

Hallo! Welcome to our neighbourhood

From the heart of Norway, we are the leading European CCaaS provider and the technology partner you should be talking to for innovative solutions that deliver success beyond voice, connected experiences and deeper employee engagement.

Puzzle Pricing & Packages

We can support you at every stage of your business growth.

Puzzle Engage	Puzzle Delight	Puzzle Inspire	Puzzle Design
<p>Includes Voice + ONE other digital channel of your choice</p> 	<p>Includes Voice + TWO other digital channel of your choice</p> 	<p>Includes Voice + ALL other digital channels</p> 	<p>Create your own customer service solution</p> 
<p>Omnichannel routing</p> <hr/> <p>360° view of all customer interactions</p> <hr/> <p>Voice standard, including softphone and IVR</p> <hr/> <p>E-mail case management</p> <p>Only applicable if e-mail is selected as a channel</p> <hr/> <p>Basic CRM integration</p> <hr/> <p>Call Flow Tool [Read-Only]</p> <hr/> <p>API access</p> <hr/> <p>Basic support</p>	<p>Omnichannel routing</p> <hr/> <p>360° view of all customer interactions</p> <hr/> <p>Voice advanced, including standard features + silent monitoring and callback</p> <hr/> <p>E-mail case management</p> <p>Only applicable if e-mail is selected as a channel</p> <hr/> <p>Basic CRM integration</p> <hr/> <p>E-mail and SMS campaigns</p> <hr/> <p>AI-powered knowledgebase</p> <hr/> <p>Advanced Agent Assist</p> <hr/> <p>Call Flow Tool</p> <hr/> <p>Surveys</p> <hr/> <p>API access</p> <hr/> <p>Basic support</p>	<p>Omnichannel routing</p> <hr/> <p>360° view of all customer interactions</p> <hr/> <p>Voice advanced, including standard features + silent monitoring, callback and up to 12 months' recording</p> <hr/> <p>E-mail case management</p> <hr/> <p>Basic CRM integration</p> <hr/> <p>E-mail and SMS campaigns</p> <hr/> <p>AI-powered knowledgebase</p> <hr/> <p>Advanced Agent Assist</p> <hr/> <p>Call Flow Tool</p> <hr/> <p>Surveys</p> <hr/> <p>API access</p> <hr/> <p>Puzzle WFM</p> <hr/> <p>Basic support</p>	<p>With Puzzle Design, you can build your own bespoke contact centre solution.</p> <p>We'll help you choose the right channels, integrations, tools and automations to suit your unique business needs and contact centre environment.</p> 
<p>▶ Book my priority demo</p>	<p>▶ Book my priority demo</p>	<p>▶ Book my priority demo</p>	<p>▶ Contact me</p>

Upgrade your solution for superior customer service, employee engagement and support.

- + Switchboard
- + Puzzle WFM
- + Dialler
- + Raw Data
- + 24/7 support
- + Salesforce/Microsoft Dynamics integration
- + Extended hours support
- + Voice transcriptions



About Puzzle

Puzzle engineered one of the first cloud-based contact centre solutions and today continues to innovate in the world of customer interaction management. Based in Norway, and with offices across the UK, Sweden, Denmark, Finland, Bulgaria and the Philippines, our award-winning software is used by more than 900 businesses across 40 different countries to improve customer service, streamline workflows and support teams.

Our solutions are easy to use, with one of the best user interfaces in the industry, fully customisable with dozens of third-party integrations available through our Puzzle Marketplace, and fast to deploy. All Puzzle's solutions are securely hosted within an enterprise-grade cloud infrastructure, making upgrades, security patching and version control simple.

RECOGNISED BY

Gartner

Recognised by Gartner, Inc as a Challenger in the Magic Quadrant for Contact Centre as a Service for the fifth consecutive year.

RECOGNISED BY

FROST & SULLIVAN

Recognised by Frost & Sullivan as a Top 3 CCaaS provider for Europe.

puzzle.

For more information on pricing & packaging [visit puzzle.com](https://puzzle.com)

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