

Puzzel ramps up social media capabilities with direct links to WhatsApp and Trustpilot.com

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Latest release of Puzzel's cloud contact centre solution includes a new social media platform and tighter integration with Microsoft Dynamics 365 to deliver a complete omni-channel customer experience

Oslo, Norway - Puzzel has announced new functionality in the latest release of its cloud-based contact centre solution, designed to facilitate the agent experience and provide a far greater choice of social media communications options for customers. The company has launched a brand-new social media platform with links directly to WhatsApp Messenger and consumer review website Trustpilot.com from its new agent application. At the same time, Puzzel has embedded Microsoft Dynamics 365 integration into the core contact centre application to accelerate the availability of customer relationship management information from one unified user interface.

Christian Thorsrud, Product Manager at Puzzel commented, "As many more customers use social media networking sites to interact with brands, contact centres are responding to this demand by taking full responsibility for managing social media on behalf of the whole organisation. Our latest product release gives contact centres the flexibility to add new social media channels rapidly as well as elicit instantaneous feedback that today's connected generation has come to expect. A highly customisable agent application and deep integration with CRM systems such as Microsoft Dynamics provide agents with all the information they need to understand and anticipate client needs and so deliver a swift, personalised and effortless customer experience."

Using Puzzel's new agent application, advisors are able to access and blend voice and multimedia channels as well as the latest WhatsApp and Trustpilot.com social media channels and conduct several simultaneous conversations at any one time. They can also configure their desktop environment by using Widgets that allow every agent to be presented with the information and functionality most relevant to them in any given situation without switching screens or resorting to pop-ups.

The latest release of Puzzel's cloud contact centre solution is now available. The functionality is also available in the Finnish language to support new customers as the company extends its footprint across the Nordic region. For more information on Puzzel's complete solutions portfolio and this latest release, visit Puzzel (<http://www.puzzel.com>)

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About Puzzel

Puzzel is a leading Cloud Contact Centre software provider that builds on over 20 years' of heritage. It was one of the first pioneers to develop a cloud-based contact centre. Today, Puzzel combines its flexible omni-channel technology with Artificial Intelligence (AI) to provide complete customer interaction solutions in a digital age.

Puzzel was named a Challenger in the Gartner Magic Quadrant for Contact Center as a Service, Western

Europe Report 2018 for the fourth consecutive year for its strong growth, functional capabilities, strengths in standards and compliance, customer service and support. With offices in 6 European countries Puzzel is passionate about being close to its customers and to deliver innovative solutions to solve customer interactions.

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

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