

Puzzel Contact Centre Solution Dialler



The Puzzel Dialler is a powerful tool that makes more efficient use of agents' time in contact centres and sales organisations. It is perfect for maximising a company's marketing efforts by enabling agents to make outbound campaigns to a given list of contacts. It enables effective call blending, making it easy to combine inbound and outbound calls in a seamless manner.



"In supporting digital campaigns, the phone is still an important tool for reaching new potential customers with your message. Additionally, all businesses are dependent on keeping existing customers engaged and happy, and dialler-driven campaigns can enable you to secure customer retention in an efficient manner."

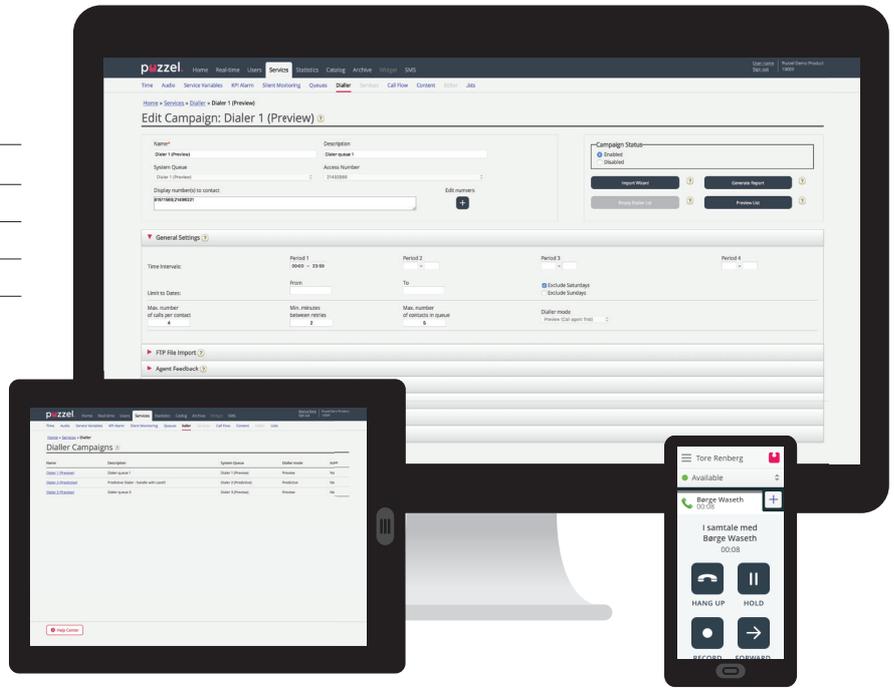


Thomas Rødseth, Vice President
of Product & Marketing, Puzzel



Features

- Call blending
- Multiple operational modes
- Automated outbound calls
- Campaign management



Benefits of Puzzel Dialer

- Call blending increases agent productivity, streamlines staffing and improves customer service
- A single, integrated platform which delivers a seamless, highly personalised service
- Strong CRM integration maximises an organisation's customer and prospect outreach efforts
- Increased efficiency by providing outbound services during off-peak hours without the need for manual intervention
- Providing the inbound contact centre with outbound dialler functionality is far more cost-effective than hiring traditional outbound sales teams
- Greater outreach, greater marketing impact – contact centres can also connect with far more people in a single day than a travelling sales team ever could
- Maximises agent time in contact centres and sales organisations
- Automation to deliver round-the-clock contact centre services, drive efficiencies and increase customer satisfaction
- Enhanced versatility, supporting a variety of modes, including Preview for ensuring zero silent calls and Predictive to balance agent waiting time and silent calls

Enhance your contact centre with seamless call blending capabilities

Effective Call Blending

- Minimise downtime
- Seamless integration
- Highly cost-effective

Flexible operation

- Preview mode
- Predictive mode
- Power mode

Reporting

- Summary reports
- Detailed reports
- Raw data available

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.