Puzzel
Discover

Puzzel Discover is for contact centre teams looking to improve channel management execution and meet customers where they are, in the digital channels.

Digital First

Offer your customers live, convenient support, anywhere, across a variety of digital channels, including Web Chat

Routing interactions effectively

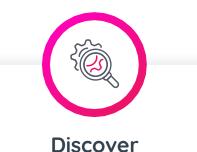Route interactions effectively, using channel management and contextual routing

Dynamic Banners

Display different messages and campaign offerings depending on customer behaviour, history or URL patterns

Agent Assist

Guide agents through challenging interactions with automated suggestions triggered by an AI powered engine

Discover

Channel management

Website user behaviour

Dynamic banners

Web Chat and Messaging*

Contextual Routing

Agent Assist including Knowledgebase

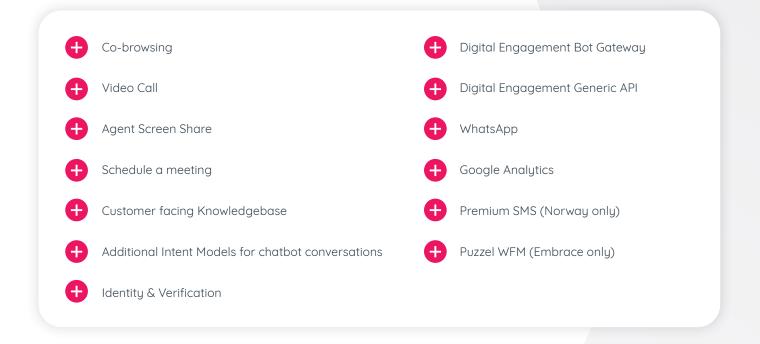*Messaging includes choice of SMS and Social.

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Personalise your package

Check out Puzzel's selection of add-ons

- ➕ Co-browsing
- ➕ Video Call
- ➕ Agent Screen Share
- ➕ Schedule a meeting
- ➕ Customer facing Knowledgebase
- ➕ Additional Intent Models for chatbot conversations
- ➕ Identity & Verification

- ➕ Digital Engagement Bot Gateway
- ➕ Digital Engagement Generic API
- ➕ WhatsApp
- ➕ Google Analytics
- ➕ Premium SMS (Norway only)
- ➕ Puzzel WFM (Embrace only)

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**