

# Salesforce

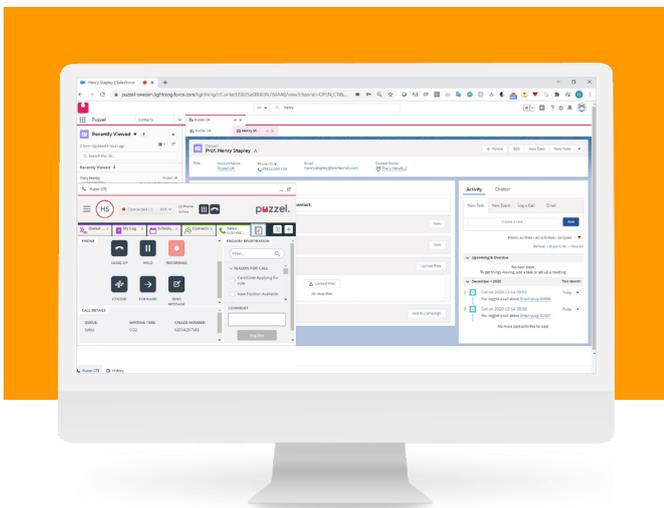
A Puzzel Integration

puzzel.

salesforce

## Feel the force with Salesforce and Puzzel

Your clients can take full advantage of their Salesforce CRM by integrating it with Puzzel's Contact Centre Solution. Puzzel provides agents with all the tools they need to connect with customers and deliver exceptional service all within the Salesforce interface, saving on time and boosting productivity.

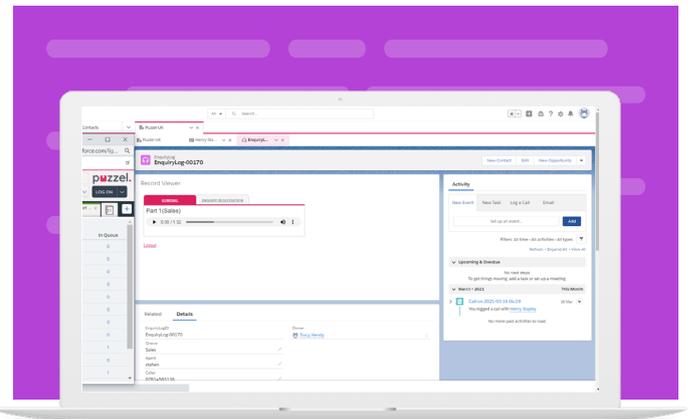


## Complete service solution

Take advantage of a complete contact centre solution with a powerful IVR system, skill-based routing, call blending and callback.

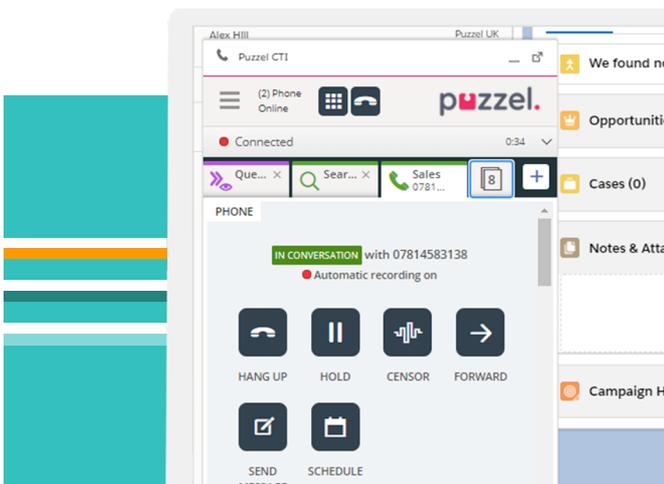
## Reduce agent effort

Eliminate the need for agents to switch between applications and manually transfer data from one application to the other.



## Click-to-Call

Enable agents to launch an outbound call directly from Salesforce, reducing input errors and increasing productivity.



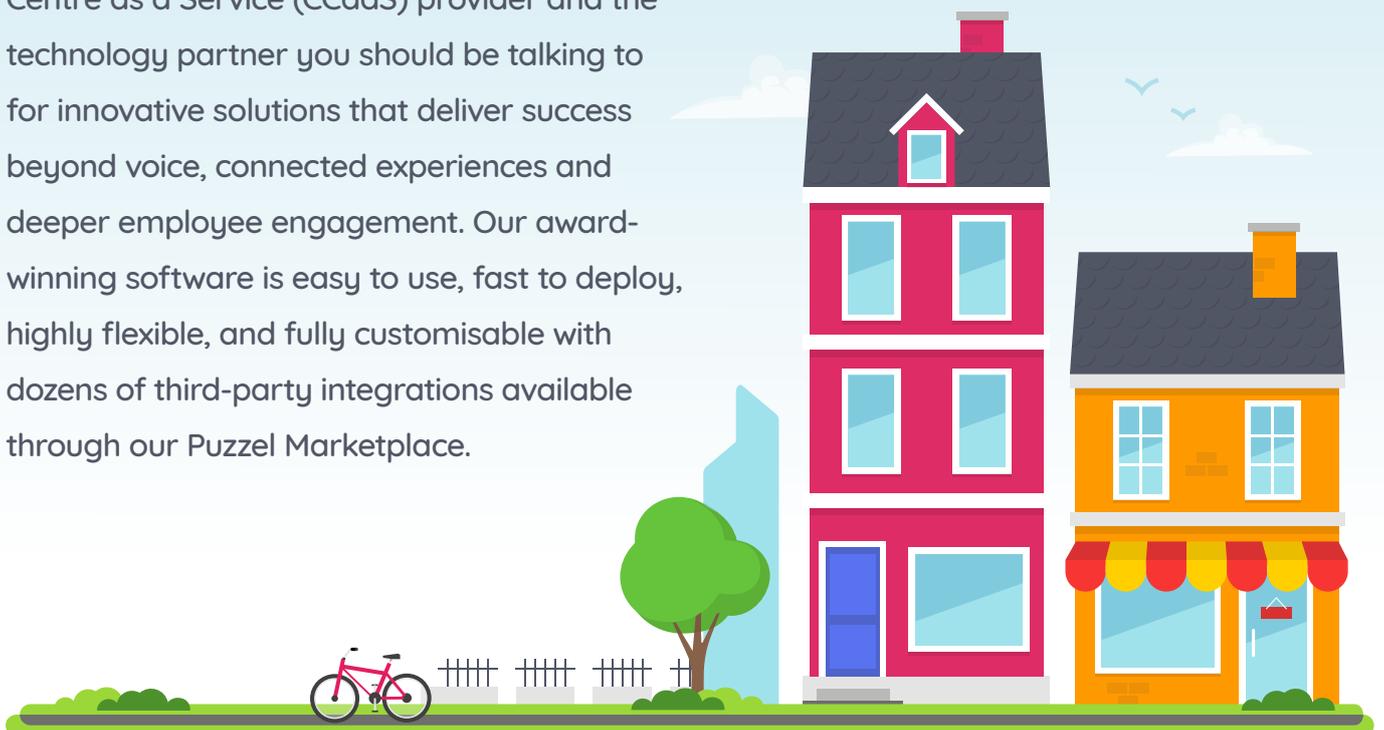
## Why contact centres are integrating with Puzzel



- ✓ **Powerful functionality**  
Automatically lookup customer information and populate relevant fields to save time. Pop out the customer card for greater visibility
- ✓ **Automatic activity logging**  
An automatic call log for every call received and made in Salesforce can be reviewed along with notes about the caller
- ✓ **Improve efficiency**  
Monitor performance with real-time reporting and easy-to-read dashboards

### 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.**

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