voice and video in a Unified Communications (UC) solution across a data network. Puzzel Express Connect SIP Trunk enables a prolonged lifetime of previous investments in your Enterprise PBX solution and integrates the agents' local client (desktop- or softphone) to the Puzzel Contact Centre Solution.



## Our Connectivity options:

- \_\_\_\_\_
- Puzzel Softphone
- \_\_\_\_\_
- PSTN
- \_\_\_\_\_
- Express Connect SIP Trunk
- \_\_\_\_\_
- Partner trunks



## Puzzel Express Connect SIP Trunk

- Reduce the need for new, expensive investments in your Enterprise PBX solution
- Reduce or eliminate traffic and routing costs
- Combine and integrate Puzzel Contact Centre with your existing voice communication platforms and tools
- High capacity platform
- Redundant solution
- Standardized support for SIP protocol ensuring seamless interoperability with softswitches and IP-PBXs
- Voice and service quality management
- High security level
- Built-in IP security mechanisms deliver protection from malicious or fraudulent attacks
- Logical SIP Trunks over Internet
- Fixed monthly cost

## Get connected to Puzzel

### Puzzel Softphone

- Based on WebRTC
- Eliminates call cost
- Embedded in Agent application
- Delivery options: Internet

### PSTN

- Works with any phone, anywhere
- Instant connection
- Backup for other connections
- Pay per minute

### Partner SIP trunk

- Eliminates call cost
- Direct interconnect for partners
- Extend your offering with Puzzel integrated in your offering
- Delivery options: IP VPN, Internet, etc.
- Fixed monthly cost

### About Puzzel

Puzzel is a leading provider of customer interaction solutions. With nearly 20 years' experience, Puzzel was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Puzzel can be adapted to accommodate from one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Puzzel is one of the few contact centre solutions that is completely multi-channel. Puzzel agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.