Puzzel
Power

You want to improve customer satisfaction by providing agents with automated suggested answers during live interactions and by helping managers to identify where personalised agent training is needed and effectively staff the contact centre.

✓ Transform your IVR with Puzzel Voice Bot

Puzzel Voice Bot is an Intelligent Virtual Assistant (IVA) that understands human speech and can respond to customer queries in synthesised, human-like speech. It can be used for call routing and as a self-service channel for customers

✓ 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

✓ Build a more efficient and engaged workforce

Reach maximum performance with intelligent forecasting, scheduling and intraday management with Puzzel WFM

✓ View all your contact centre KPIs and metrics in one place

Create targeted KPIs based on your channels and business queues, and visualise both teams' and individual agent's performance against these goals in real-time with Performance Management

Power

Voice

Chat

Messaging*

Email

Omnichannel routing

Voice Bot

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

Microsoft Teams integration

Reporting

Performance Management

WFM

* Messaging includes choice of SMS and Social.

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

puzzel.

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 Quality Assurance
- ➕ Raw data
- ➕ Switchboard
- ➕ Chat & SMS Survey
- ➕ Salesforce integration
- ➕ Zendesk integration
- ➕ Dynamics CRM integration
- ➕ WhatsApp
- ➕ Puzzel BOT Gateway

- ➕ Puzzel Express Connect SIP Trunk
- ➕ Puzzel Partner Connect SIP Trunks
- ➕ Multi Carrier Option
- ➕ Telenor IPT Partner Connect (UK only)
- ➕ Telia NO Partner Connect (Norway only)
- ➕ NetNordic Partner Connect SIP Trunk (Norway only)
- ➕ Premium SMS
- ➕ Gold Access number (Norway 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**