

Puzzel Contact Centre Solution

Voice



Puzzel Voice is a flexible, scalable, fully integrated cloud contact centre solution that offers increased productivity and manages inbound and outbound contacts in a highly proactive way. The intuitive user interface allows agents to easily receive and make calls depending on their skill set.

Managers and agents can see the real-time status of queues and monitor individual and team performance, enabling them to adjust their activities to deliver tangible improvements in customer service. The solution links seamlessly with other business directories and critical CRM systems.



Since first deploying Puzzel's cloud-based contact centre technology, we have maximised the amazing capabilities and flexible powers of the solution to explore new functionality and features that meet the needs of today's customer. We now employ approximately 300 agents spread across three main offices. Skill-based routing effortlessly directs a massive 90,000 calls every month to agents with the right knowledge and expertise, dramatically enhancing the overall customer experience.

Planning and Resource Manager, Affinity Water



Features

Softphone

IVR

Outbound Dialer

Call Recording

Call Back Request

Wallboards

Graphical Call Flow Tool



Benefits of Puzzel Voice

- Modern, intuitive and straightforward interface
- Easy and quick to deploy independently of your current phone solution
- Location independent meaning its ideal for home, mobile or remote workers
- Routes inbound enquiries automatically to ensure they are answered quickly by the most skilled, first available agent
- Allows agents to see the real-time status of queues
- Presents agents with essential caller information and single view of customer to deliver highly personalised customer interactions
- Allows inbound and outbound calls to be combined and blended, including all dialer modes
- Web based Administration portal for management and supervisors, giving full control of the solution
- Extensive web based graphical Call Flow tool to manage call and business logic
- Mobile apps for users, supervisors and admin to use Puzzel on the go
- Cloud-based technology minimises downtime and in-house technical resources
- Security certified and compliant to regulations

One solution to manage all your customer interactions

Extensive CRM integrations

- Salesforce
- Microsoft Dynamics
- Zendesk
- Oracle

Multi-Channel Capabilities

- Web Chat
- Social Media
- Email
- SMS

Powerful Administration Portal

- Reporting
- Quality Monitoring
- User Management
- Queue Management
- And much more...*

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.

puzzel.com

puzzel. Solving Customer Interactions