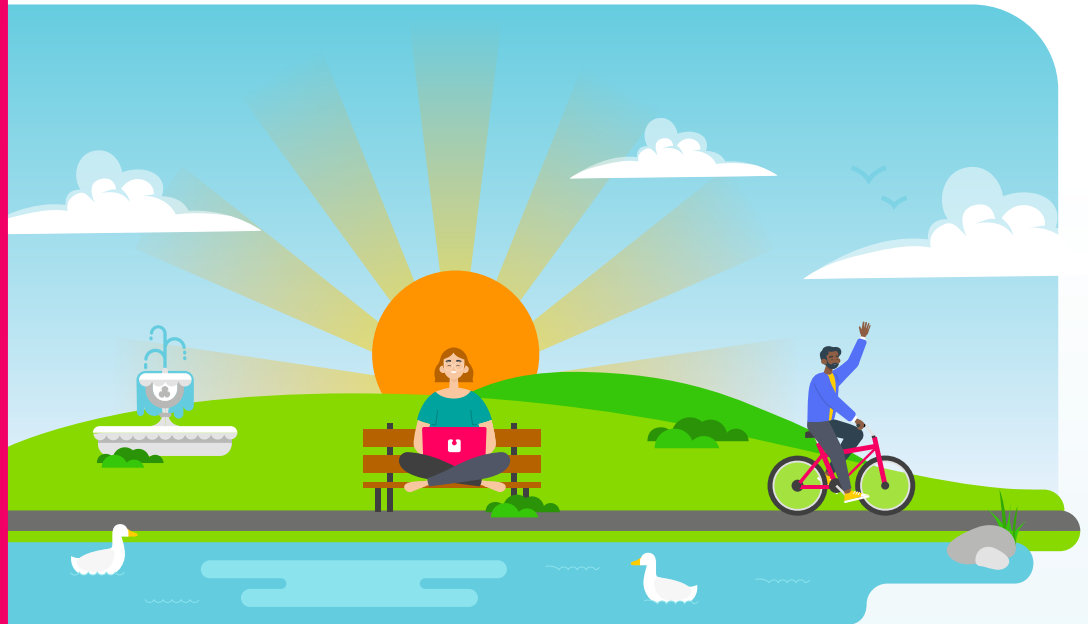


Puzzel Engage

The essential customer service package



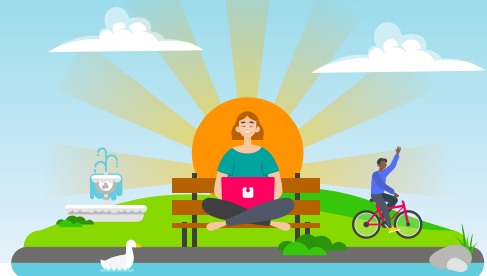
Engage your customers and your team with the essential tools for your contact centre.

Combine voice handling with ONE other digital channel of your choice for a truly omnichannel experience supported with an array of must-have features.

-  **High-quality voice communications**
Provide agents and managers with everything they need to handle calls effectively, including softphone, IVR, call out, audio management
-  **Skills-based routing**
Easily assign conversations based on experience, knowledge and capacity, ensuring customers get the right support every time
-  **Integrations and customisation**
Customise your solution with basic CRM integration and access to Puzzel's APIs
-  **First-class reporting and analytics**
Quickly measure customer satisfaction, agent and team efficiency and maximise their return on investment

Puzzel Engage

Includes Voice + 1 Channel



Omnichannel routing

360° view of all customer interactions

Voice standard, including softphone and IVR

Basic CRM integration

Call Flow Tool [Read-Only]

API access

Basic support

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

- + 24/7 support
- + Switchboard
- + Single Sign On
- + Puzzel WFM
- + Email Case Management
- + Extended hour support
- + Quality Assurance
- + Puzzel Digital Engagement
- + Email and SMS campaigns
- + 6 months additional recording storage

Upgrade to **Puzzel Delight** for one additional channel plus advanced voice features, case management, campaigns and more, 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.

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FROST & SULLIVAN

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

puzzel.
When every moment matters

For more information on pricing
& packaging [visit puzzel.com](https://www.puzzel.com)

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