Microsoft Dynamics

A Puzzel Integration

puzzel. **Microsoft Dynamics 365**

Twice the power in one solution

Take full advantage of your Microsoft Dynamics CRM by integrating it with Puzzel's Contact Centre Solution. Give your agents complete access to your customer data through our specially designed Microsoft Dynamics widget, saving them time and boosting productivity.
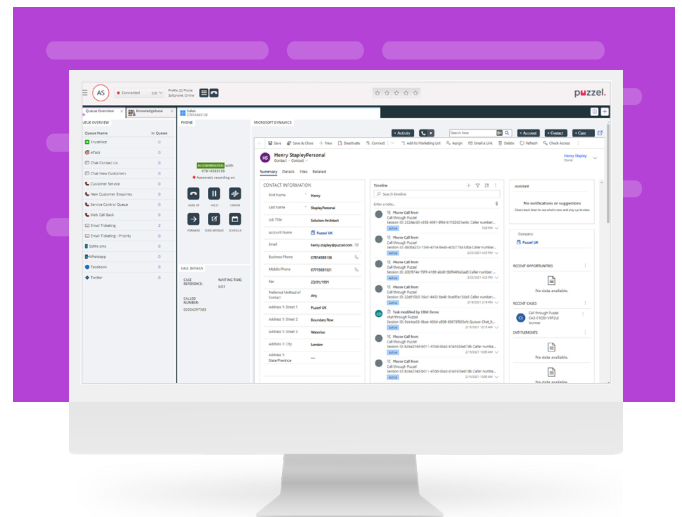
Reduce agent effort

Eliminate the need for agents to switch between applications and manually transfer data from one application to the other.
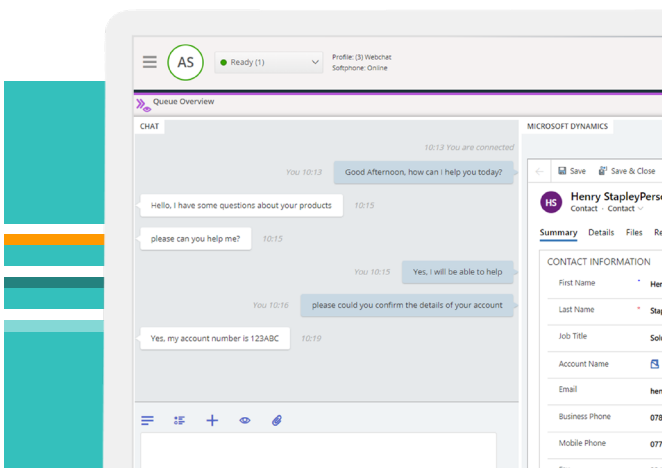
Automatic lookup

Instantly finds customer data for each incoming call or chat request, presenting agents with the most up-to-date information.

Multi-channel integration

Puzzel integrated with Microsoft Dynamics eliminates the need for agents to switch between applications and manually transfer data from one application to the other.

Why contact centres are integrating with Puzzel

✓ **All-in-one interface**
View, add, edit and search customer details from within the Puzzel Agent Application

✓ **Simple and easy to use**
Pop out contact cards for greater visibility of customer details

✓ **Improve efficiency**
Monitor performance with real-time reporting and easy-to-read dashboards

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.

To learn more about Puzzel's integration with Microsoft Dynamics, visit **puzzel.com**