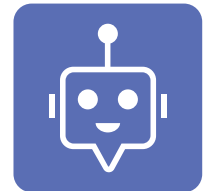


# Puzzel Contact Centre Solution

## Agent Assist

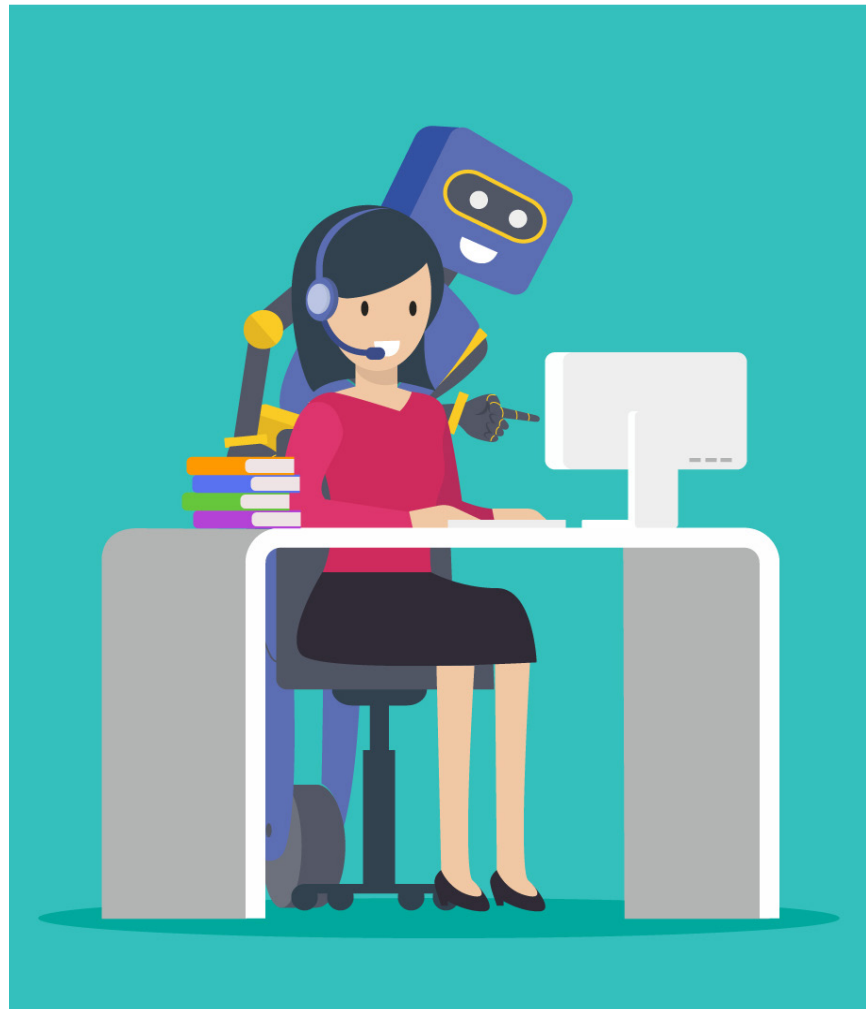


Agent Assist is an integrated widget within the New Agent Application that facilitates Contact Centre agents answer customer queries coming through from various channels more effectively. To be able to expertly resolve the issues, Agent Assist guides the agents by displaying all customer related information in one place so that the agent can collate them to provide a most definitive answer.

Puzzel's Agent Assist offers capabilities that help agents resolve customer queries much faster. It provides awareness of the customer's history and sentiments, while empowering the agents by furnishing the most appropriate suggestions gathered from various sources to resolve the issue in lesser time. Agent Assist offers a seamless experience throughout the entire service process—from initial contact to final resolution.

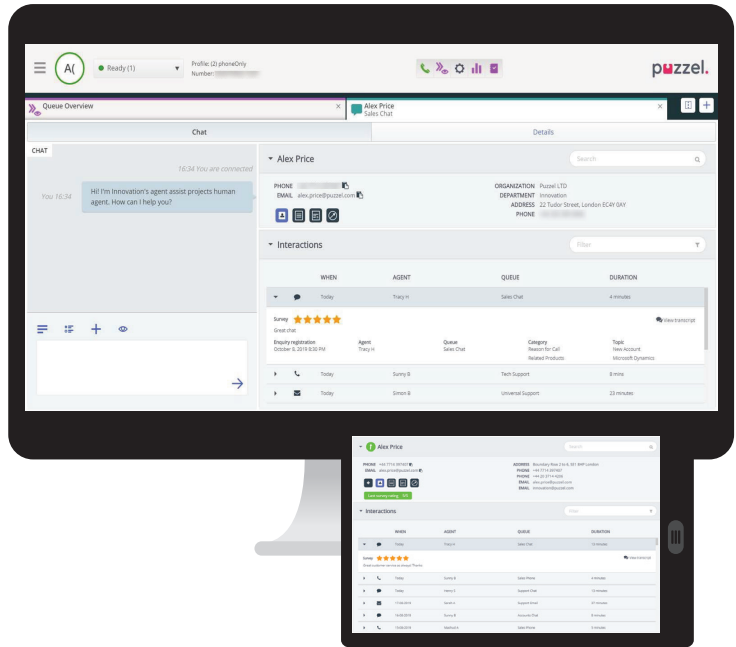


With self-service being a top priority in most customer service scenarios, it is expected that only interactions of complex nature be handled by humans. Agent Assist from Puzzel is a positive step in the direction that empowers agents to focus on the customer, whilst the AI layer presents relevant and meaningful suggestions to guide the agent for a better outcome.



# Functionality

- 
- Contact Card Component
- 
- Sentiment Indicator
- 
- Interaction history with anonymised personal data
- 
- Suggestions from Bot
- 
- Suggestions from Knowledgebase
- 



# Advantages of using Agent Assist

- Convenient, easy to use, AI powered clever widget that aides the agents in answering customer queries better.
- Single interface for searching across multiple knowledge sources.
- Provides relevant suggestions from various knowledge sources, so that the agent can provide the most definitive resolution to customer queries.
- Provides 360-degree view of customer information through Contact Card component.
- Presents a comprehensive interaction and service history to the agent, to put things into perspective with the current interaction.
- Allows the agents to read historical notes from other agents and also leave their own.
- Displays sentiment indicator, which is derived from a consolidated conversation history, to give a feel of customer's mood.
- Allows the administrators to alleviate the search results by creating a fully equipped knowledgebase of frequently asked questions and answers.
- Empowers the agents by allowing manual search when resultant suggestions are not very relevant.
- Anonymises the historical transcripts to preserve integrity of the customer.
- Reuses the anonymized transcription history content to provide suggestions for similar queries.
- Optimises the resolution time by providing valuable suggestions.

# A one stop solution for a compelling Agent Experience

<h2>Comprehensive customer information</h2>	<h2>Measure of customer sentiment</h2>	<h2>Suggestions from various resources</h2>
<ul style="list-style-type: none"> <li>• Import customer data</li> <li>• Automatic search for customer</li> <li>• View or add agent notes</li> </ul>	<ul style="list-style-type: none"> <li>• Sentiment score</li> <li>• Visual sentiment indicator</li> <li>• Display of the trend</li> </ul>	<ul style="list-style-type: none"> <li>• Bot</li> <li>• Knowledgebase</li> <li>• Anonymised interaction history</li> </ul>

## About Puzzel

Puzzel is a leading cloud-based contact centre software provider and one of the first pioneers to develop a cloud-based contact centre offering. Today, Puzzel combines its omni-channel technology with artificial intelligence capabilities to provide comprehensive, end-to-end customer interaction solutions in an age of digitisation. Puzzel was named a Challenger in the 2018 Gartner Magic Quadrant for Contact Centre as a Service, Western Europe, Report 2018 for the fourth consecutive year for its strong growth, functional capabilities, strengths in standards and compliance, customer service and support. The company is headquartered in Oslo, Norway, with offices in six European markets including the U.K. For more information, please visit [www.puzzel.com](http://www.puzzel.com).