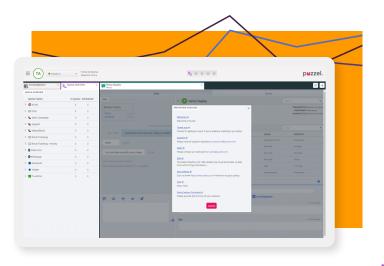
Puzzel Agent Assist

Part of the Puzzel Contact Centre Solution

TA • Ready (1) · · · · · · · · · · · · · · · · · · ·			»₀ ⊠ i 🌨 🥽	p⊌zz	el.
Queue Ov × Minowiedz × Puzzel × 6	Chat Henry Stapley		×	u	1 +
Sets Over		Chat	Details		
autores en	CHAT SIGN/?		Henry Stapley (No match found)		٩
Search results			+ Interactions		τ
D dS1 Patent		Helio	A Dot Transcriptions Knowledgellase		8
Sales	75.19				
Tap Tips for Contact Centre Agents - How to provide great service in the modern contact service	Helo		🖬 Det 👩 Transcriptions 💽 KnowledgeBase		
-	15:19		KnowledgeBase	a few pecando	1.10
B S 1 Matter	I have some questions		Damaged Delivery		,
Chat	You 15:19 I should be able to	hale with some	KnowledgeBase	a few percently	
Chet Top Teps for Usities Customers:	answerz		Where is my Gas or Bectricity meter?		
10 Beer Practices to Improve Use Char Remember That It's a Char,			-		
A B 651 10000	Lordered a product		Bot Sorry, but I do not have a response to what you asking for.	a felo percendo	t sp
Chat Top Tips			porty, our rais note a requirise or and you assing tot.		_
19 Best Practices to Improve Live Chet Remember That Id's a Ches	but the delivery was braken		Transcriptions	a few peconds	6 R) 1 Apr
nov op codry	= = + • ø		 J [] Dut the main point not affected is very comfortable, interoperable with <u>below</u>; [-]	th internet systems for t	the

An Al-powered assistant for your agents

Agent Assist expertly guides your agents through challenging interactions, offering helpful suggestions in realtime based on the customer's mood. It reduces agent effort and lowers handling time, driving up customer satisfaction.

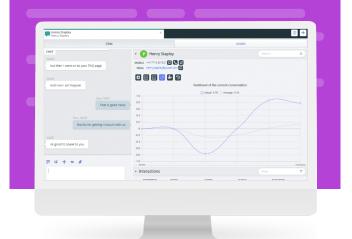


Smart service

Listens for key words, identifies issues and points agents to relevant resources, helping them answer customer questions faster.

Sentiment analysis

Identifies the customer's mood based on current and previous conversations.



Normality Norma			• • 0, 2 0 M 0 🖬 + 🖬 0 1 6 6 🚓 🔻 5 3 10 1						
No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No No	130 V Solphone Unive		»o 🖾 i 🌨 🔫						
A MANA KA	🕅 Knowledgebase × 🛃 Puccel × 🖸 Sinck	 O Stine. 	× A Contacts	× Scheduled Calls	× C Nerry Stepley	. +			
	Phose			Ontaris					
		 Henry Stapley 							
		Ebel, herry saying by data and			DOTAR	MENT Operations			
Image: state of the s		 Interactions 				Ŧ			
Image: Second				QUEUR					
Image: Second									
κα κα μα κα μα κα μα μα <thμα< th=""> μα <thμα< th=""></thμα<></thμα<>	॥ ♠ → ø 🗖		heling open	larer	Second				
MANY MAXAMENA SALE AND A SALE AND	NAME OF HIGH CONSIST FORMATION SING SCHEDULE				last last				
A Be burger burger burger billinger	MELACE	19 Marcard (101 1135) 360 Marcard	pre See	Secon	Nocimpetered Among 6	•			
exes werearder were were terring agent		B 10.00				_			
Conversation 1, with agent testing agent		All Bot Transcriptions Inco	Nodgellase J Milling 1						
QCELE VIATING TIME NAME									
QCELE VIATING TIME NAME		Conversation 1, with avent testi	or arrest						
			Speaker F1						
So when the course comes a course of thirds have happened in this in this first example, so my apert was using auto			an Solution the course comes.	couple of things have happened in this	in this first example, so my apent we	using and			
answer that was answered automatically, you can turn that on and off			answer that was answered a	atomatically you can turn that on and a	e.				
			answer that was answered a	utomatically, you can turn that on and o	đ				
		Sources 10							
So when the course comes, a couple of things have happened in this in this first examples, so my agent was using auto answer that was answered automatically, you can turn that on and eff.	Souther PI		So when the course comes, anower that was anowered a	couple of things have happened in this atomatically, you can turn that on and o	in this first example, so my agent wo ft	t using auto			

Interaction history

Presents agents with a comprehensive interaction and service history to help contextualise requests.

Why contact centres choose Puzzel Agent Assist



Declutter screens

Eliminates the need for agents to switch between applications and resort to pop-ups



360° view of customer details

Contact card displays useful information, such as the customer's phone number, email, organisation, department and address



Anonymised transcripts

Historical voice and chat transcripts can be anonymised to preserve the integrity of the customer

The technology has already totally transformed the agent experience, empowering them to provide a positive, supportive service

to students

Lenka Annan Contact Centre Manager of Capital City College Group

About Puzzel

ouzzel.

Puzzel is the leading European Contact Centre as a Service (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. Our award-winning software is easy to use, fast to deploy, highly flexible, and fully customisable with dozens of third-party integrations available through our Puzzel Marketplace.

> Find out more To learn more about Puzzel Agent Assist, visit <u>puzzel.com</u>