

Puzzel expands into Finland with a new office in Helsinki

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Oslo, Norway - Puzzel (formerly Intelcom's contact centre division) opens its first office in Finland and now covers the whole of the Nordic region with sales and support operations for its cloud-based contact centre solution

The new office opened in the beginning of 2018, the expansion a result of last year's decision by the largest insurance company in the Nordic and Baltic countries – If – to go with Puzzel to build a multi-channel cloud-based contact centre. This will be the largest cloud-based contact centre in Europe, as If has over 3400 agents. The Puzzel solution includes telephony, web chat, Facebook, e-task (e.g. e-task in CRM) and SMS.

"Our new Finnish subsidiary adds to the 150 existing Puzzel employees in the rest of Europe. The fact that If chose us as a supplier for the whole of the Nordic region is proof that Puzzel has what it takes to help large organizations build contact centre solutions across many different geographical areas," said Børge Astrup, CEO of Puzzel.

Puzzel offers digital cloud-based solutions to improve customer contact. With smooth and seamless contact centre and payment solutions, organizations are able to communicate with their customers via phone, web chat, email, social media and robotized services. Chat bots and other automation services are being requested more often as part of customer service solutions.

"It is very exciting that through the expansion in Finland we now cover the entire Nordic region. Our services are highly relevant regardless of geography. Almost every company can take advantage of Puzzel because it is easy to install, scalable and flexible. At the same time, it can be integrated with virtually all existing technology needed in contact centres today," said Gunnar Aasen, Vice President Sales and responsible for the Finnish office.

Puzzel's new office is centrally located in Helsinki and the number of employees will increase as required.

About Puzzel

Puzzel builds on 20 years' heritage. It was one of the first pioneers to develop a cloud-based contact centre. Puzzel also encompasses leading mobile messaging and mobile payments to deliver a flexible and customisable customer interaction platform to meet the needs of today's omni-channel and mobile environments. Puzzel can be adapted to accommodate from one to several thousand agents using any device, in any location and integrates with multiple applications seamlessly.

Headquartered in Oslo, Norway, Puzzel employs people who are all passionate about delivering innovative customer interaction solutions for contact centres and mobile environments.

For more information please visit Puzzel (<http://www.puzzel.com>) or contact:

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