

Puzzel E-mail

Part of the Puzzel Contact Centre Solution

Fast and efficient customer service

Puzzel E-mail allows your clients to deliver fast, efficient and cost-effective customer service. E-mails are received through the Puzzel Agent Application and can be queued and distributed alongside enquiries from all other channels.



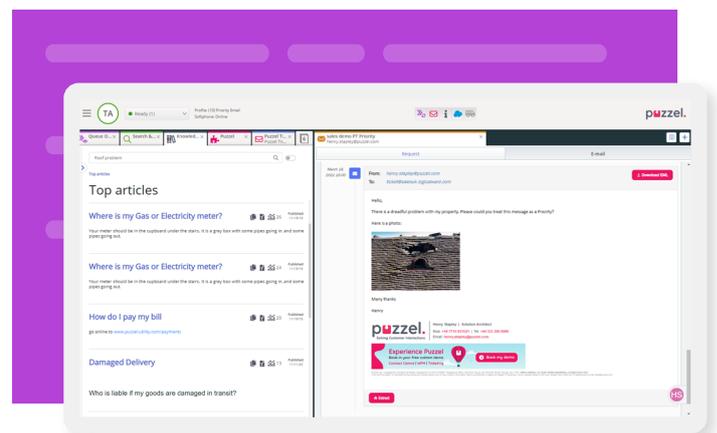
System Queue Name	Media type	Task	Skill	S L A (sec)	Alternative SLA (sec)	Overflow 1 (score)	Overflow 2 (score)	Wrap-up (sec)	Call Recording	Enquiry registration categories
LW Returns	✉	<input type="checkbox"/>	Logicalware Email (Logicalware...)	0	0	0	0		No	[All default]
LW Sales	✉	<input type="checkbox"/>	Logicalware Email (Logicalware...)	0	0	0	0		No	[All default]
sales demo PT	✉	<input checked="" type="checkbox"/>	SalesUK (Skills)	0	0	0	0		No	[All default]
sales demo PT Priority	✉	<input type="checkbox"/>	SalesUK PT Priority (E-mail)	0	0	0	0		No	[All default]
LW Technical Support	✉	<input type="checkbox"/>	Logicalware Email (Logicalware...)	0	0	0	0		No	[All default]
LW Twitter CS	✉	<input type="checkbox"/>		0	0	0	0		No	[All default]

Skills-based routing

Puzzel's intelligent routing algorithm ensures every e-mail is answered by the highest skilled, first available agent.

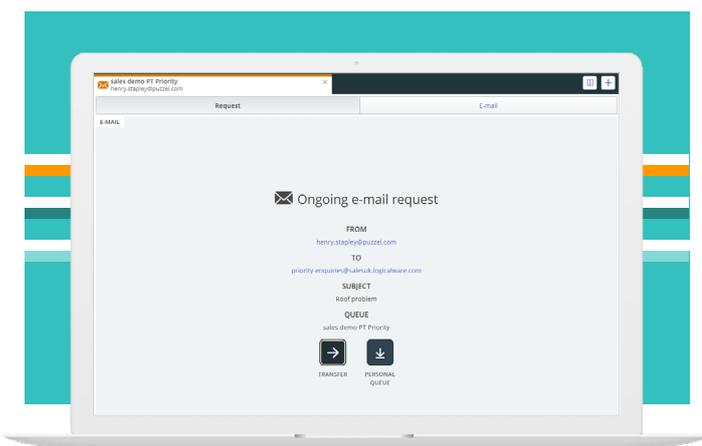
Built-in knowledgebase

Agents can access built-in knowledgebase solutions to help them answer e-mail enquiries quickly, accurately and consistently.



Keyword routing

Agents can transfer e-mails to another agent or queue, or place it on hold in their personal queue to answer at a later time.



Why contact centres choose Puzzel E-mail



Bespoke integrations

Seamless integrations with MS Exchange and CRM to help your clients build the perfect, unified solution for their contact centres



Case management

E-mail case management groups interactions into a connected conversation with templates and automations

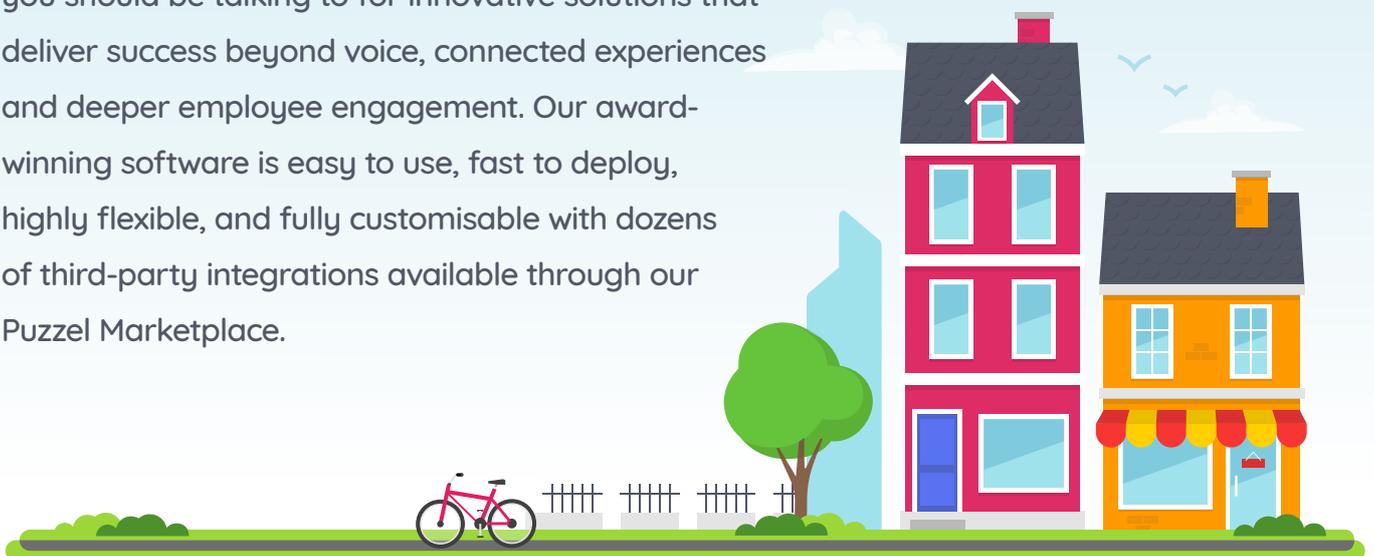


Engaging campaigns

Design and deliver e-mail campaigns to proactively reach out to customers and start two way conversations

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.

Find out more

To learn more about Puzzel E-mail, visit puzzel.com