Puzzel Contact Centre Solution
Softphone

Puzzel Softphone is a software-based telephony solution that enables agents to answer calls directly from their computer, without the need for external telecommunications devices such as landlines or mobiles It is fully integrated in Puzzel's Voice platform, which is a flexible, scalable, fully integrated cloud contact centre solution that offers increased productivity and manages inbound and outbound contacts in a highly proactive way. One of the latest additions to the Puzzel Voice portfolio, it harnesses the power of Web Real-Time Communication (WebRTC) technology.

Softphone brings telephony into the information age, with a unified user experience as the phone is integrated into the Puzzel Contact Centre application. Sound quality and call set-up is superior to traditional phones, and it helps you to get rid of that old telephone handset from your agents' desks!

Christian Thorsrud, Product Manager
Puzzel Contact Centre

Features

WebRTC technology for real-time communications at any time using any device
Fast set-up times using a web browser, headset and active internet connection
No need for an external phone such as landline or mobile device
Quickly toggle between login with softphone or external phone
Answer calls to the softphone manually or with auto answer
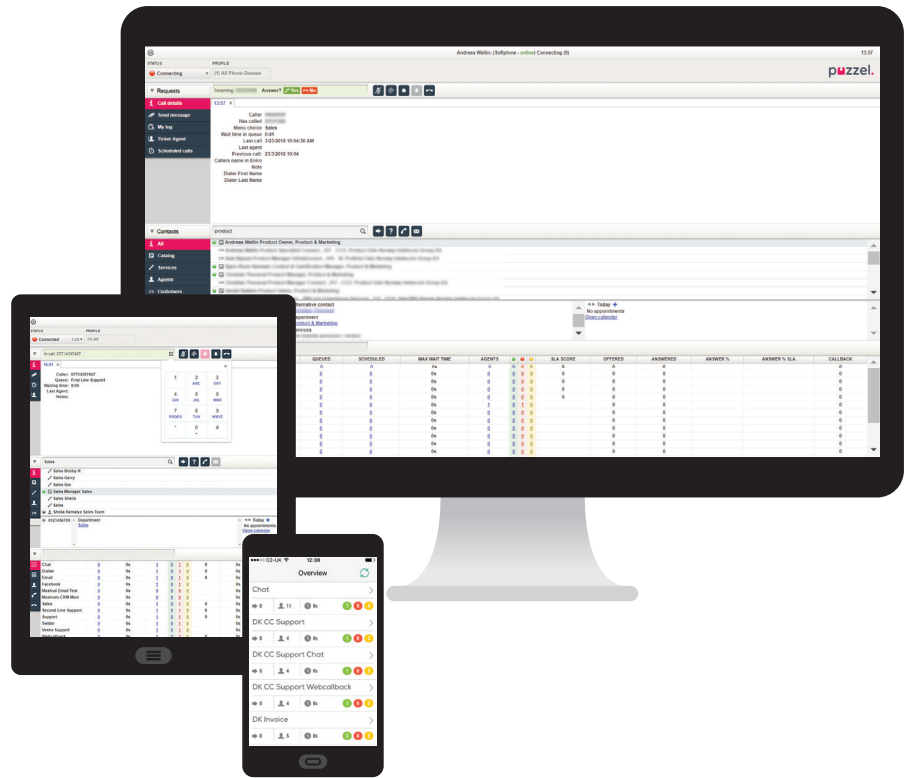
Benefits of Puzzel Softphone

- Enables greater flexibility for agents, able to answer and make calls directly from their computer without relying on external devices such as landlines or mobile phones
- Reduces costs associated with agent hardware such as phone handsets
- Superior sound quality and set-up
- Any combination of communication between a Softphone agent and a regular telephony customer works seamlessly because of the integration of Softphone into Puzzel's Voice platform. This in turn provides further benefits
- Web-based interface makes upgrading existing contact centre infrastructure quick, easy, and cost-effective

- An intuitive and straighforward interface, allowing users to become fully competent with minimal or no training
- Location independence, which enables remote working staff to log in and work from anywhere in the world
- Enables agents to transfer calls quickly to enhance the customer experience and speed of query resolution
- Real-time queue status is visible to agents, enabling them to adjust their activities to deliver tangible improvements in customer service
- Essential caller information displayed to agents in the application, enabling highly personalised customer interactions

Contact centre telephony for the information age

Hardware freedom
- **Any device**
- **Any time**
- **Any location**

Simplicity
- **Browser based**
- **Single interface**
- **Full Voice compatibility**

Cost saving
- **No more handsets**
- **No traffic charge**
- **Single supplier**

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.

puzzel.com

puzzel. Solving Customer Interactions