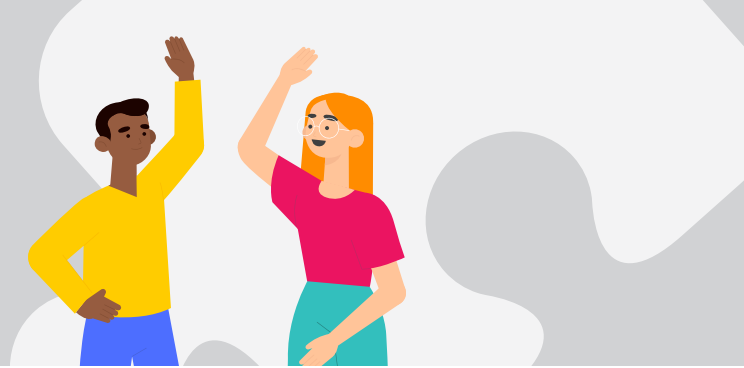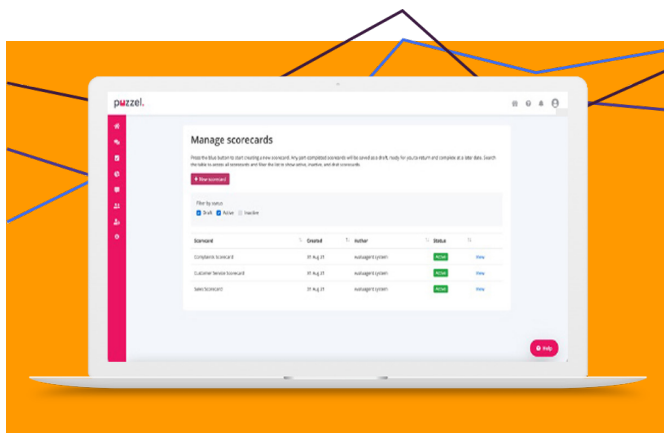# Puzzel Quality Assurance

Empower agents to deliver exceptional customer experiences

Close the loop on quality assurance

Puzzel Quality Assurance is a complete QA and performance management solution. It enables QA teams to automatically filter and select the most important customer interactions for evaluation. Leaders can then score, deliver feedback to agents, and create personalised coaching programmes that can be tracked over time to ensure the continuous development of your workforce, services and operations.
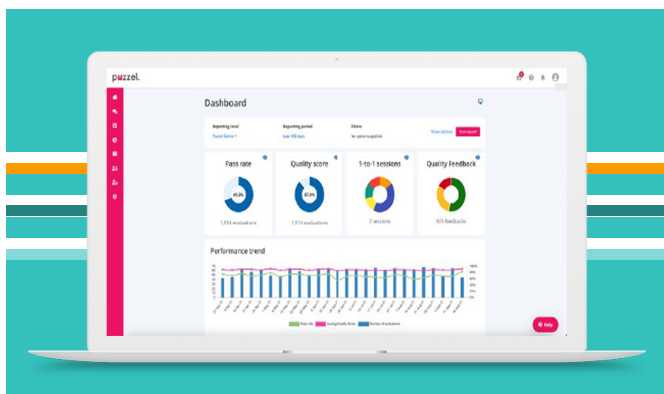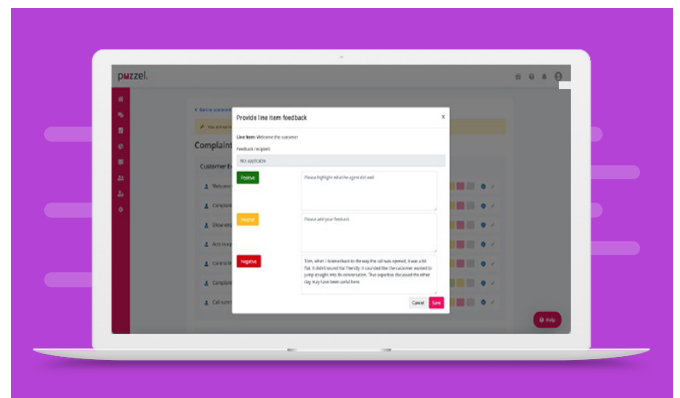
Flexible Scorecards

Build standardised scorecards to evaluate customer interactions. Choose from our range of best practice templates or create your own with sections that reflect your company's unique values, processes and needs.

Personalised Feedback

Provide agents with constructive feedback that helps them to improve on their very next call. Send completed evaluations to agents in real-time and enable them to track their own results and performance trends on a private, personalised dashboard. page.

Reporting and analytics

Quickly identify which agents and which aspects of your customer experience require attention and then track how your QA efforts positively impact your business KPIs. Schedule, manage and record all coaching meetings in one place, with prompts to ensure every meeting is followed up.

Why contact centres choose Puzzel Quality Assurance

✓ **Identify interactions for review**
Build custom work queues to automatically identify and distribute customer interactions to QA teams for evaluation and root-cause analysis.

✓ **Empower teams with feedback**
Provide constructive feedback to agents and create personalised coaching programmes tailored to their needs.

✓ **Uncover Areas for improvement**
Identify opportunities to improve customer satisfaction and track progress of coaching programmes over time.

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.use, fast to deploy, highly flexible, and fully customisable with dozens of third-party integrations available through our Puzzel Marketplace.

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Find out more!
To learn more about Puzzel Quality Assurance visit **www.puzzel.com**