

Puzzel Contact Centre Solution

Puzzel Performance Management



Many organisations struggle with managing and improving employee performance in their customer service departments. With a plethora of systems and data in their contact centres, back-office and branch operations, it's easy for managers to drown in data, even when very little of it may actually be directly useful.

Puzzel Performance Management, powered by Verint, can capture and aggregate data across multiple systems while providing a single, standardised framework for efficiently tracking, managing, and improving individual, team, and organisational performance. Performance Management integrates with all other Puzzel WFO solutions to provide a complete Contact Centre Performance Management solution.



"Performance Management allows quick and effective analysis of the contact centre's productivity. Using automated scoring and assesment enables you to identify good performances and opportunities for improvement. Staff with lower scores can be automatically assigned coaching and eLearning to help them improve and gain skills. This also promotes development amongst peers and reduces staff churn rates, saving you money and time."

Pete Dempsey, WFO Consultant
- Puzzel



Functionality

- Scorecards
- KPI tracking
- Coaching
- eLearning
- Mobile app



Benefits of Puzzel Performance Management

- Frees your managers from time-consuming manual reporting and helps them focus on coaching and managing employees
- Helps your organisation build and sustain operational excellence programs by providing metrics that show the impact of change across processes, technology, and your enterprise
- Helps to minimise churn in your organisation through effective training and coaching
- Automatic assignment of coaching and eLearning allows managers to focus on other priorities while ensuring that colleagues receive all of the development that they need
- Automatic scheduling of coaching and eLearning sessions identified using Performance Management is achieved using the Puzzel Workforce Management solution, thus automating the entire process of identifying the need for further training as well as scheduling the training at a convenient time
- Scorecards consolidate data from disparate systems, providing you with an evidence-based and thorough view of performance and performance changes across your organisation in a hierarchical structure

Continual improvement in Contact Centre Performance

<h3>Scorecards</h3>	<h3>KPI Tracking</h3>	<h3>Coaching and eLearning</h3>
<ul style="list-style-type: none"> • Automated • Multiple Data Sources • Hierarchical 	<ul style="list-style-type: none"> • Evidence led • Dynamic • Motivates teams 	<ul style="list-style-type: none"> • Automatic assignment • Automatic scheduling • Continuous Development

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.