

# Puzzle Resolve

Start with the essentials for your contact centre by focusing on resolving customer problems via phone or live interactions.



## ✓ High-quality voice communications

Provide agents and managers with everything they need to handle calls effectively, including softphone, IVR, call out, audio management and recording

## ✓ Skills-based routing

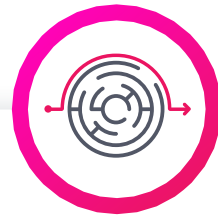
Easily assign conversations based on experience, knowledge and capacity, ensuring customers get the right support every time

## ✓ Connect and collaborate with Microsoft Teams

Customise your solution with APIs and our MS Teams integration to increase cross-team collaboration and seamless, streamlined service

## ✓ Advanced Agent Assist

Guide agents through challenging interactions with automated suggestions based on the customer's mood



## Resolve

Voice

Basic IVR

Call recording

Silent monitoring

Reporting

Agent Assist

Microsoft Teams integration

# Personalise your package

- + Dialler
- + Extra Recording storage
- + SMS Campaigns
- + Identity & verification
- + Puzzel WFM
- + Puzzel Express Connect SIP Trunk
- + Puzzel Partner Connect SIP Trunks
- + Multi Carrier Option (UK only)
- + Telenor IPT Partner Connect (Norway only)
- + Telia NO Partner Connect (Norway only)
- + NetNordic Partner Connect SIP Trunk
- + Premium SMS (Norway only)
- + Gold Access number



Upgrade to **Puzzel Impress** for Co-browsing, Puzzel Quality Assurance, multiple CRM integrations such as Salesforce, Dynamics and more!

## 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

A leading CCaaS innovator in Europe

**puzzel.**

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