

Puzzel Contact Centre Solution

Standard Email



Email communication is still the preferred option for many. As contact centres move toward becoming omni-channel customer engagement centres, the ability to handle all channels through one integrated solution allows for the central management of all media. At the same time, fast response and first time resolution remains at the heart of customer service, therefore, agents need immediate access to enquiries.

Puzzel allows organisations to implement skill-based routing in queues regardless of which channel a customer is using. It can be telephone, social media, SMS, Web-Chat or Email. Each channel is managed by the same intelligent routing algorithm ensuring every request, whatever the media type, is answered by the highest skilled, first available agent.



“Dedicated facilities management help desk provider FM24, a Puzzel customer, has noticed a rapid increase in email traffic, currently 30% more than the company’s annual call statistics, since deploying our cloud-based contact centre technology. This is proof that it’s time to give email a second chance and take advantage of its elevated status in the contact centre and all its benefits, such as no queue time, lower cost, intelligent routing, time savings, increased customer satisfaction, and superior reporting capabilities.”



Colin Hay, Puzzel Vice President Sales UK

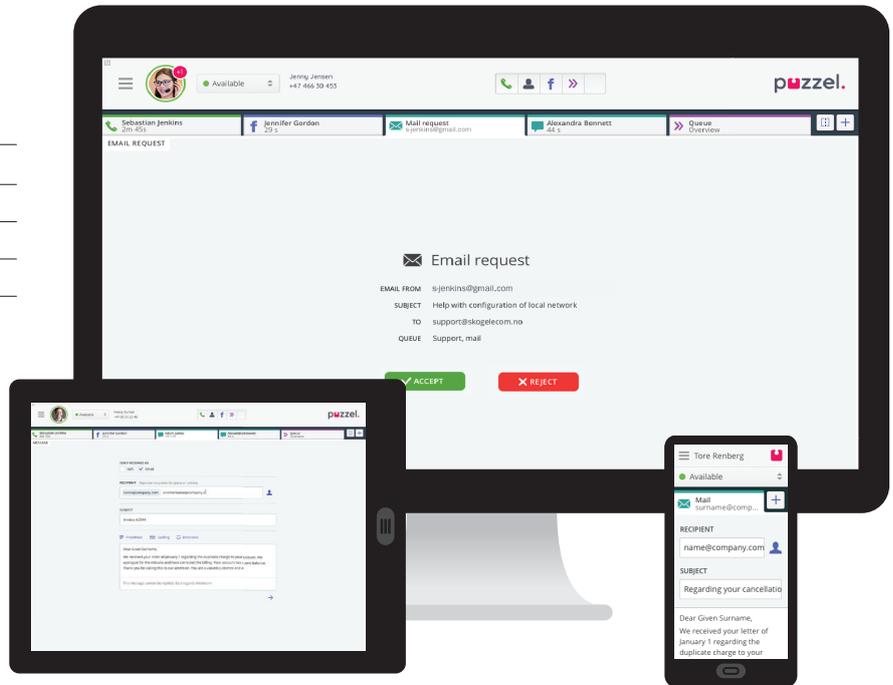
Features

MS Exchange integration

Scheduling

CRM access

Advanced routing



Benefits of Puzzel Email

- As a true cloud-based multi-channel contact centre solution provider, Puzzel provides agents with a total-view of a customer's interaction with the organisation regardless of channel, thereby providing the ability to identify individual customer needs and enhance customer service
- Route and queue email and queries so the agent with the appropriate skills set can respond
- Scripting Module for non-voice enquiries allows application of advanced business logic to email routing, based on the email's metadata (subject, sender, etc)
- Transfer emails to another agent or to another queue, or place it on hold in a personal queue to be answered by the same agent
- Manage the entire customer interaction, even if the customer chooses to use multiple channels of communication (eg Voice, Social Media, SMS, Web-Chat or Email)
- Access built-in knowledgebase solutions so agents can respond accurately
- Measure the performance of email customer service using a comprehensive range of reports
- Emails are routed to agents based upon their skills and availability

Take control of your organisation's email interactions

Advanced and intelligent routing

- Skill-based routing
- Add intelligence with the scripting module

Email in queue

- Integrate email with normal workflow
- Leverage advanced reporting

Complete overview

- Multi-channel interactions
- Interaction history
- Knowledgebase access

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.