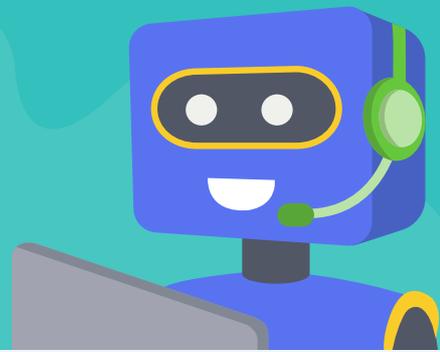


# Puzzel Bot Gateway

Part of the Puzzel Contact Centre Solution



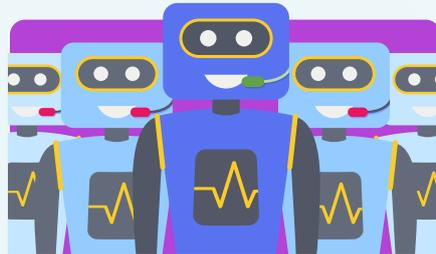
## A flexible chatbot solution for your contact centre

Puzzel's Bot Gateway enables you to connect different chatbot frameworks to your cloud contact centre. It also enables you to seamlessly handover automated chatbot conversations to human agents.



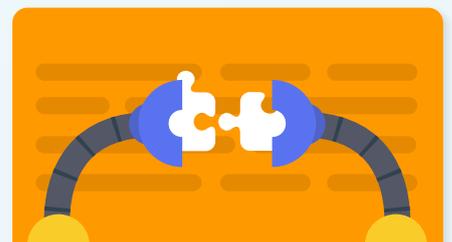
### Reduce agent effort

Reduce the need for agents to perform repetitive, mundane tasks by enabling customers to self-service until human assistance is required.



### Choose your bot

Bot Gateway includes several ready-built connectors for some of the most popular bot frameworks, including Boost.ai, IBM Watson, Kindly.ai, Amazon Lex and Google Dialogflow.



### Easy integrations

Chatbot frameworks that the Bot Gateway does not have standard integrations with can be connected via an API.

## Puzzel Contact Centre



Conversational Platform

## Bot Frameworks



Handover agent



Integrations



Reports

# Why contact centres choose **Puzzel Bot Gateway**



## **Flexible solution**

Our solution is chatbot framework agnostic, allowing you to easily switch between or test different frameworks



## **Powerful AI**

Bot Gateway leverages advanced artificial intelligence via integrations between the chatbot and your contact centre

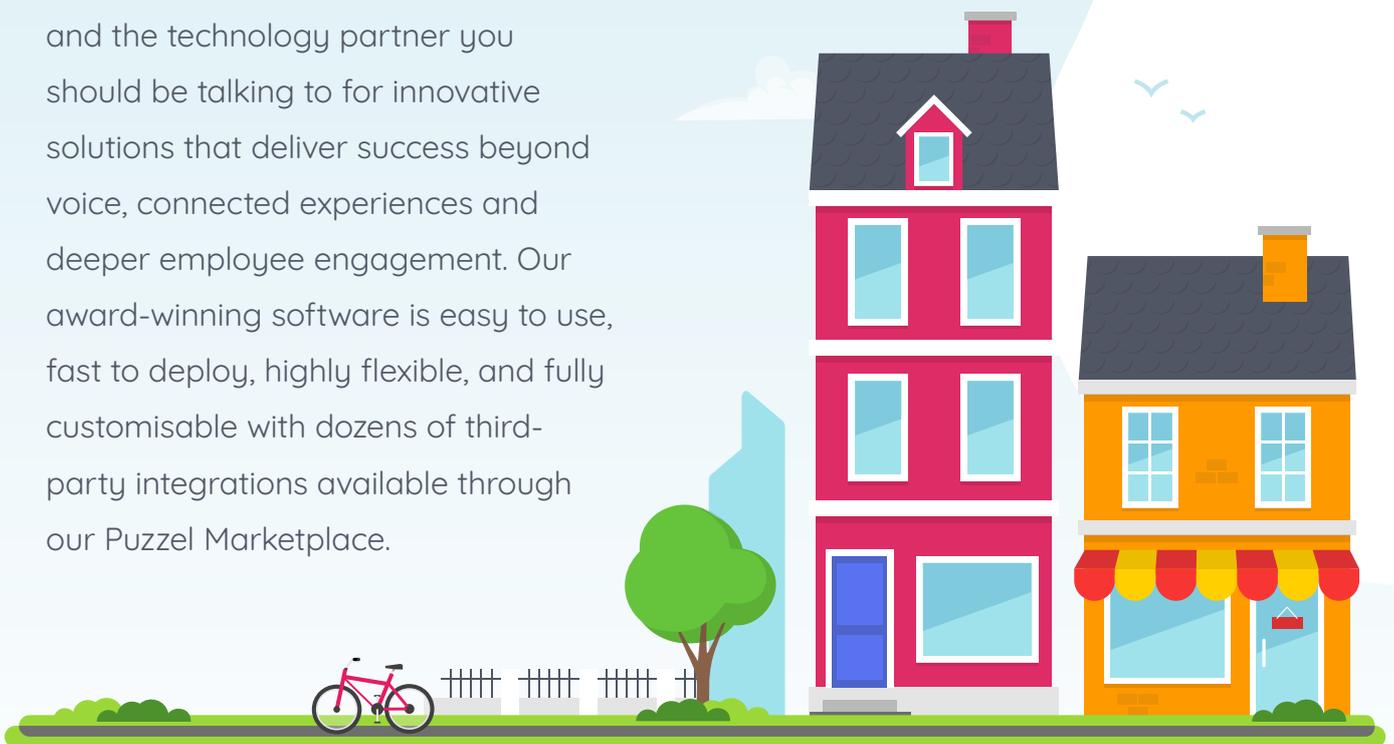


## **Transfer to agent**

Conversations can be seamlessly transferred from the chatbot to a human agent without any loss of context

## **About Puzzel**

Puzzel is the leading European Contact Centre as a Service (CCaaS) provider and the technology partner you should be talking to for innovative solutions that deliver success beyond voice, connected experiences and deeper employee engagement. Our award-winning software is easy to use, fast to deploy, highly flexible, and fully customisable with dozens of third-party integrations available through our Puzzel Marketplace.



**puzzel.**

**Experience Puzzel today!**

To book in your free custom demo visit [puzzel.com](https://puzzel.com)