

# Puzzel Contact Centre Solution Identification and Verification



When dealing with a customer query, it may be necessary for your agents to verify the customer's identity before disclosing information or initiating a workflow in your organisation. In such cases, Puzzel's Identity and Verification (ID&V) module will help your agent guide the customer easily and securely through a simple step-by-step identity verification process.

The ID&V module is a web app that allows you to securely verify the identity of a customer during an interaction on a phone or a chat, in a visually assisted step-by-step manner. Alternatively, the module can function as a service which can be integrated with your existing IVR or used in a chatbot deployment.



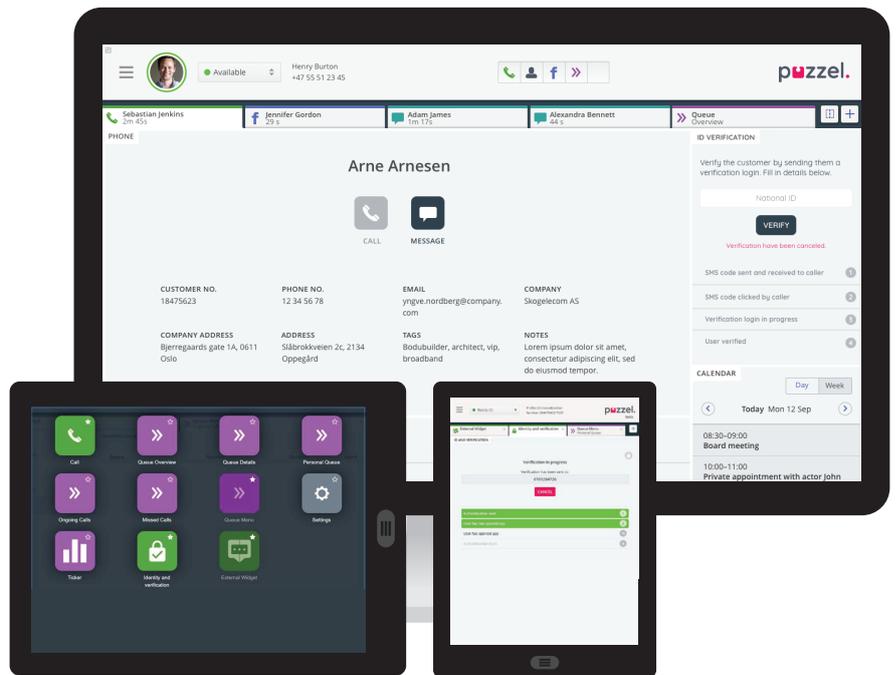
*"Your customers are familiar with and have been using electronic ID and SMS One-Time Passwords in their day-to-day lives for a long time, for purposes ranging from logging in to their favourite website to online shopping or sorting out their taxes. Puzzel's ID&V module brings that same degree of trust to your customers' interactions with your organisation, while simplifying the experience for both your customers and your agents."*



Mashud Ahmed, Puzzel Innovation Manager

# Functionality

- Broad eID scheme support
- SMS One-Time Password
- Email verification
- Phone number verification
- Verification progress indicator
- Phone and email recognition



## Advantages offered by ID&V

- Securely identify your customers in any channel
- Provide your agents with the assurance that they are speaking to the right person
- Mitigate risk of identity fraud
- Safeguard sensitive information
- Use known and trusted methods that customers are already familiar with
- Helps you meet compliance and regulatory requirements
- Enabling self-service and automation in tasks involving sensitive information
- Puzzel's ID&V solution supports multiple electronic ID services in different regions through a single hub with a unified interface

## Securely identify your customers

### Multiple eID schemes

- Norwegian & Swedish BankID
- SMS or email One-Time Password
- And more

### Increased security

- Protect sensitive information
- Trusted providers
- Auditability

### Simply secure

- No more security questions
- Streamlined process
- Trust through familiarity

## About Puzzel

Puzzel is a leading provider of customer interaction solutions. With nearly 20 years' experience, Puzzel was one of the first to develop a cloud-based contact centre. Highly flexible and scalable, Puzzel can be adapted to accommodate from one to several thousand concurrent agents using any device, in any location and integrates with multiple applications seamlessly.

Puzzel is one of the few contact centre solutions that is completely multi-channel. Puzzel agents can respond to Phone, Email, Chat, Social Media and SMS enquiries all within the one application.