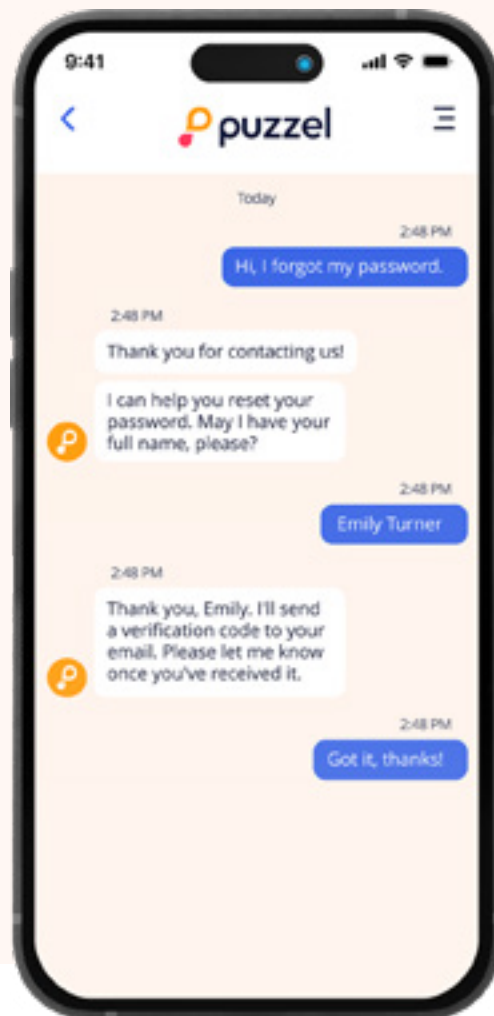# Fast resolutions.
Powered by AI.

Wow your customers with better and faster service thanks to the all-new Puzzel Chat Agent.

Puzzel's Chat Agent delivers swift service 24/7, contextual responses, and seamless customer journey orchestration. With its advanced capabilities, it helps contact centres eliminate waiting times and resolve queries at lightning speed, empowering your agents and delighting your customers.

Benefits include:

Task automation
From password resets to data lookups, the Chat Agent automates routine tasks, freeing up your agents to focus on more value-added activities.

Pioneering language understanding
Trained with real-world examples, the AI understands context, misspelling and synonyms.

Language agnostic
Serves your customers wherever they are in the world and whatever language they speak.

Quick and easy setup
Get up and running fast with minimal IT involvement and seamless integration into your existing systems.

Workflow facilitation
One tool for development, testing, production, diagnostics, change logging and more.

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Streamline your support workflows with *AI-human synergies*.

The Puzzel Chat Agent initiates and resolves enquiries, directs customers to relevant knowledgebase content, and seamlessly transfers to human agents when needed, including chat history and suggested solutions - no need for repetition.

And *the results* speak for themselves.

98%
issue identification accuracy

75%
of queries solved automatically

95%
decrease in waiting time

"Implementing Chat Agent and supporting agents at one.com has proven to create a true value. The Chat Agent is able to assist the agents by welcoming all customers, investigate issues by asking in-depth questions, do look-ups in the database before handing over to an agent."

- Mikkel Nedza, former Customer Success Director at One.com

ISAE ✅ 3000
C E R T I F I E D

Security you can trust.

Puzzel is proud to offer one of the most secure AI platforms on the market, evidenced by our ISAE 3000 certification and annual GDPR audits.

Part of the Complete Puzzel Virtual Agent Suite

The Puzzel Chat Agent is a key component of the Puzzel Virtual Agent Suite, which includes solutions for voice and email alongside chat. Together, these AI-driven agents transform contact centres by:

- Delivering consistent, intelligent support across all channels.
- Automating routine tasks to save time and resources.
- Seamlessly blending AI efficiency with human empathy.

Explore the full suite to elevate every aspect of your CX operations. To learn more or request a demo, visit www.puzzel.com

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