

Puzzel Contact Centre Solution Agent Application



Puzzel is a flexible contact centre solution based on proven cloud technology. Agents can log on from any location, all that is required is an internet connection and a phone line (PSTN, SIP, or mobile). Alternatively, using our Softphone functionality, the application can be used with just an internet connection.

A Puzzel solution can contain one or more queues with requests from different channels like telephony, chat, email, and social media. Requests from all of these queues and channels are answered through our Agent Application, routed automatically to the highest-skilled, longest available agent. The application can be configured to give the agent a view of relevant customer information for a true omni-channel experience, and its simple and intuitive layout makes handling requests a breeze.



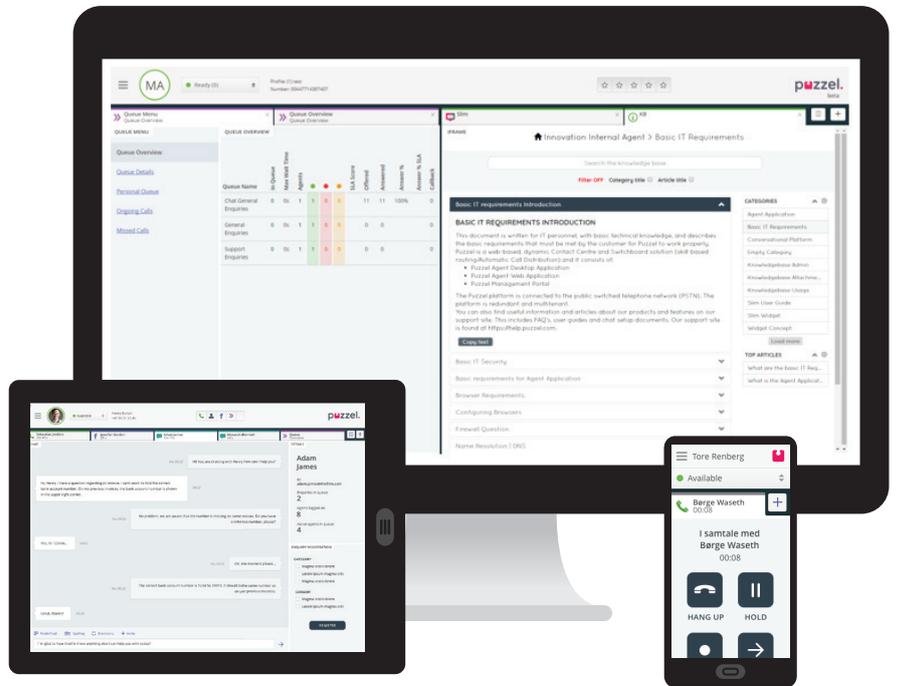
"Puzzel's skills based routing means that at all times calls are automatically routed to the agent with the most appropriate knowledge and experience. They are also helped by a screen pop-up that identifies which client is calling, enabling an agent to provide a highly personalised greeting and enhanced customer experience from beginning to end."



Sasha Memedovic, Head of Service Delivery, FM24

Functionality

- Simple, unified interface
- Enquiry registration
- Softphone
- Queue overview
- Skills-based routing
- Web based
- (...or desktop alternative)



What the Agent Application offers

- Gives agents an at-a-glance overview of the status on the contact centre queues
- Provides contextual information about incoming requests, such as account information for the customer and other information from the CRM or the request source (e.g. website)
- Powerful integrations capabilities
- A simple, unified interface for all available channels in the solution reduces workflow clutter and allows agents to focus on what's important
- Enquiry registration to simplify post-interaction wrap-up and record extra details about the interactions
- Skills-based routing ensures that calls are always sent to the best available agent
- Switching between different profiles, defined by the contact centre administrators, allows agents to quickly change roles within the contact centre in response to changing requirements for example in response to real-world emergency situations
- Leverage the amazing flexibility provided by the Call Flow Tool to make on-the-fly, real-time changes to your solution when needed, for example adding new announcements or new menu options in the IVR

Every channel, one interface, full control

<div style="background-color: #e91e63; color: white; padding: 10px; border-radius: 10px; text-align: center;"> <h3>Multi-Channel Capabilities</h3> </div> <ul style="list-style-type: none"> • Voice • Web Chat • Social Media • Email • SMS 	<div style="background-color: #e91e63; color: white; padding: 10px; border-radius: 10px; text-align: center;"> <h3>Integrations</h3> </div> <ul style="list-style-type: none"> • CRM • Web services • Skype for Business • MS Exchange 	<div style="background-color: #e91e63; color: white; padding: 10px; border-radius: 10px; text-align: center;"> <h3>Flexibility</h3> </div> <ul style="list-style-type: none"> • Unified, intuitive interface • Profile switching • Softphone or phone line
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About Puzzel

Puzzel is a leading provider of customer interaction solutions. With nearly 20 years' experience, Puzzel was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Puzzel can be adapted to accommodate from one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Puzzel is one of the few contact centre solutions that is completely multi-channel. Puzzel agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.