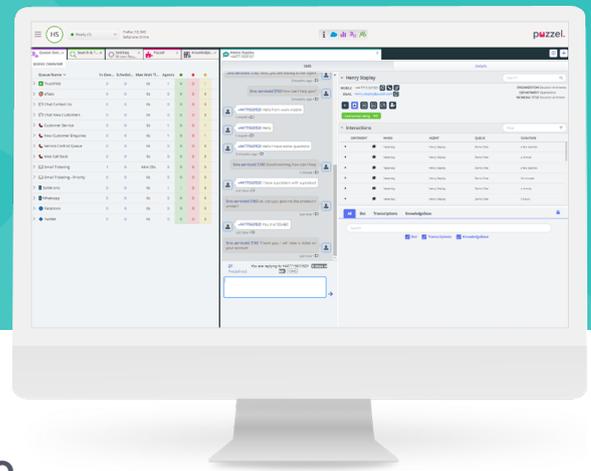


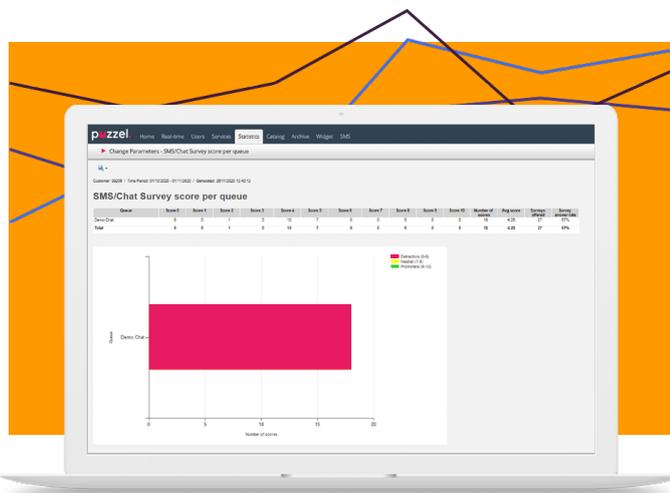
Puzzel SMS

Part of the Puzzel Contact Centre Solution



Impress your busy customers on the go

With Puzzel SMS, you can deliver fast service straight to your customers' phones. More personal than e-mail and more convenient and cost effective than voice, you can save on time and money while building closer, more resilient relationships.

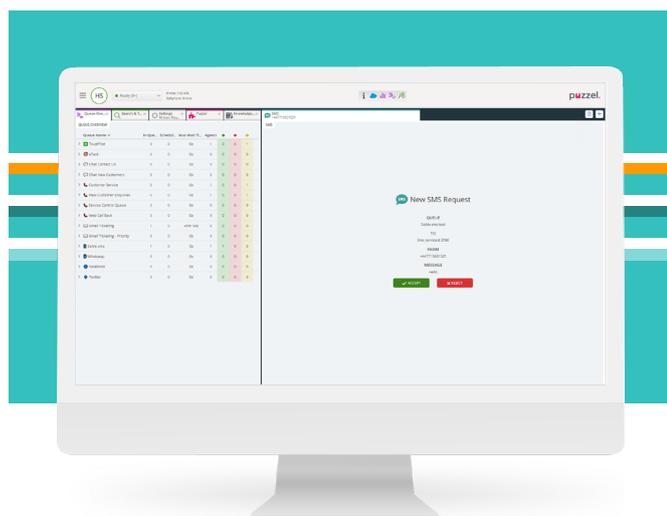
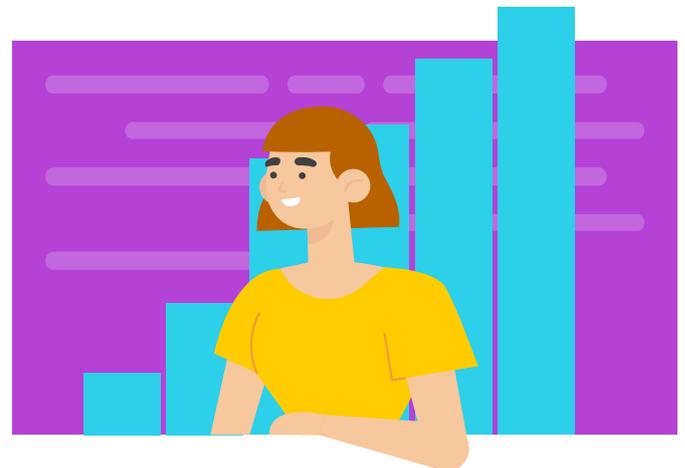


SMS surveys

Follow-up customer service calls with automated SMS messages prompting callers to rate their service and provide feedback for agents.

Engaging campaigns

Design and deliver SMS campaigns to proactively reach out to customers and start two-way interactions.



Channel shift

Take advantage of shortcode SMS numbers to help your customers reach out and to track mobile conversations.

Why contact centres choose Puzzel SMS



- ✓ **Fast responses**
Use standardised message templates to communicate with callers, send notifications or predefined responses
- ✓ **All-in-one application**
Manage your SMS interactions alongside enquiries from all other channels within Puzzel's unified Agent Application
- ✓ **Skills-based routing**
Puzzel's intelligent queuing and routing algorithm ensures SMS enquiries are always handled by the first available agent with the highest skills

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 SMS, visit puzzel.com