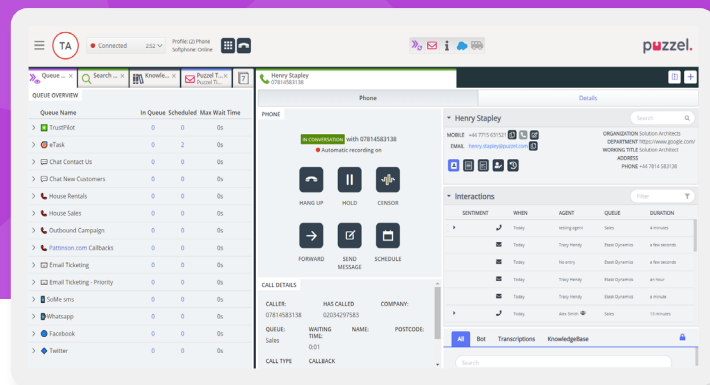


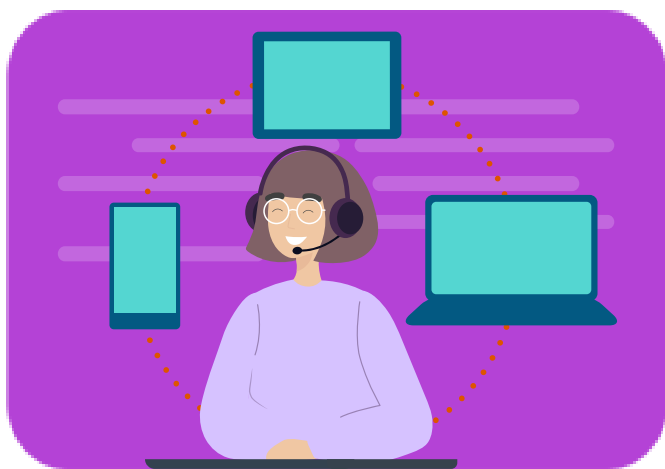
Puzzel Voice

Part of the Puzzel Contact Centre Solution



Exceptional service with a human touch

Puzzel Voice provides agents with all the tools they need to handle telephone enquiries effectively. Our intuitive software makes inbound and outbound calling simple, while skills-based routing ensures customers receive the best possible service every time.

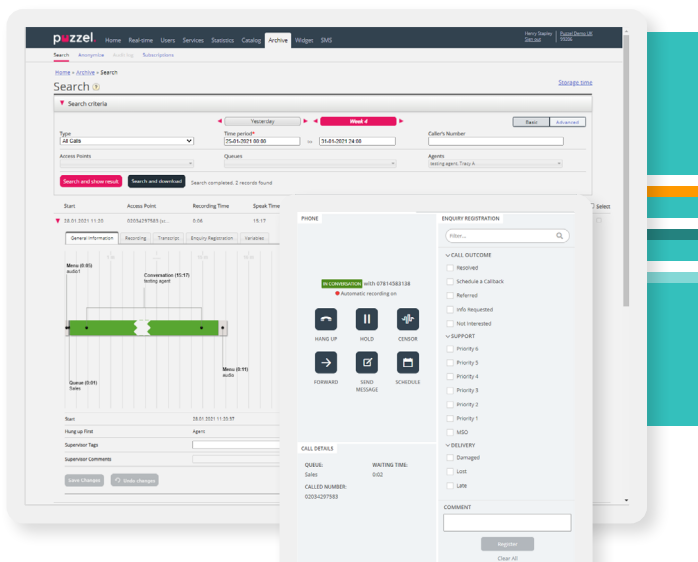
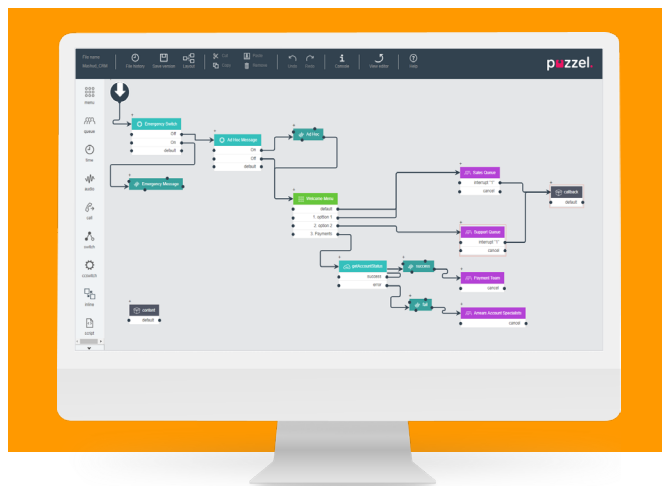


Flexible communications

Puzzel Softphone enables agents to answer calls directly from their computer, tablet or mobile device, removing the need for landlines and clunky infrastructure.

Powerful automation

Interactive Voice Response (IVR) automates routine tasks and allows customers to complete simple self-service transactions 24/7 without the need for extra staff.



In-depth quality control

With Voice Recording and Silent Monitoring, managers can record and listen to agent calls, track compliance, identify skills gaps and improve service quality.

Why contact centres choose Puzzel Voice



Scalable to meet your needs

Puzzel offers standard or advanced voice packages, plus a range of add-ons to help you choose the right solution for your contact centre



Flexible working

Calls are automatically directed to agents based on their experience, knowledge and capacity, ensuring customers get the right support every time



Knowledge sharing

Puzzel Voice also offers Call-Out, Audio Management, Callback, Dialler and Switchboard to help your agents deliver fast, effective and convenient service

“ Since first deploying Puzzel’s cloud-based contact centre technology, we have maximised the amazing capabilities and flexible powers of the solution to explore new functionality and features that meet the needs of today’s customer. We now employ approximately 300 agents spread across three main offices. Skill-based routing effortlessly directs a massive 90.000 calls every month to gents with the right knowledge and expertise, dramatically enhancing the overall customer experience. ”

Luke Sambridge

Affinity Water



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 Voice, visit puzzel.com