Puzzel Contact Centre Solution

Survey

Puzzel offers a range of tools that are designed to gain first-hand insight into your customers' needs and aspirations. Using this information, managers can put together a powerful business case for making the changes that really matter to customers.

Introducing customer satisfaction as a quality parameter in your contact centre contribute to changing the overall mentality and culture amongst your agents, where quality is brought even more into focus even when using only quantative parameters.

"Measuring customer satisfaction and identifying the most dissatisfied users is more important than ever. If a customer experience doesn't match the user's expectation, the user now tends to turn to social media and share their negative experience with others. Negative publicity accumulates online and appears in search results for everybody seeking information about your company. Activating Survey on your channels provides you with a new tool to take immediate action to prevent churn and accumulation of negative information about your company on the internet. "
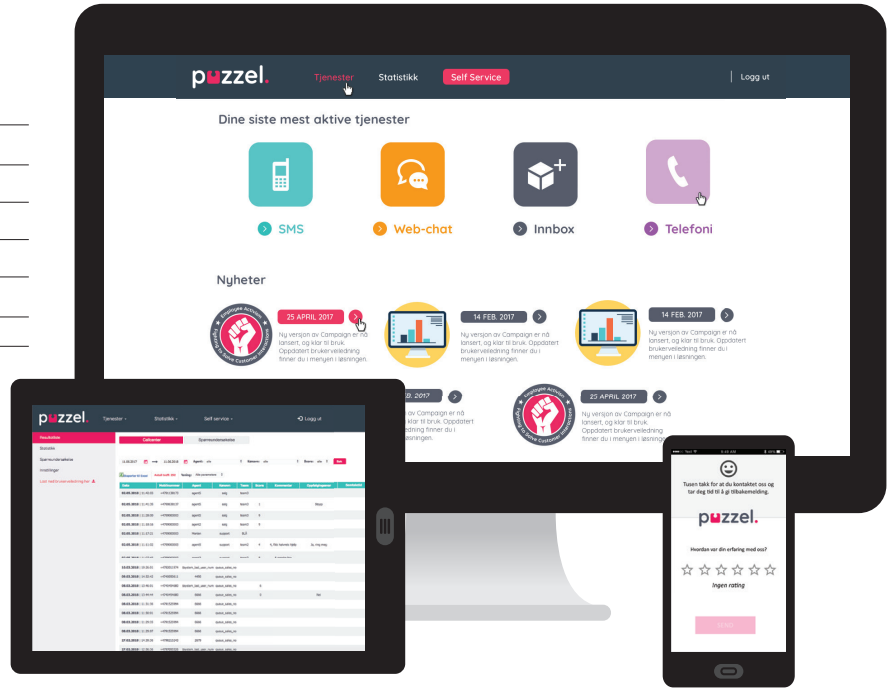
Harald Bakken, Puzzel Product Owner, Survey

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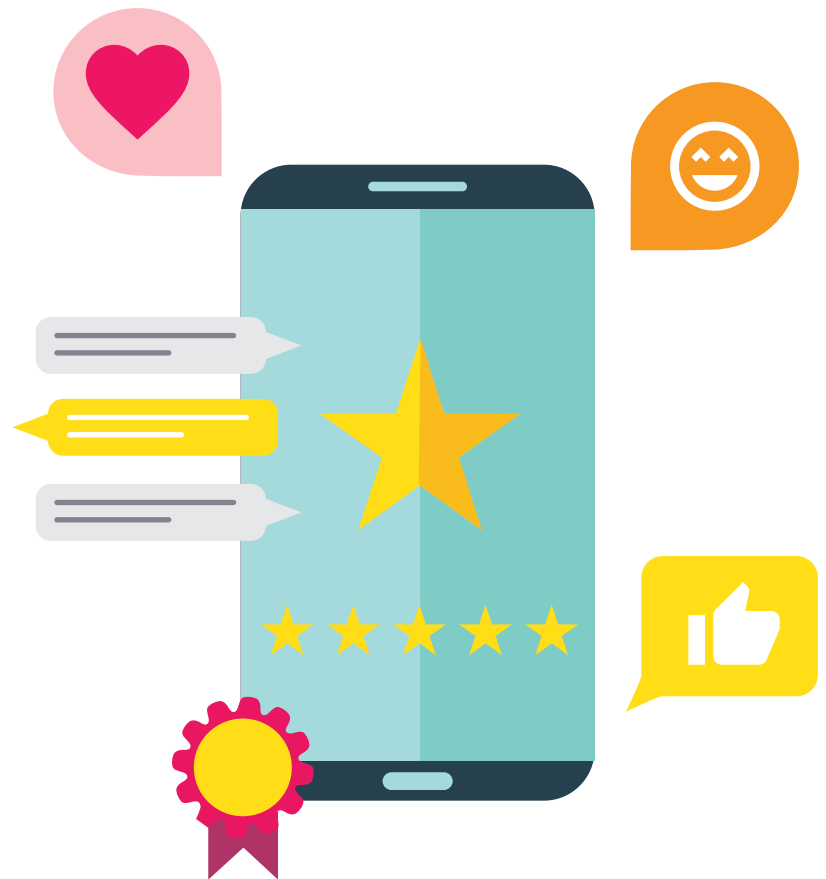
Features

SMS, web, chat or IVR
NPS scale surveys
Dynamic triggering and targeting
Tiered reporting
KPI and SLA trackings
Scores on wallboard

Benefits of Puzzel Survey

- Simplicity – Puzzel's Survey tools are easy to use and configure
- Speed – developing surveys has never been faster or more cost-effective
- Effective targeting of different customer profiles and groups turns detractors into ambassadors, vital to avoiding accumulation of negative publicity in social media
- Immediate, accurate information regarding customer satisfaction levels, with an NPS compliant scale that's quick to respond to for the customer
- Real-time view of customer opinions on your products and services helps improve quality focus and awareness in your contact centre

- Aids faster, improved decision-making using first-hand feedback to ensure service improvements are relevant
- Dynamic alerts functionality allows you to e.g. trigger automatic callbacks from the win-back team to those customers who score you lowest
- The system is GDPR compliant, allowing you to blacklist customers from receiving surveys and limit how many surveys each customer receives
- Effective framework for monitoring and tracking the effectiveness of agents and the overall contact centre against Key Performance Indicators (KPIs) and Service Level Agreements (SLAs)

A flexible toolkit for collecting customer feedback

Chat Survey

- **Instantaneous**
- **NPS Scale**
- **Dynamic triggers**

SMS Survey

- **NPS scale**
- **Quick & simple**
- **High response rate**
- **Dynamic triggers**

SMS Web Survey

- **Alphanumeric sender**
- **Flexible**
- **International**
- **Dynamic triggers**

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.

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