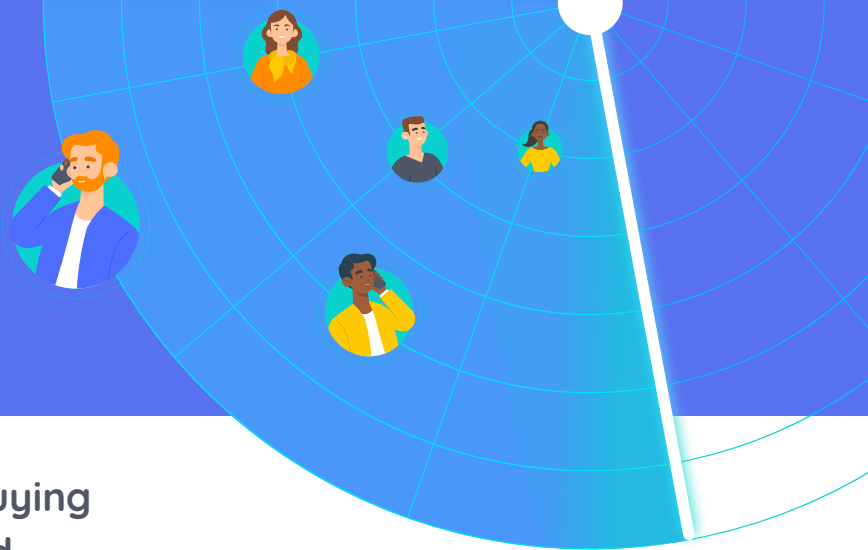# Digital Engagement

A Puzzel product

Deliver customer service and buying experiences for the digital world

With Digital Engagement, you can engage visitors from the moment they land on your site and nurture them with proactive, personalised customer support in real-time and at scale.

Convert and nurture web visitors

Create triggers to proactively engage customers with the right offers, at the right time, to increase sales conversion and customer satisfaction.

Deliver visual support

Video chat with customers and share web sessions to assist them with complex tasks and deliver a more personalised digital customer service experience.
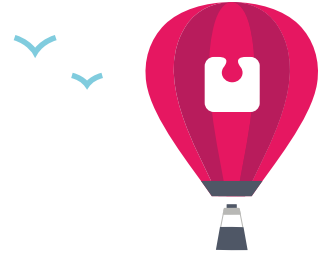
Manage contact volumes

Stay in control of inbound contact volumes by guiding online customers to the most efficient channel for their customer service enquiry based on your own business rules.
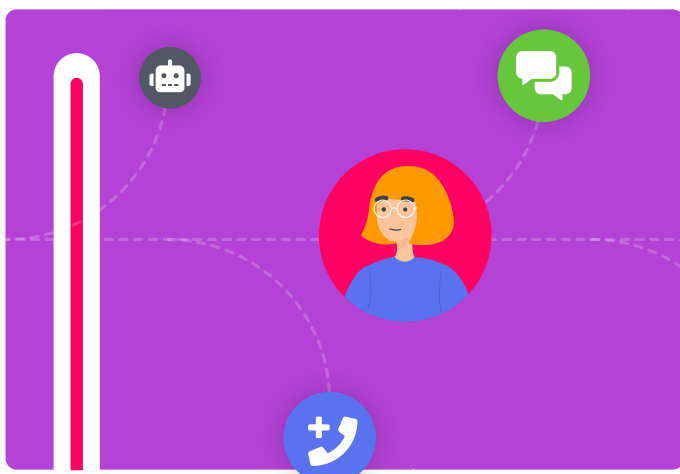
Why contact centres choose Puzzel Digital Engagement

✅ **Improve first contact resolution**
Resolve up to 90% of service and support cases on the first contact by directing customers to the right service channels the first time

✅ **Increase conversion rates**
Achieve up to 35% higher conversion rates by capturing your customers' digital behaviour and learning what products, services and offers could appeal to them

✅ **Reduce agent effort**
Use AI-powered chatbots and self-service channels to handle repetitive tasks so your people can focus on more high-value interactions

> " We can now provide accurate personal service at all levels, especially to our 1.2 million loyalty members who choose to use digital channels. "

Chérie Dahlin
Customer Service Manager at Granngården

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 Agent Assist, visit **puzzel.com**