Puzzel **Inspire**
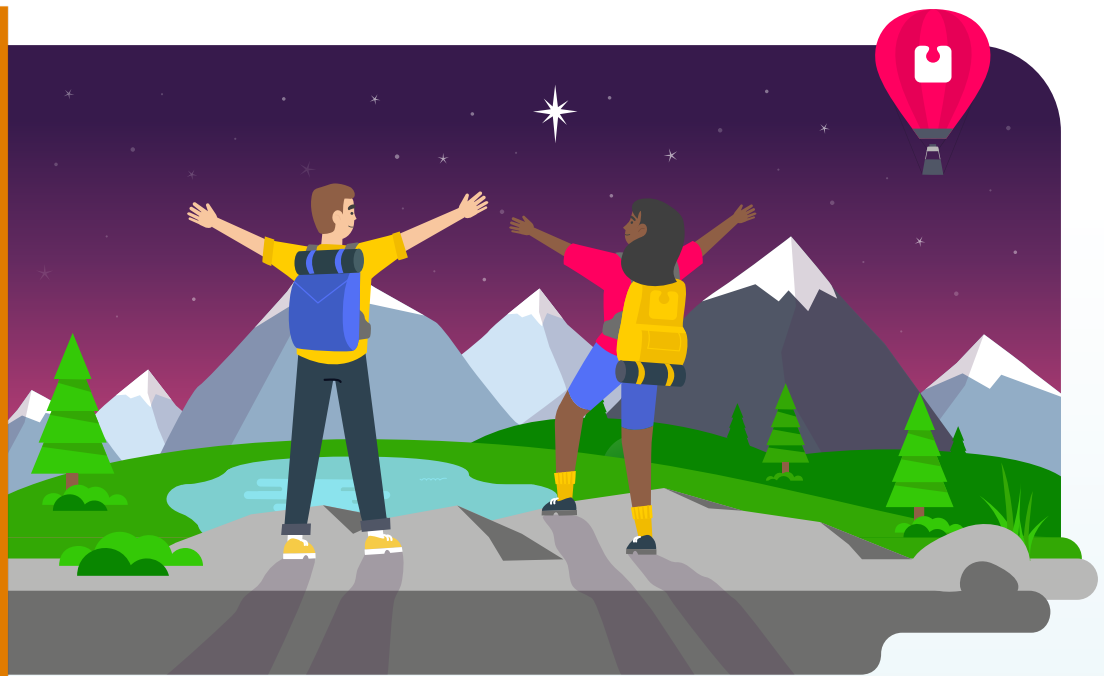
The ultimate customer service package

Inspire your customers and your team with the ultimate tools for your contact centre.

Combine voice handling with all other digital channels for a standout omnichannel experience enhanced with AI for greater productivity, efficiency and quality control.

✔ **Maximum recording storage**
Store call recordings for up to 12 months, giving managers maximum time to track performance and identify skills gaps

✔ **Omnichannel experiences**
Connect with your customers anytime, anywhere, across voice, e-mail, web chat, social media, SMS and video

✔ **Single customer view**
Provide your agents with a single, unified view of all customer interactions across all channels

✔ **Advanced Agent Assist**
Guide agents through challenging interactions with automated suggestions based on the customer's mood

Puzzel Inspire

Includes Voice + All Other Channels

Omnichannel routing

360° view of all customer interactions

Voice advanced including standard features + silent monitoring, callback and up to 12 months' recording

E-mail case management

Basic CRM integration

E-mail and SMS campaigns

AI powered knowledgebase

Advanced Agent Assist

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
- ➕ Extended hour support
- ➕ CRM Integration [Microsoft Dynamics / Salesforce]
- ➕ Dialler
- ➕ Text To Speech for IVR Audio
- ➕ Switchboard
- ➕ Voice transcriptions
- ➕ Real Time Voice Interaction Analytics
- ➕ Raw Data
- ➕ Puzzel WFM
- ➕ Puzzel Digital Engagement
- ➕ Single Sign On
- ➕ Quality Assurance
- ➕ Survey
- ➕ Voice bot
- ➕ AI powered Knowledgebase

Or build your own bespoke contact centre solution with **Puzzel Design**.

DESIGN YOUR OWN

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.**

LEARN MORE TODAY

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When every moment matters

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