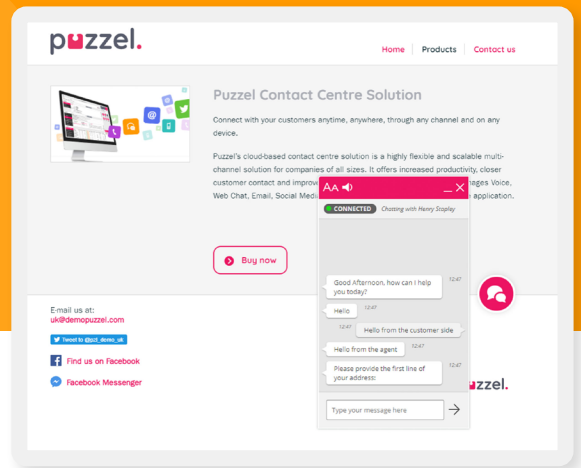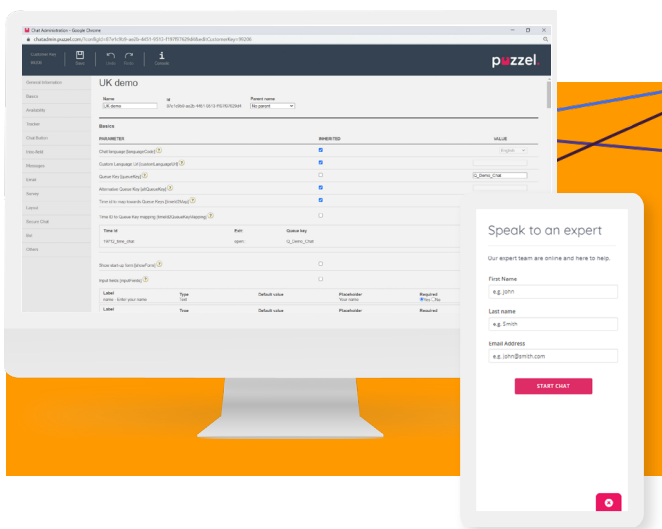# Puzzel Web Chat

Part of the Puzzel Contact Centre Solution

Smart service for the digital age

Puzzel Web Chat provides your customers with a convenient way to get in touch via your website. It can be easily configured to switch on and off depending on agent availability, skills or other business conditions, and help reduce costs and boost productivity.
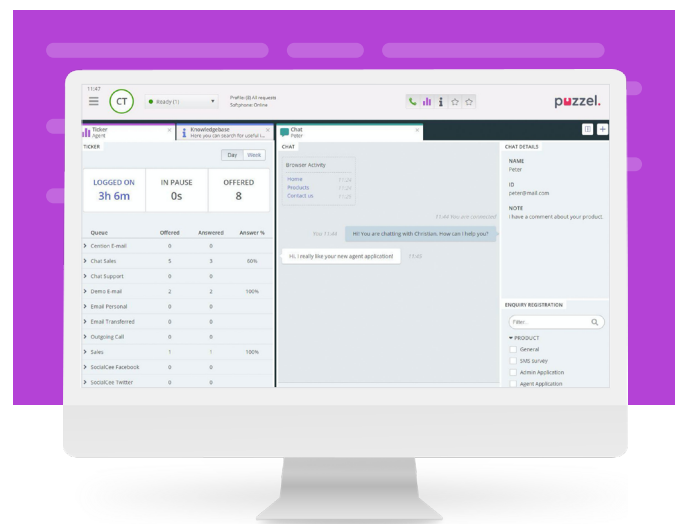

Easy customisation

Puzzel's Web Chat interface is completely customisable, allowing you to choose the right font, colour, shape and size for your brand.
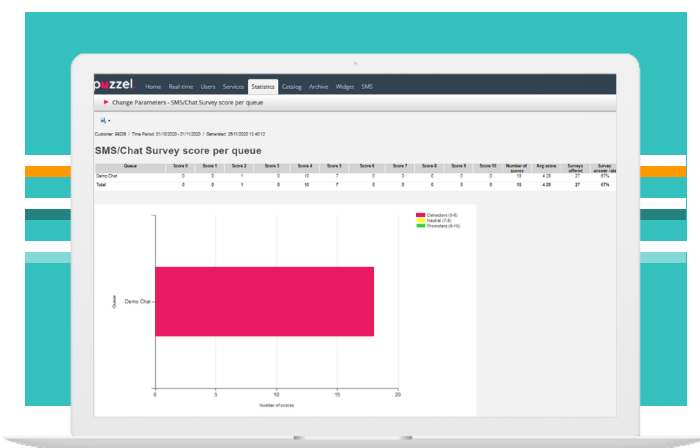
Flexible configurations

Create unique web chats for each section of your website, tailoring your welcome messages to suit the content on each page.

Chat surveys

Never miss the opportunity to capture the 'voice of the customer' by including a survey at the end of every Web Chat conversation.

Why contact centres choose Puzzel Web Chat

✅ **Multi-device support**
Puzzel Web Chat allows your customers to interact with you via their smartphone, tablet or PC

✅ **Simple interface**
Agents can handle multiple chat enquiries simultaneously within the Puzzel Agent Application

✅ **Page tracking**
Analyse your customers' browsing behaviours to provide more personalised and relevant service

> " These are exciting times for us as the introduction of our new Web Chat service expands our ability to communicate with residents. Our online portal with Web Chat puts greater control in the hands of residents and because Puzzel allows our customer service representatives to deal with more than one enquiry at the same time, residents benefit from a real-time response and speedier contact resolution. "

Paul Bradley
Head of Contact Centres, Clarion Housing

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 Web Chat, visit **puzzel.com**