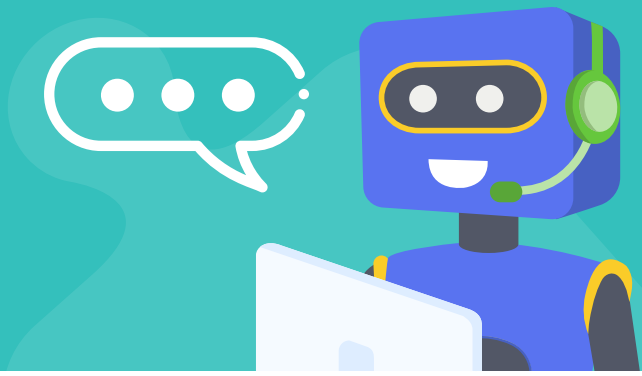


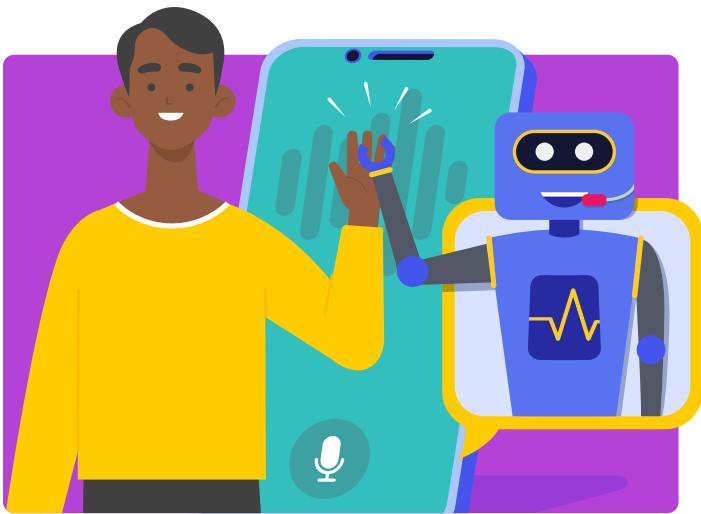
# Puzzle Voice Bot

Part of the Puzzle Contact Centre Solution



## Help callers get the information they need - fast!

Traditional IVR systems can be difficult for customers to navigate. Callers can easily pick the wrong menu option and be transferred to the wrong call queue, wasting their time and costing you money. Puzzle's Voice Bot simplifies and improves the IVR experience with speech recognition and AI technology.

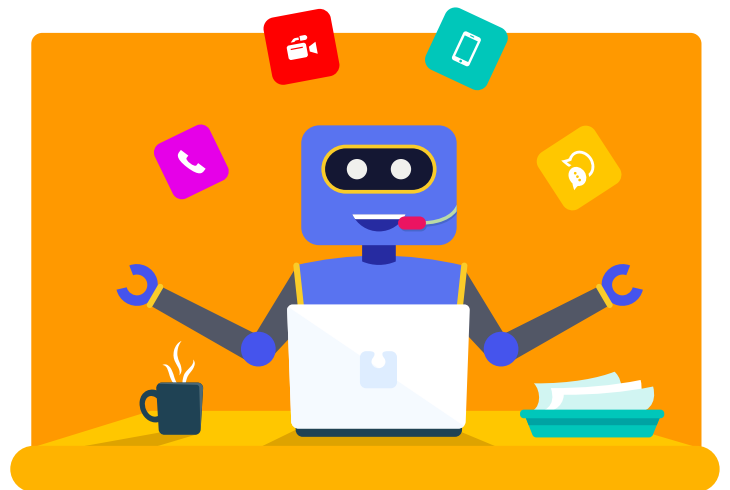


## Automatic Speech Recognition (ASR)

Voice Bot enables customers to verbally state their reason for calling and be routed to the most appropriate call queue based on their keywords and sentiment. Our bot can recognise and transcribe more than 85 different languages.

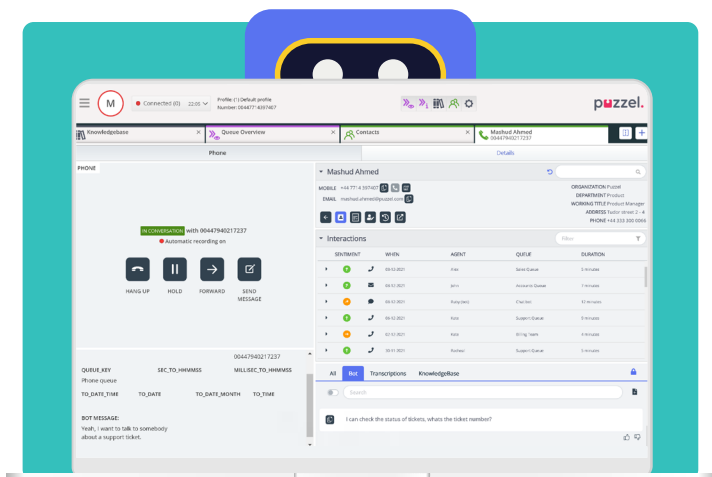
## Automate repetitive requests

Voice Bot can be programmed to answer frequently asked questions, such as queries about your opening times, returns policy, or a specific incident, so your agents can focus on more complex requests.



## Seamless transfer to agents

Complex requests can be seamlessly transferred to live agents, with all necessary details gathered during the automated call presented to the agent within the call transfer widget.



Why contact centres choose

## Puzzel Voice Bot



### ✓ Self-service with a human touch

Voice Bot uses synthesised speech to answer enquiries in an engaging and human-like manner. It can even ask follow-up questions to better understand customers' needs.

### ✓ Identify personal details

Voice Bot can identify key personal details, such as names, locations, and social security numbers, to help with call routing or to lookup information from external sources, such as a CRM.

### ✓ Bring your own bot

Give a voice to your existing chatbot through our Voice Bot solution.

## About Puzzel

Puzzel is the leading European provider of cloud contact centre solutions. Every day, more than 1,100 organisations across 40 countries use our software to deliver smart customer experiences, blending the powers of people and technology to serve customers efficiently, effectively and with empathy. Puzzel is the CCaaS provider organisations trust when every moment matters.



**puzzel.**

**Find out more!**

To learn more about Puzzel Voice Bot visit [puzzel.com](https://puzzel.com)