

Puzzel Impress

You want to impress your customers by providing agents with automated support during live interactions so that they have the right tools to deliver the best customer experience.



Advanced Agent Assist

Guide agents through challenging interactions and get new agents up to speed quicker, with automated suggestions based on the customer's mood



First-class reporting and analytics

Store call recordings for up to 6 months, giving managers more time to track performance and identify skills gaps



Improve your voice customer journeys with Puzzel IVR

Choose the language and style of the message and customise it to align with your organisation's brand and tone of voice



Omnichannel experiences

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



Impress

Voice

Chat

Messaging*

Email

Omnichannel routing

IVR with Text to Speech

Advanced Agent Assist (sentiment analysis, bot** and knowledgebase help for agents)

Microsoft Teams integration

Reporting

* Messaging includes choice of SMS and Social.

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

Personalise your package

- + Co-browsing
- + Video Call
- + Agent Screen Share
- + Dialler
- + Voice Transcriptions
- + Extra Recording storage
- + Case Management
- + Email Campaigns
- + Directory
- + PCI Phone Payment
- + Identity & Verification
- + Puzzel WFM
- + Puzzel Quality Assurance
- + Raw data
- + Call Flow Tool (edit access)
- + Switchboard
- + Chat & SMS Survey
- + Salesforce integration
- + Zendesk integration
- + Dynamics CRM integration
- + Puzzel BOT Gateway
- + WhatsApp
- + 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

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

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puzzel.

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