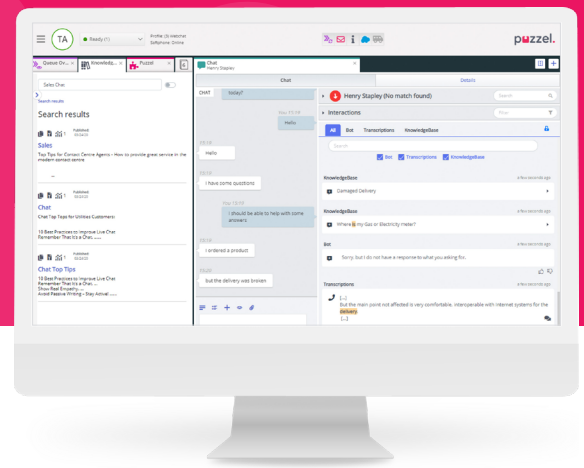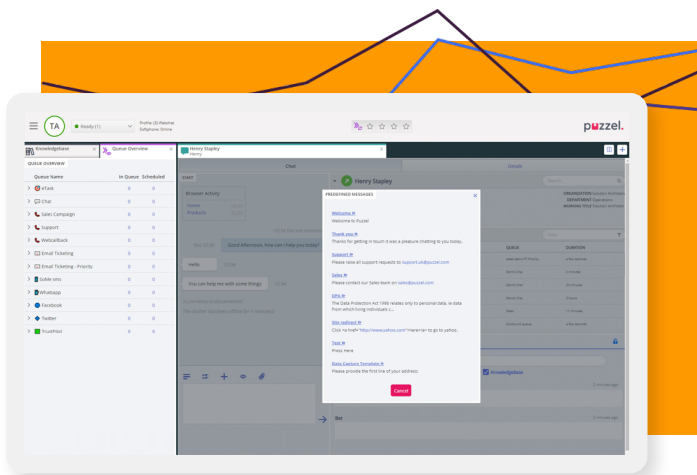# **Puzzel** Agent Assist

Part of the Puzzel Contact Centre Solution

## An AI-powered assistant for your agents

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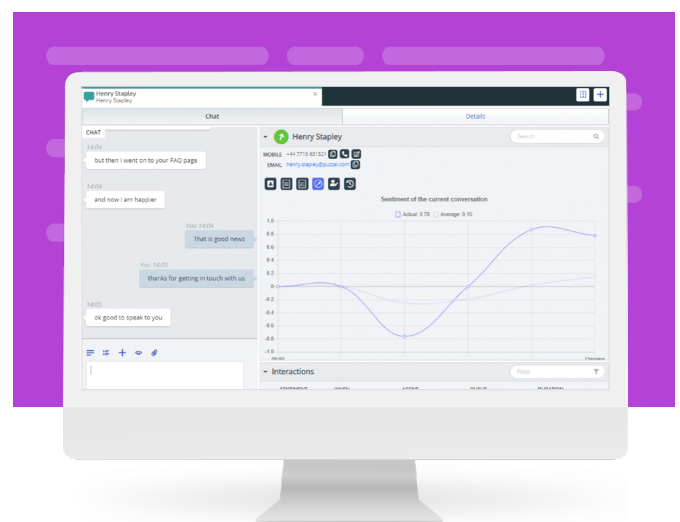
## Smart service

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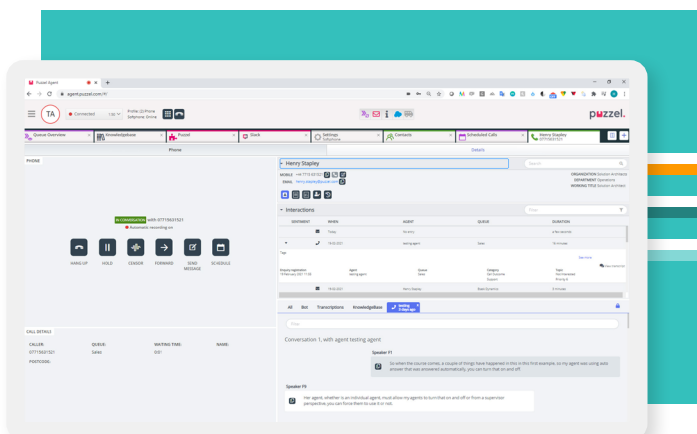
## Sentiment analysis

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

## 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

> 66 The technology has already totally transformed the agent experience, empowering them to provide a positive, supportive service to students 99

**Lenka Annan**
Contact Centre Manager of Capital City College Group

## About Puzzel

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.
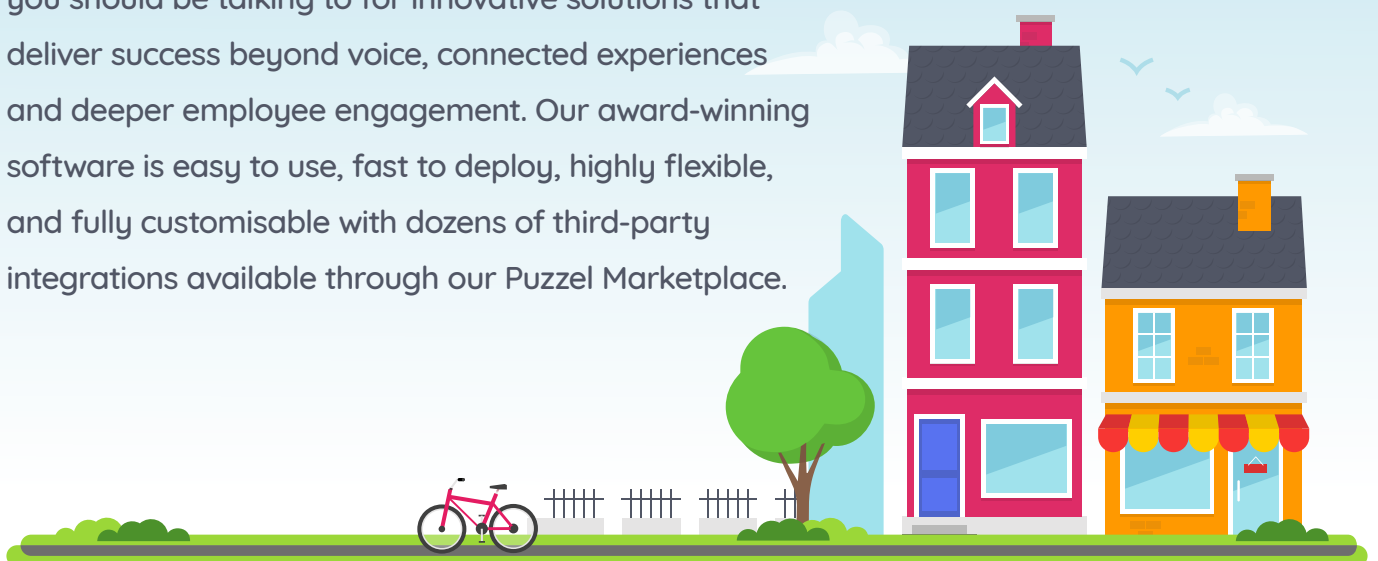
# puzzel.

**Find out more**
To learn more about Puzzel Agent Assist, visit **puzzel.com**