

Conversational Intelligence.

Real insights. From real conversations. Powered by AI

Unlock the full potential of every customer call with AI-powered insights. Conversational Intelligence helps you improve call handling, reduce average handling time, and boost team performance—ensuring a better experience for your customers, every time they dial in.

Elevate every conversation with AI



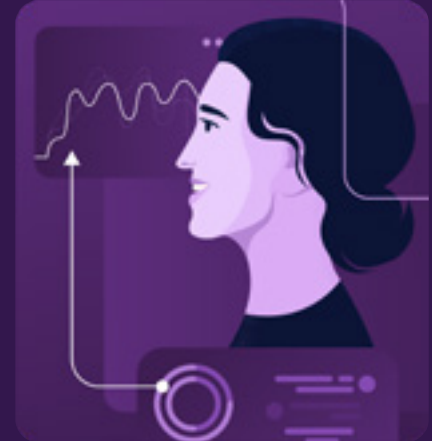
Unlock the power of meaningful interactions

Unlock the power of meaningful interactions. Use conversational AI to uncover what works best in customer dialogues. Continuously refine your approach to create more meaningful interactions and improved outcomes.



Support agent development

Give your team the insights they need to enhance communication skills, service quality, and efficiency—helping them build stronger customer relationships with every call.



Gain deeper customer insights

Reduce churn and enhance retention with AI-driven insights. Identify the reasons behind repeated calls, strengthen loyalty, and take proactive steps to win customers back.

Key features & benefits

For your customers

Reduce average handling time

Identify inefficiencies and knowledge gaps that cause long or repeat calls, making it easier to resolve issues faster and more effectively.

More meaningful interactions

Conversational AI uncovers what works best in customer dialogues, continuously refining interactions for more personalised service.

Higher satisfaction, stronger loyalty

Identify pain points, elevate service quality, and improve retention rates, ensuring long-term customer loyalty.

For your agents

Transform your agents from good to great

Make tailored coaching material to help agents continuously improve communication skills and service delivery.

More time for value-add tasks

Generative AI transcribes and summarises calls, reducing admin tasks and minimising stress, so agents can focus on customers with more confidence and efficiency.

Smarter coaching & quality assurance

Automated and manual QA tracks agent performance to ensure compliance and improve coaching.

Truly understand your customers.

AI-driven analytics measure customer satisfaction and sentiment from every call, helping you identify pain points, improve service quality, and enhance customer experience—without relying on manual surveys or assumptions.

The results speak for themselves.

↑ **62%** Increase in CSAT

↓ **25%** Reduction in contact centre costs

↑ **44%** Improvement in customer retention

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“We want to ensure our customers feel happy and satisfied when they interact with us. Puzzel has given us a concrete way to work with something as abstract as conversations. It has made it possible to assess quality – something that was previously very difficult to evaluate.”

Elevate your customer conversations. Every time they dial in.
To learn more or request a demo, visit puzzel.com

