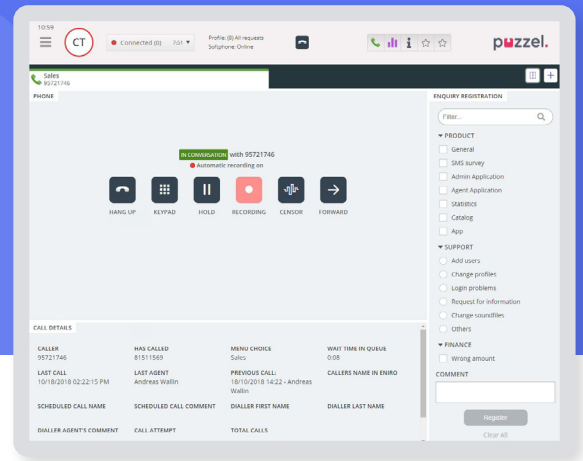


Puzzel Dialler

Part of the Puzzel Contact Centre Solution



Efficient and productive outbound campaigns

Puzzel Dialler is a powerful tool that makes more efficient use of agents' time in contact centres and sales organisations. When active, Dialler will go through a given list of contacts and call them automatically, connecting calls to the best available agents to maximise reach and productivity.

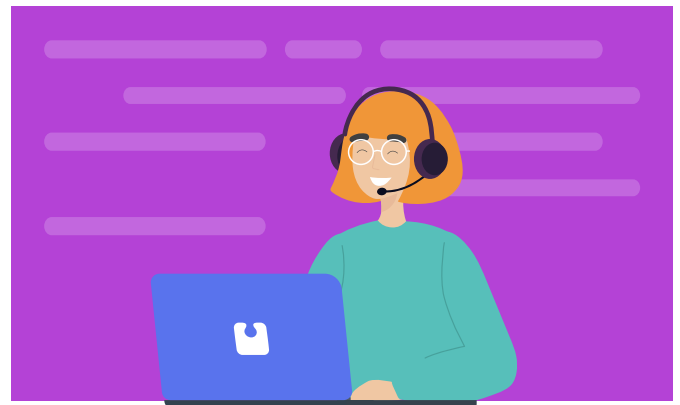


Cost-effective campaigns

Connect with far more people in a single day than a travelling sales team ever could.

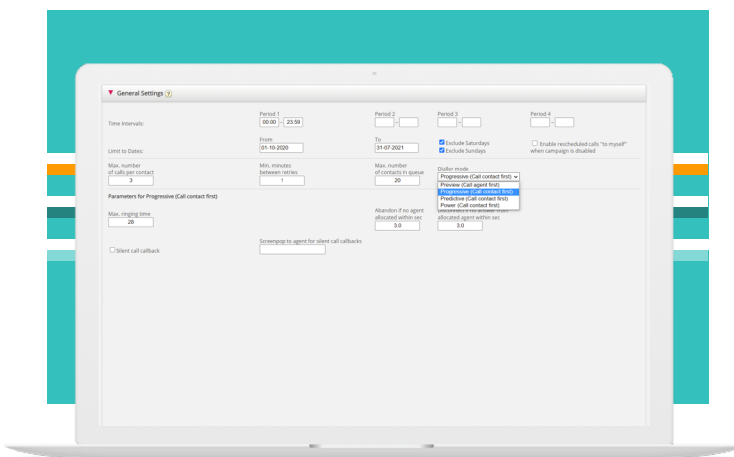
Call blending

Boost efficiency by blending inbound and outbound calls. Outbound calls from the Dialler list can be given a lower priority that normal inbound calls.



Highly configurable

Choose the right approach for your campaign with our four different dialler modes: preview, progressive, power and predictive.



Why contact centres choose Puzzel Dialler



All-in-one platform

Our single, integrated platform helps agents deliver seamless, fast service



Greater control

Increase your connect rate by defining certain times in the day when outbound calls should take place



Agent productivity

Agents may switch between handling outbound Dialler calls only, or a blended mode where they handle both inbound and outbound calls

“ In supporting digital campaigns, the phone is still an important tool for reaching new potential customers with your message. All businesses also depend on keeping existing customers engaged and happy, and dialler-driven campaigns can enable you to secure customer retention in an efficient manner. ”

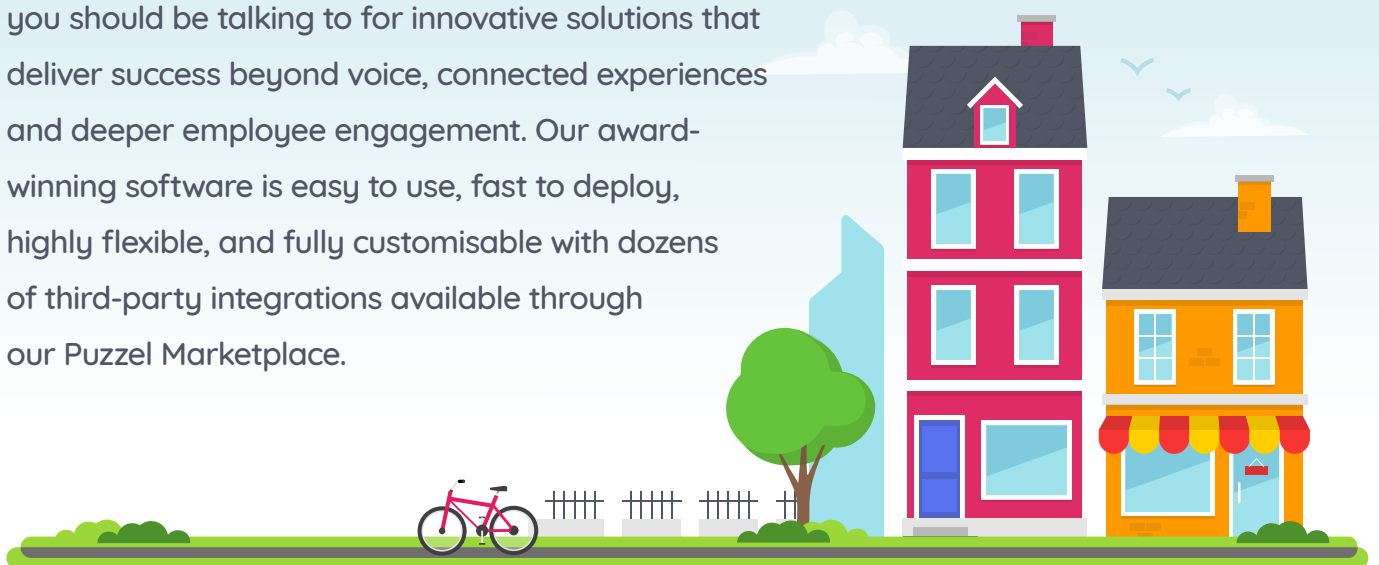


Thomas Rødseth

CTO at Puzzel

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 Dialler, visit puzzel.com