

# Puzzel Contact Centre Solution

## Puzzel Integrations



The modern contact centre is to a large extent based on data management. CRM systems, knowledgebases, analytics, workforce management; these should all be familiar terms to anyone in the contact centre industry, and it is an ongoing challenge to incorporate all the benefits from these systems without drowning in both data and applications.

Puzzel Contact Centre Solution can work with, report to, or integrate with any third party environment. This is made possible through a range of out-of-the-box integrated solutions that sit inside the Puzzel platform, as well as bespoke integrations. Whatever the requirement, Puzzel's skilled solution architects will work with you to create exactly what is right for your contact centre, leveraging our range of customised integration options based on our powerful APIs.



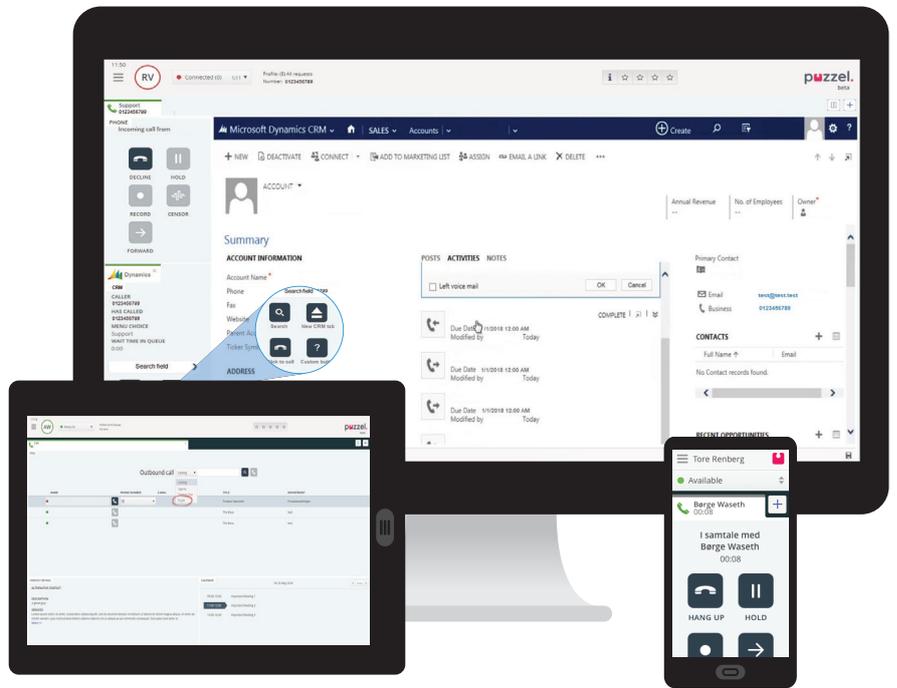
*"Puzzel has developed a standard CRM agent application embedded into commonly used CRM systems. This includes MS Dynamics, MS Unified Service Desk, Salesforce, Zendesk, SuperOffice and Oracle. These integrations allow you to enhance overall efficiency, increase sales, reduce cost and provide a superior customer experience."*

Raymond Vartdal, Product Manager  
Partner and Integration



# Functions

- Standard integrations
- Bespoke integrations
- Partner integrations
- Open APIs
- UC/PBX presence integrations
- Skype for Business integration



## Benefits offered by Puzzel Integrations

- As an application specialist, Puzzel can ease the path to smooth integration by effortlessly linking together CRM systems to boost efficiencies and productivity
- CRM integrations leads to tangible results, including reduced handling time, better first call resolution, increased efficiency, reduced errors and fewer duplicate tasks, and more personalised customer service
- Puzzel has out-of-the-box integrations with leading CRM systems like Salesforce, Microsoft Dynamics, Oracle CRM, and Zendesk
- Puzzel's out-of-the-box integration with Skype for Business synchronizes presence information between Puzzel and Skype, and gives your agents quick access to their colleagues for quick consultations
- Puzzel's contact centre solution can integrate seamlessly with industry leading speech recognition applications, allowing you to reduce customer effort and costs by enabling companies to automate the handling of incoming customer calls through the IVR, as automated systems can be available when agents are not, enhancing availability and customer experience
- Puzzel supports integration to presence information taken from major UC/PBX suppliers both for the purpose of detecting agent availability or to search in Puzzel for presence indicators for colleagues outside the contact centre
- We provide a range of customised integration options enabling both front-end and back-end systems to dip into the knowledge and functions of Puzzel using Application Programme Interfaces (APIs)

## One solution to manage all your customer interactions

<h3>Extensive CRM integrations</h3> <ul style="list-style-type: none"><li>Salesforce</li><li>Microsoft Dynamics</li><li>Zendesk</li><li>Oracle</li></ul>	<h3>Information integration</h3> <ul style="list-style-type: none"><li>Advanced routing</li><li>Better customer experience</li><li>Improved agent convenience</li></ul>	<h3>Partner integrations</h3> <ul style="list-style-type: none"><li>Advanced Email &amp; Ticketing</li><li>Workforce Management</li><li>Connectivity</li><li>...and more</li></ul>
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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.