

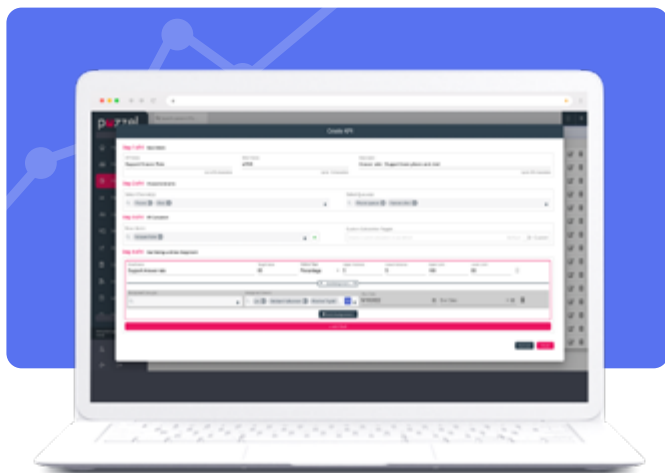
# Puzzel Performance Management

Part of the Puzzel Contact Centre Solution



## Create a high performing customer service operation

Puzzel Performance Management provides a single, standardised framework for tracking and managing all metrics across your contact centre. You can create targeted KPIs based on your channels and business queues, and visualise your performance against these goals in real-time.

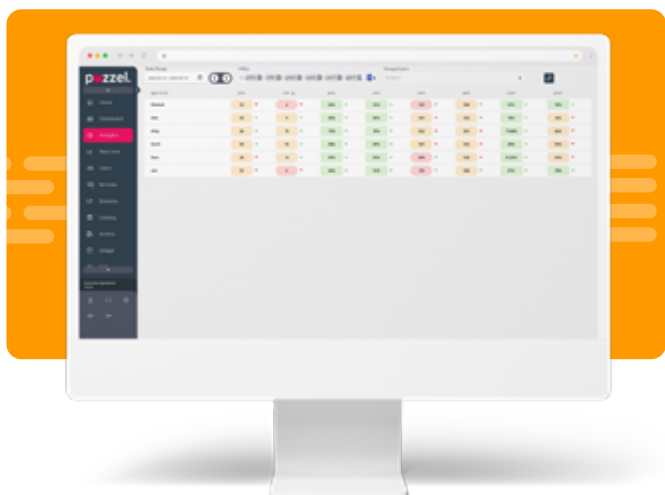
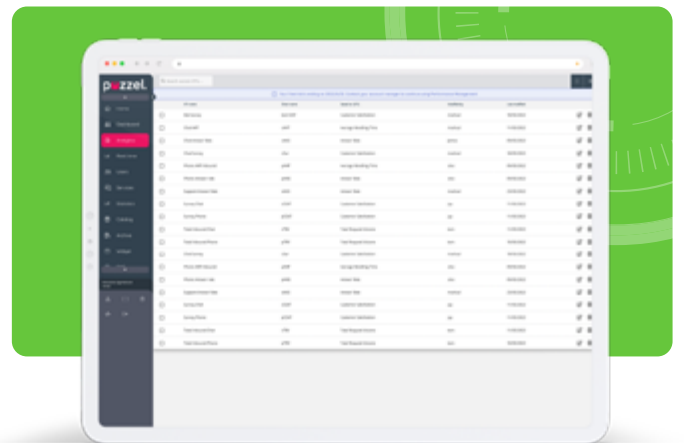


## Step-by-step KPI builder

Create KPIs in four easy steps, choosing what metrics you want to track, for which teams or agents, and for how long. For each KPI, you can set an overall target value as well as thresholds for what will constitute 'good' and 'poor' performance.

## Visualise team and individual performance

Track the performance of select teams and individual agents in your contact centre. With traffic light colour coding, you can easily identify which teams or employees are underperforming and where you can offer additional coaching or support.



## Track trends over time

See how teams and agents are performing compared to previous time periods (e.g. the previous month) to identify wider performance trends and gauge the effectiveness of internal strategies or initiatives. Red and green arrows are shown next to each KPI to indicate rising or falling performance.

Why contact centres choose

# Puzzel Performance Management



## ✓ Less administration for managers

Contact centre managers and supervisors spend on average 50% of their time collecting data from different systems, importing it into their analytics systems, and analysing reports. With all your contact centre metrics in one place, you'll save precious time and money.

## ✓ Improved customer service

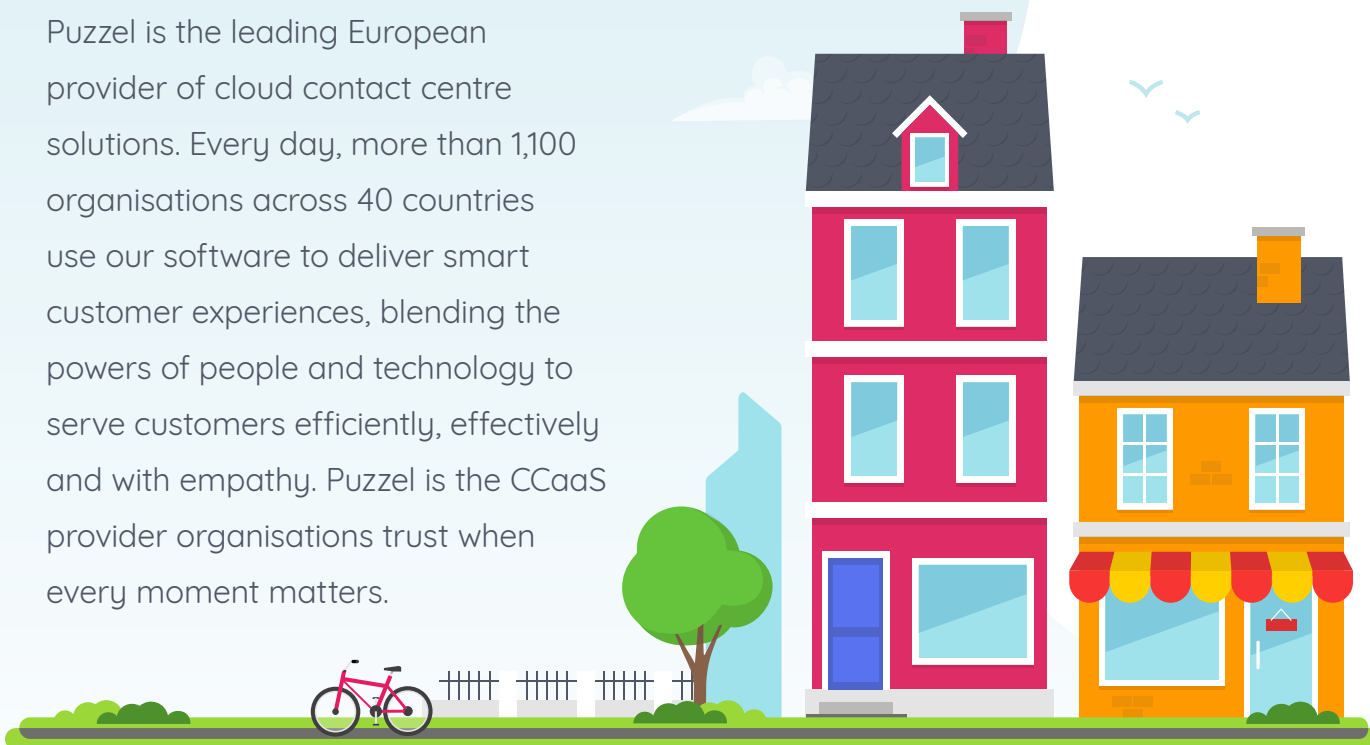
Forty-six per cent of consumers will abandon a brand if its employees are not knowledgeable. With Puzzel Performance Management, you can see where agents are underperforming and what needs to improve to increase customer satisfaction.

## ✓ Real-time actionable insights

Real-time data visualisation enables you can take immediate action to improve your customer service operation and employee performance.

## 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 Performance Management visit [puzzel.com](https://puzzel.com)