

# Puzzel Embrace

You want to improve your customer satisfaction with self-service and personalised service, while reducing costs by automating manual and repetitive tasks.



## ✓ Grow your revenue with Puzzel Smart Chatbot

Puzzel Smart Chatbot is a contextual conversational AI chatbot with the same tools as a live agent, which means it can assist in both sales and customer service 24/7, and at scale. Create dialogue flows and train your Smart Chatbot to understand customer intent and track its performance

## ✓ Customer facing Knowledgebase

Improve your digital services and self-serve uptake by making your knowledge base available to customers on your website

## ✓ Advanced Agent Assist

Puzzel offers a basic and advanced version of Agent Assist, with Sentiment Analysis, Bot, Transcription and Knowledgebase features included in the latter. With Puzzel Sentiment Analysis, you can track the overall sentiment of the entire interaction



## Embrace

Smart Chatbot

Customer facing Knowledgebase

Channel management

Website user behaviour

Dynamic banners

Web Chat and Messaging\*

Contextual Routing

Agent Assist including Sentiment Analysis, Bot\*\* and Knowledgebase help for agents

\* Messaging includes choice of SMS and Social.

\*\* This requires Puzzel bot or any other bot integrated via Puzzel bot gateway.

# Personalise your package

Check out Puzzel's selection of add-ons

- + Co-browsing
- + Video Call
- + Agent Screen Share
- + Schedule a meeting
- + 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](https://puzzel.com)