

Newstel GmbH selects Puzzel for global contact centre

Submitted by: PR Artistry Limited

Thursday, 11 July 2019

New solution to support 45 staff in Germany, Poland and the Philippines as agents handle 25,000 email contacts every month.

Puzzel, a leading European omni-channel cloud contact centre software provider, has announced that high quality contact centre Newstel GmbH has selected Puzzel's email customer service solution. The technology will support Newstel's multilingual customer support operations based in Germany, Poland and a round-the-clock contact centre in the Philippines. Initially, 45 agents and supervisors will use the new Puzzel system to handle around 25,000 email enquiries every month. Over time, Newstel plans to expand the Puzzel implementation to all channels including Live Chat, social media and voice.

Early in 2019, Newstel took the decision to replace its existing system. It set out to evaluate the marketplace in search of a new technology partner which could offer complete, sophisticated functionality backed up with good all-round support.

Thomas Stuber-Mayer, Project Manager at Newstel's contact centre in Hamburg, Germany commented, "We are changing what it means to be a contact centre with our innovative cross border platform. We are very happy to work with Puzzel and its impressive product portfolio to provide industry-leading solutions to help drive a competitive advantage for our customers. The highly responsive and reliable team at Puzzel is always eager to help. We look forward to continuing our work with Puzzel to transform the nature of contact centres and improve customer satisfaction."

Puzzel has provided Newstel GmbH with its new Agent Application to ensure a fast and easy implementation. Ultimately, Puzzel's superior email capabilities will underpin and vastly enhance Newstel's own dedicated email support service. Using one single, integrated solution, contact centre agents are able to route and queue emails to the right-skilled agent, manage blended customer interactions, for example, where email dialogue might start as a voice or Chat conversation, then measure and report on the performance of all emails. They can take advantage of real-time data, accurate historical records and a flexible knowledge base to deliver fast, highly personalised responses to minimise the possibility of lengthy follow-ups.

Børge Astrup, CEO of Puzzel concluded, "Despite the rise in Web Chat and social media, email communication remains the preferred option for many consumers. Smart organisations like Newstel recognise this and understand the importance of holding high quality conversations whatever the channel. They can trust our cloud-based solution to connect with the customers of some of the world's leading brands, they count as their customers, through swift and satisfying email interactions that simultaneously strengthen their omni-channel contact centre environment."

About Newstel GmbH

Founded in 2015, Newstel GmbH is a high-quality contact centre based in Hamburg, Germany, offering a complete multilingual customer support operation on demand. Urban Outfitters or Wolfson Berg are just two of their many happy clients that trust the team with their brand representation. With offices in Hamburg, Manila and Warsaw they ensure European quality with competitive prices while the 50 plus employees –

native speakers from all over the world – connect with customers around the globe. Newstel GmbH takes a contemporary approach to team spirit and work performance, which doesn't only increase customer satisfaction but also sales. For more information please visit www.newstel-gmbh.com

About Puzzel

Puzzel is a leading cloud-based contact centre software provider and one of the first pioneers to develop a cloud-based contact centre offering. Today, Puzzel combines its omni-channel technology with artificial intelligence capabilities to provide comprehensive, end-to-end customer interaction solutions in an age of digitisation. Puzzel was named a Challenger in the 2018 Gartner Magic Quadrant for Contact Centre 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. The company is headquartered in Oslo, Norway, with offices in six European markets including the U.K. For more information, please visit Puzzel (<http://www.puzzel.com>).

Contacts

Press contact: Mary Phillips

PR Artistry Limited

T: +44 (0)1491 845553

E: mary@pra-ltd.co.uk