Puzzel
Customer Insight

Part of the Puzzel Contact Centre Solution

The easiest and fastest way to gather customer feedback

Customer Insight helps save 50% of your time when surveying your customer base. Customer Insight helps you:

- ✓ Create customer surveys for any channel – in a few minutes
- ✓ Gather feedback across channels in one place

- ✓ Visualise detailed and aggregated data
- ✓ Quickly identify trends and outliers,
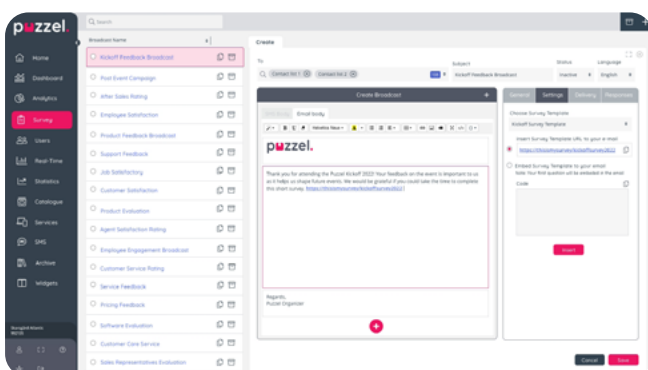- ✓ Link customers' feedback to agent performance
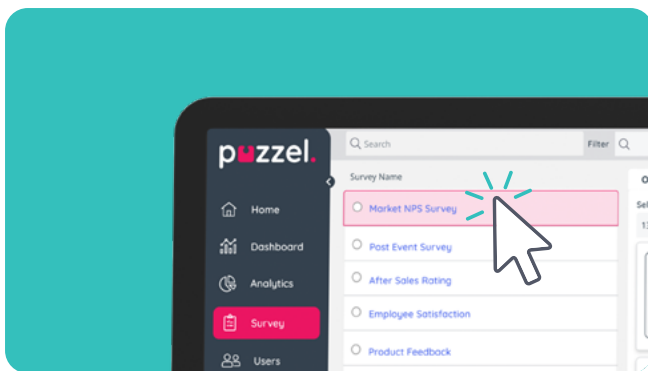
Create a survey in minutes

Create a survey for any channel, from a set of templates like CSAT and NPS, and automatically send it after each interaction. You can customise the survey by adding a logo, a description, translating it, asking close-ended and open-ended questions and using conditional logic for a structured flow (If, Then).

Visualise individual and aggregated data, in one place

Visualise all customers' responses, from different channels, in one place. With Customer Insight you are able to see all customers' responses in real-time, filtered by type of customer or feedback. It's also possible to access individual or aggregated data.

Actionable Insights

Visualise customer feedback trends and identify outliers in real-time. Quickly find links between customers' feedback and agent performance, so you know where agents need to improve.

Why **Customer Insight**

✓ **Easiest way to gather customer feedback**

Create a survey for any channel, in minutes and automatically send it after each customer interaction.

✓ **Save time and money**

Contact centre managers and supervisors spend on average 50% of their time collecting customer feedback data from different systems, importing it and analysing reports. With all the customer feedback in one place, regardless of the channel, you'll save precious time and money.

✓ **Real-time actionable insights**

Customer feedback trends and quick view of link between customer feedback and agent performance allows you to take immediate action to improve employee performance.

About Puzzel

Puzzel is the leading European provider of cloud contact centre solutions. Every day, more than 1,200 organisations across more than 40 countries use our software to deliver smart experiences, blending the powers of people and technology to serve customers efficiently, effectively and with empathy. Puzzel is the CCaaS provider organisations trust when every moment matters.
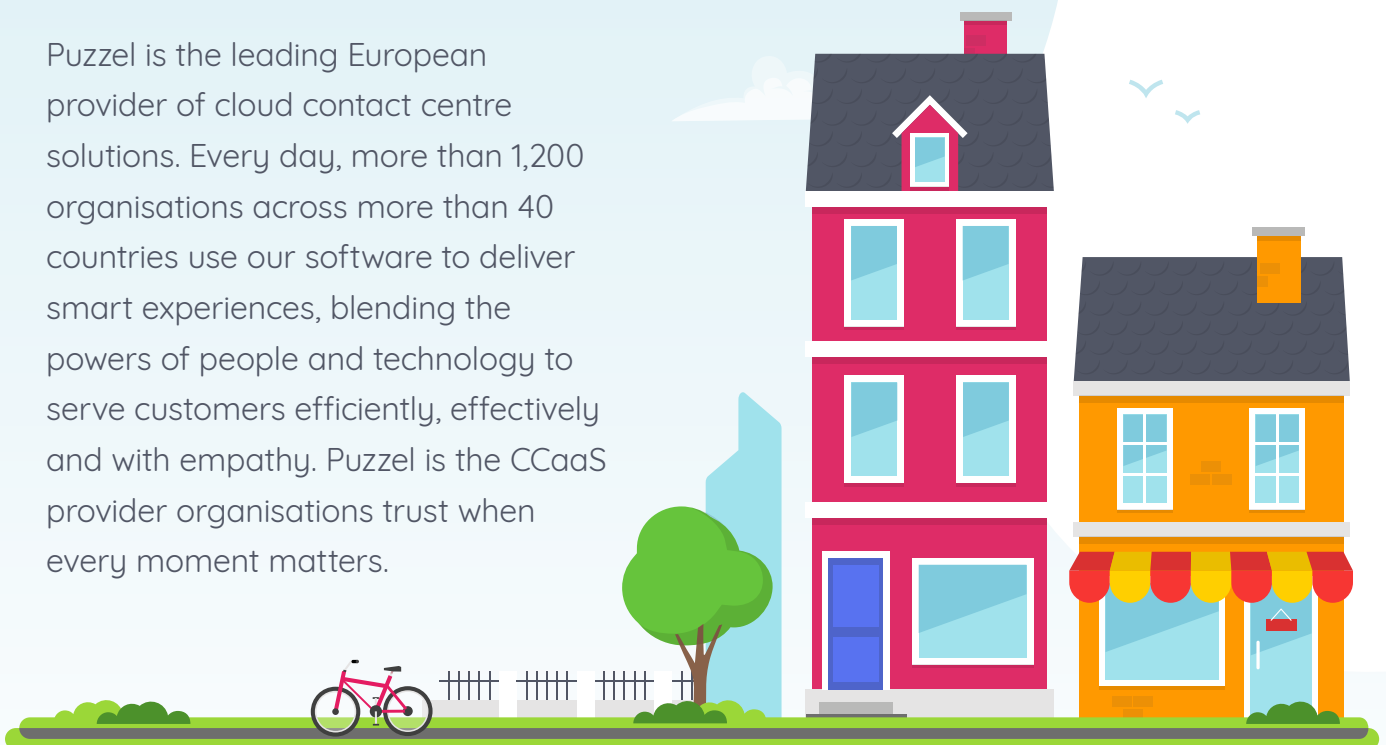
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Find out more!
To learn more about Puzzel Voice Bot visit **puzzel.com**