

CX Rockstar takes to the stage at Puzzel Get Connected 2019

Submitted by: PR Artistry Limited

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Contact centre event on Thursday 19th September at the China Exchange, 32A Gerrard Street, London – 09.00 to 14.00 hours

Puzzel UK, a leading provider of cloud-based contact centre solutions, is hosting Get Connected 2019, its annual event for contact centre professionals on Thursday, 19th September at the China Exchange, a former BT telephone exchange in London's Chinatown. The half-day conference, entitled Welcome to the hybrid workforce – humans and technology working together - will explore how contact centres are seeking to blend the best that man and machine have to offer to drive operational efficiencies and customer engagement. This follows the result of a recent study of 34,000 consumers across 18 countries by Puzzel's partner Verint, in which 60% of those surveyed expect to engage with an organization via any channel at any time making an 'always-on' service strategy a critical success factor (i).

Marjie Gould VP of Marketing at Verint will present the findings of "Engagement in the Always-on Era – How humans and technology work hand-in-hand to meet rising expectations" research at the event on Thursday 19th September 2019.

Over 150 delegates from around the UK are expected to attend Get Connected 2019, which features a line-up of industry speakers and presentations covering trends in customer service and contact centres. The popular annual event also provides an opportunity to take a closer look at Puzzel's latest technology and the chance to network with peers.

Puzzel extends a special welcome to the keynote speaker, Customer Experience Rockstar James Dodkins, who is a best-selling author and host of Amazon Prime's 'This Week in CX'. Dodkins will introduce delegates to CX Rules for Rockstars. James will draw on real-life stories from his award-winning days as a guitar player in a heavy metal band to energise, empower and inspire the audience with 5 top tips for improving the customer experience.

Thomas Rødseth, Chief Technical Officer at Puzzel commented, "Organisations are turning to automation to cope with increased volumes and demand but they must blend this with a high-quality customer experience that includes the ability to engage with a human when needed in a totally seamless way. To achieve this, contact centre agents welcome technology that provides them with the right information at the right time. At this year's Get Connected, delegates have the opportunity to meet Puzzel's new bot for agents through a live demonstration of Agent Assist. They will also learn how to build a well-being strategy in their contact centre and harness the full potential of a hybrid workforce to increase productivity and enhance CX. We look forward to a highly interactive session as delegates and speakers share their knowledge and experiences at this free event."

Puzzel's new Agent Application and Agent Assist bot make a powerful value proposition. With everything on one screen, advisors can access and blend all voice and multimedia channels including social media and conduct multiple simultaneous conversations at any one time. Through the utilisation of complex AI technology, Puzzel's solutions gather relevant data from previous enquiries as well as the ongoing request to provide information to the agent and suggest responses without switching screens or resorting

to pop-ups.

For more information on Puzzel's new Agent Application and Agent Assist, visit Puzzel (<http://www.puzzel.com>)

To secure a seat at Get Connected 2019, please register on Puzzel's website (<https://www.puzzel.com/uk/events/get-connected-2019/>)

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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>).

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(i)“Engagement in the Always-on Era – How humans and technology work hand-in-hand to meet rising expectations” - Verint Systems Inc in association with Opinium Research LLP. Verint's press release: (<https://www.verint.com/press-room/2019-press-releases/study-shows-two-thirds-of-consumers-prepared-to-flee-to-brands-off>)