Puzzel Contact Centre Solution

Web Chat

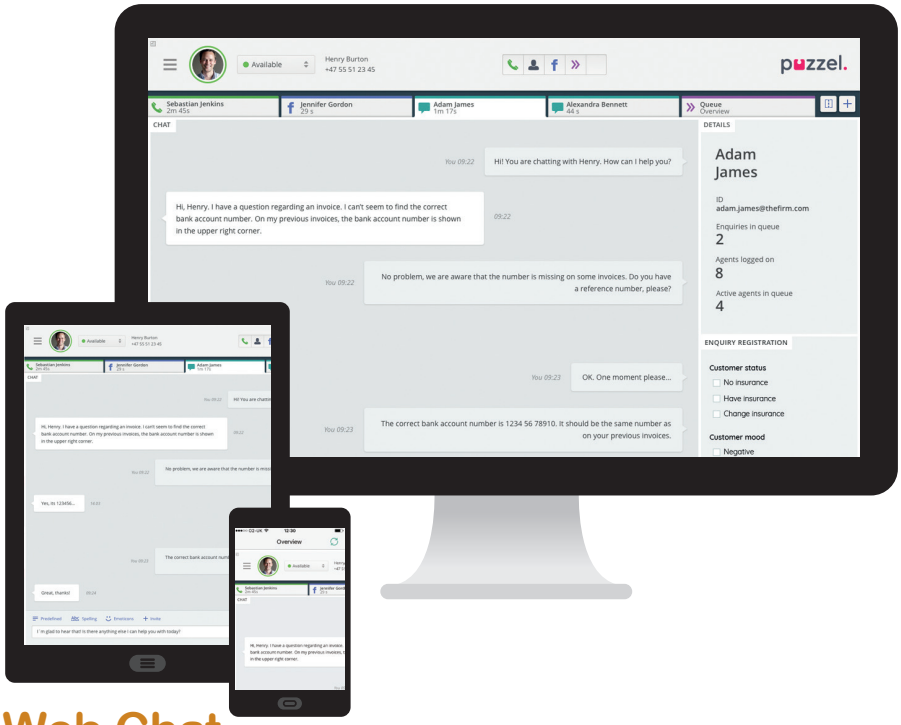
Puzzel Web Chat is a convenient way for your customers to get in touch with you on your website. It can easily be configured to switch on and off depending on agent availability, skills or other business conditions. Furthermore, as Web Chat is lower in cost than a phone call and email, this channel tangibly reduces costs and increases productivity.

These are exciting times for us as the introduction of our new Web Chat service expands our ability to communicate with residents. Our online portal with Web Chat puts greater control in the hands of residents and because Puzzel allows our customer service representatives to deal with more than one enquiry at the same time, residents benefit from a real-time response and speedier contact resolution.

Customer Service Manager at Affinity Sutton

Features

- **Multi-device**
- **Design flexibility**
- **Web Chat structured messaging**
- **Web Chat survey**
- **URL tracking**
- **Spell check and Emojis**
- **Transfer chat or invite another agent to join conversation**
- **Hidden chat messages to other agents**



Benefits of Puzzel Web Chat

- Cloud based solution easy to implement across your online presence
- Location independent meaning it is ideal for home, mobile or remote workers
- Modern, intuitive and straightforward interface for the agent, and easy to deploy javascripts for your website manager
- Faster, enhanced customer service as multiple chat enquiries can be handled simultaneously using any device
- Serve all customer interaction through one agent user interface
- Skills based routing based on configurable business rules
- Private chat feature so agents can consult with each other and share knowledge
- Supports adherence to pre-defined Service Level Agreements (SLAs)
- Recording functionality facilitates superior quality monitoring
- Transcripts of conversations can be emailed to customers, boosting transparency and customer trust
- Up-to-date metrics puts managers in complete control
- Web based Administration portal for management and supervisors
- Mobile apps allow users, supervisors and admin to use Puzzel on the go
- 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.