

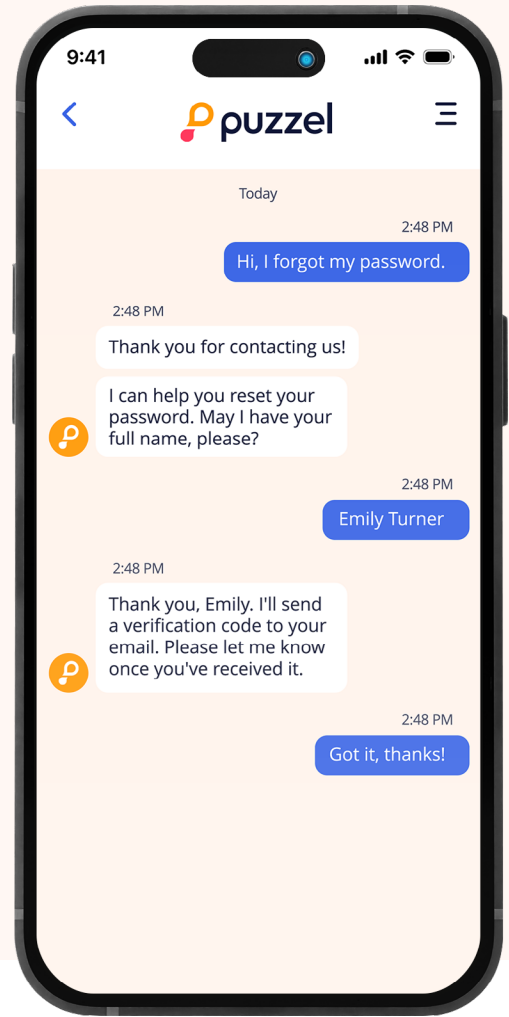
Fast resolutions. *Powered by AI.*

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

Puzzel's State of Contact Centres 2024 research found that self-service tools like AI chatbots are quickly growing in popularity. They are so important that 64% of contact centre leaders identify chatbots as a critical focus for the next 12 months.

AI chatbots can benefit contact centres in many ways, ensuring swift service 24/7, contextual responses and customer journey orchestration.

Puzzel's all-new chatbot enables you to provide better and faster customer service, eliminating waiting times and resolving queries at lightning speed.



Benefits include:

Task automation

Including password resets, data lookups and more, saving agents time for more value-added tasks.

Pioneering language understanding

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

Language agnostic

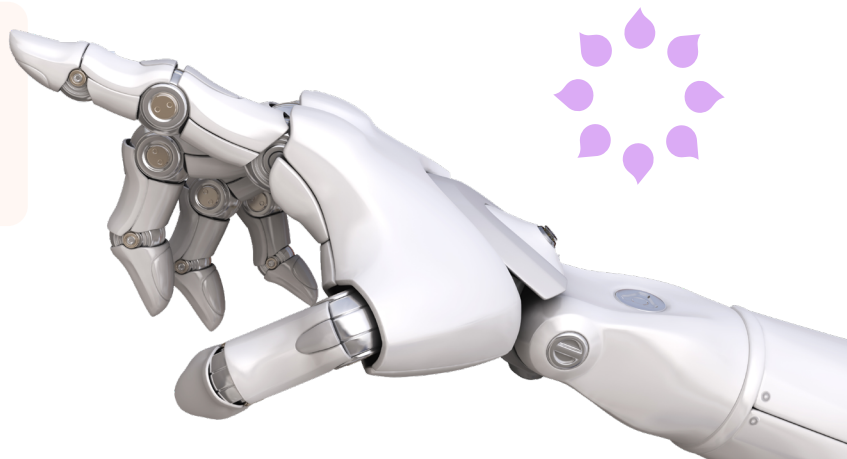
Serves your customers wherever they are in the world and whatever language they speak.

Chat framework integration

Integrates with a number of existing vendors for smooth agent handovers.

Workflow facilitation

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



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

The Puzzel chatbot 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 chatbot and supporting agents at one.com has proven to create a true value. The chatbot 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

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.

ISAE  3000
CERTIFIED

Elevate your chatbot game today!

To learn more or request a demo, visit
www.puzzel.com/platform/ai-chatbot

