Puzzel Contact Centre Solution

Puzzel Ticketing

Puzzel Ticketing is an intuitive way of creating, managing, and tracking customer issues from the moment they were captured through to its resolution. With Puzzel Ticketing, you can capture, organize, distribute and track customer requests that are accessible to the entire team, all in one dashboard. This tool not only reduces cost and boosts customer retention, but also increases brand image.

Equip your team with a tool that can help them give personalized customer support for requests coming through from emails and various social channels like Facebook and Twitter. Agents at all times, will have a comprehensive view of the case providing them with a context about every customer so that they are always ready to provide the best customer experience.

Advanced automated ticket management with rule based routing and escalation alongside real-time tracking, makes Puzzel Ticketing a powerful yet simple tool for adoption and usage.

Puzzel Ticketing can be used as a stand-alone or as an integrated part of Puzzel Contact Centre solution.

Resolve

Manage

Create

Identify

> "Puzzel Ticketing makes it easier for us to process and stay on top of customer queries and keep a proper audit trail, and we'd highly recommend using Puzzel Ticketing."
>
> Heather Mackay, Lending Crowd

puzzel.
Solving Customer Interactions

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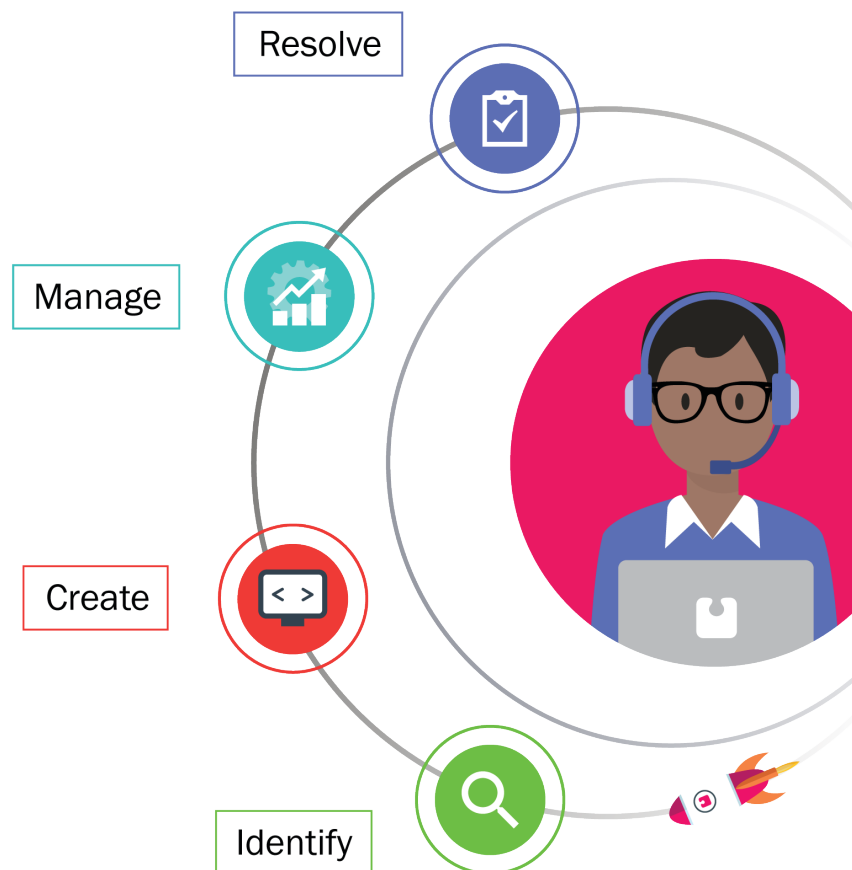
Functionality:

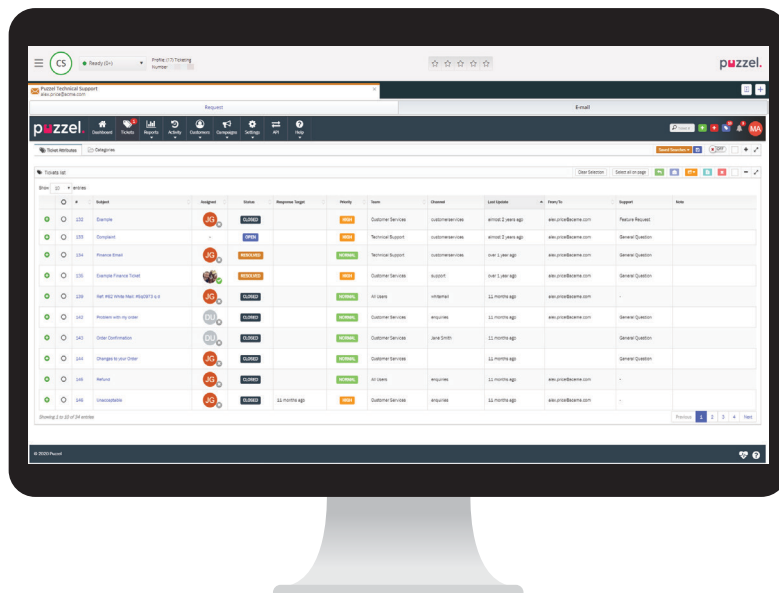Automated ticket creation and filtering

Automated distribution of tickets

Pre defined auto response capability

Integrated Email and SMS campaigns

Standard and customized reports

Real time metrics of customer journey

Advantages of Puzzel Ticketing

- Omni-channel ticket reception
- Deliver seamless cross channel support
- Visibility over ticket traffic with service level tracking
- Ability to assign user/team specific access
- Potential to define rules & filters to make real time changes
- Categorize ticket traffic to help provide deeper insight
- Prioritize tickets to resolve critical issues faster

- Configurable customized automatic responses
- Automatic follow-up of requests using templates
- Generate reports to be sent directly to your inbox
- Create custom reports using report builder
- Impactful Email and SMS campaigning
- Unlimited size of email attachment
- Reduced wait time for customers

Puzzel Ticketing - Customer care beyond compare

Contact Centre Integration

- Full integration into Puzzel Application
- Unified platform for both applications
- Utilize Puzzel's capability for greater efficiency

Ticket Management

- Dashboard for clear visibility of ticket traffic
- Prioritization & distribution of tickets
- Templated auto response for requests

Reports and insights

- Creation of standard/ custom reports
- Reports sent to your inbox
- Display of metrics and analytics

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 fourth 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.

puzzel.com

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