

Puzzel taps into the power of Artificial Intelligence to launch Agent Assist

Submitted by: PR Artistry Limited

Thursday, 17 October 2019

Latest release supports a unified knowledge experience that captures, analyses and records customer sentiment to enhance contact centre interactions

Puzzel has announced the latest capabilities of its cloud-based contact centre solution, designed to add a new dimension to agent and customer self-service. Puzzel's Agent Assist, based on Artificial Intelligence (AI), empowers agents with instant access to intelligent information from a wide range of enterprise applications including CRM systems, Chatbots and knowledgebases. Agents can benefit from powerful sentiment analysis functionality, capturing and recording the mood of the customer based on current and previous conversations. This added dimension provides vital intelligence to help improve the customer experience (CX) in a highly proactive way. Agent Assist is made possible by the launch earlier this year of Puzzel's advanced agent desktop application that coincided with tighter integration with Microsoft Dynamics 365 and Salesforce.com to deliver a complete omni-channel customer experience.

Kristoffer Lundnes, Vice President of Innovation at Puzzel commented, "As customer expectations for fast, accurate, round-the-clock service rise, many contact centres rely increasingly on self-service to boost their operations. While agents enjoy the challenge of handling the most sensitive or complex issues, they are equally under pressure to deliver consistently high levels of quality and efficiency. At the same time, their managers often struggle with the additional training demands necessary to maintain a super-skilled, knowledge-rich environment. Puzzel's latest development focuses on helping agents and managers with their respective challenges. Agent Assist works closely alongside the advisor, acting as a valuable aide to bring the information into one unified application."

Using Agent Assist, advisors are presented with the information that is most relevant to their customer enquiry without switching screens or resorting to pop-ups. An intelligent AI tool, Agent Assist searches quickly and efficiently for the right content from a variety of data sources by analysing and understanding the wording and sentiment of both present and past customer conversations. This information is used by Agent Assist to help provide advisors with suggested responses to solve customer queries. Advisors can even interact with Agent Assist themselves and use customer information and feedback to improve AI bot learning.

Kristoffer Lundnes added, "Puzzel's Agent Assist delivers five key benefits to help organisations overcome their top contact centre challenges today. Our latest innovation is designed to give customers the correct information, increase first time resolution rates, enhance customer satisfaction, lower average handling times and accelerate training of new employees. Always one step ahead, Agent Assist is already in full production and consolidates information from the widest possible range of data sources. It is an all-in-one solution that maximises the potential of today's increasingly hybrid workforce where AI tools and emotionally intelligent agents work together to improve contact centre performance and CX."

The latest release of Puzzel's cloud contact centre solution is available from 15th October 2019. For more information on Puzzel's complete solutions portfolio and this latest release, visit [Puzzel](#)

(<http://www.puzzel.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>).

Press contact: Mary Phillips

PR Artistry Limited

T: +44 (0)1491 845553

E: mary@pra-ltd.co.uk