Puzzel **Delight**

The advanced customer service package

Delight your customers and your team with advanced tools for your contact centre.

Combine voice handling with TWO other digital channels of your choice for an impressive omnichannel experience enhanced with automation features.

✓ **Convenient customer callback**
Give customers a quick and easy way to make contact without having to wait in a queue

✓ **Create efficiency by leveraging automation**
E-mail enquiries are automatically categorised and assigned to agents based on their skills

✓ **First-class reporting and analytics**
Store call recordings for up to 6 months, giving managers more time to track performance and identify skills gaps

Puzzel Delight

Includes Voice + 2 Channels

Omnichannel routing

360° view of all customer interactions

Voice advanced including standard features + silent monitoring, callback and recording

E-mail case management
Only applicable if e-mail is selected as a channel

Basic CRM integration

E-mail and SMS campaigns

Call Flow Tool

API access

Basic support

puzzel.
When every moment matters

Expand your solution for superior customer service, employee engagement and support.

- **+** 24/7 support
- **+** Switchboard
- **+** Survey
- **+** Advanced Agent Assist
- **+** Dialler
- **+** Voice Transcriptions
- **+** Voice bot
- **+** AI Powered Knowledgebase

- **+** Extended hour support
- **+** Puzzel Digital Engagement
- **+** Quality Assurance
- **+** Single Sign On
- **+** Text-to-speech for IVR Audio
- **+** Puzzel WFM
- **+** Real Time Voice Interaction Analytics

- **+** 6 months additional recording storage
- **+** CRM Integration [Microsoft Dynamics/ Salesforce]

Upgrade to **Puzzel Inspire** for all channels plus advanced Agent Assist and Knowledgebase, or build your own bespoke contact centre solution with **Puzzel Design**.

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. The Puzzel Platform enables organisations to create rich journeys for their customers, with a mix of live and self-service experiences that give people the freedom to choose when, where and how they get help. Artificial intelligence is harnessed at every touchpoint to automate tasks, provide insight, and personalise service and support. Puzzel also includes a suite of productivity and planning tools to empower managers and agents to reach their goals and continuously improve performance. With 20+ years of experience in the industry, Puzzel is the CCaaS provider organisations trust when every moment matters.

RECOGNISED BY

FROST & SULLIVAN

Recognised by Frost & Sullivan as a **Top 3 CCaaS provider for Europe.**

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When every moment matters

For more information on pricing & packaging **visit puzzel.com**

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