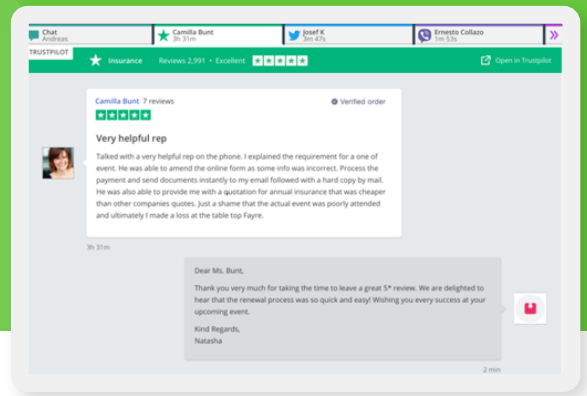


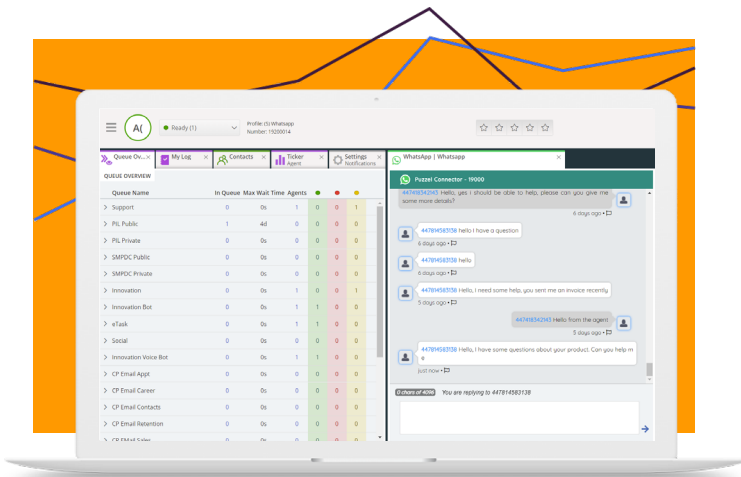
Puzzel Social Media

Part of the Puzzel Contact Centre Solution



Service for hyper-connected customers

Puzzel Social Media allows you to meet your hyper-connected customers on the platforms relevant to them. Instantly respond to queries on Facebook, Twitter, WhatsApp and Trustpilot to show you care and to build communities of loyal consumers who can amplify your brand.

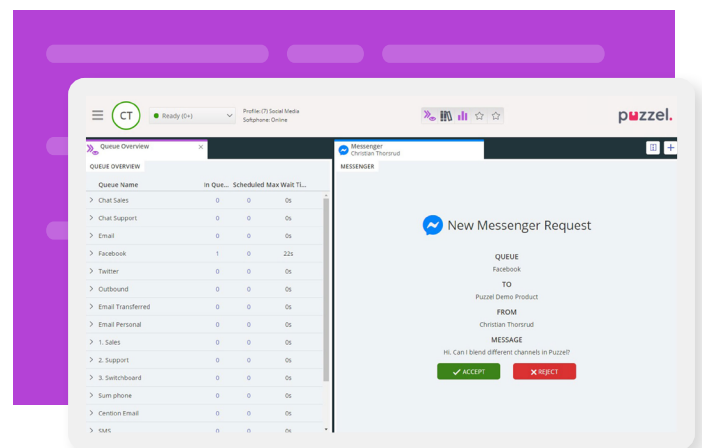


All-in-one platform

Manage all your social media channels from within Puzzel's omni-channel contact centre agent application.

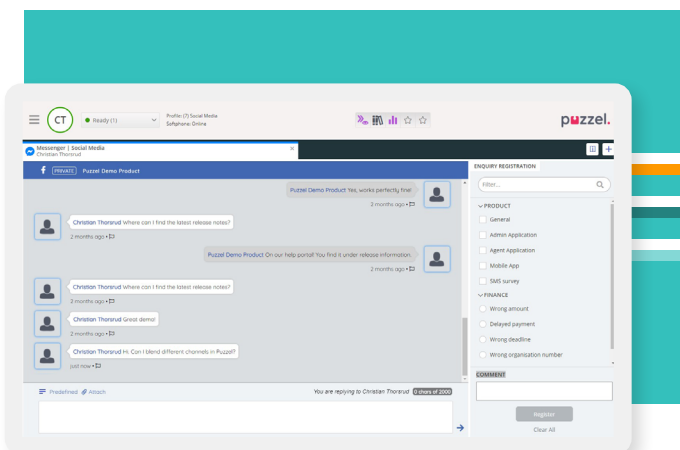
Filtered queues

Create filtered queues for specially trained agents who can speed up replies and avoid negative social media noise caused by slow response times.



Impress influencers

Prioritise conversations with VIP customers and key influencers who are relevant to your brand and target audience.



Why contact centres choose Puzzel Social Media



- ✓ **Connected experiences**
Provide agents with a complete view of each customer's interactions with the business regardless of channel
- ✓ **Skills-based routing**
Match customers with the agents who have the best knowledge and experience to handle their enquiry
- ✓ **Bespoke integrations**
Integrate with other databases, CRM and media archive solutions to store customer and conversation details

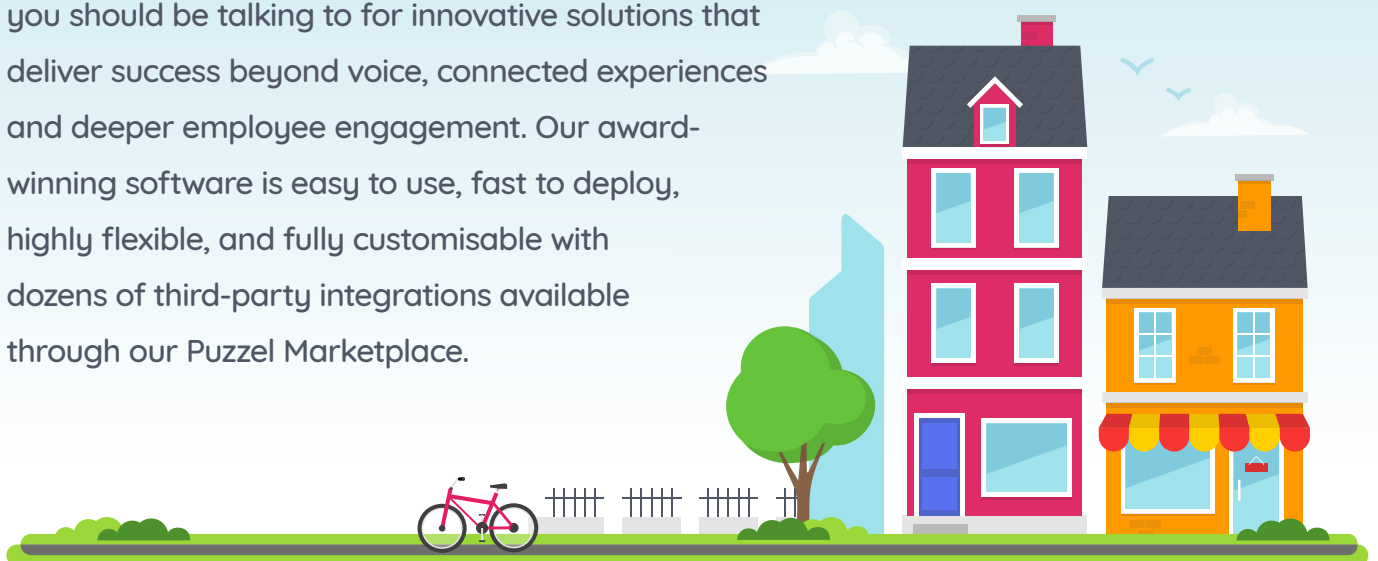
“ With the Social Media channel in Puzzel, you no longer have to spread out the management of your social media presence across all the different platforms. With everything coming in to the same interface, your agents are enabled to manage social media requests within their normal workflow. ”



Mashud Ahmed
Puzzel Innovation Manager

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 Social Media, visit puzzel.com