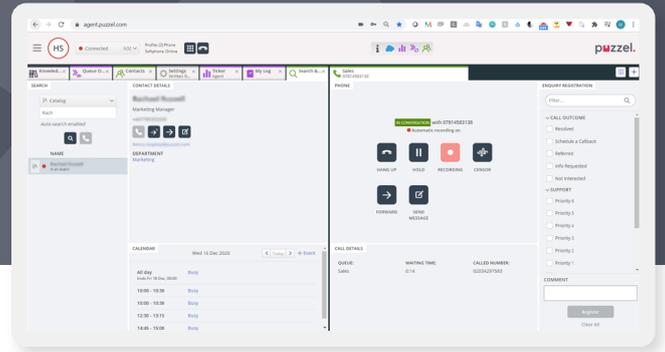


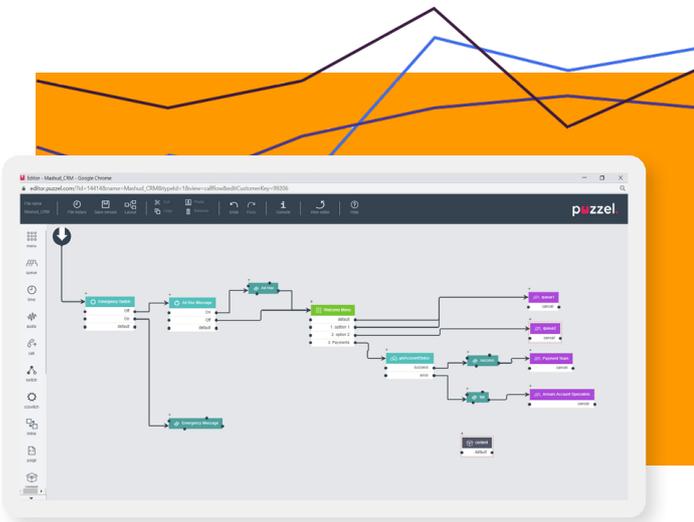
Puzzel Switchboard

Part of the Puzzel Contact Centre Solution



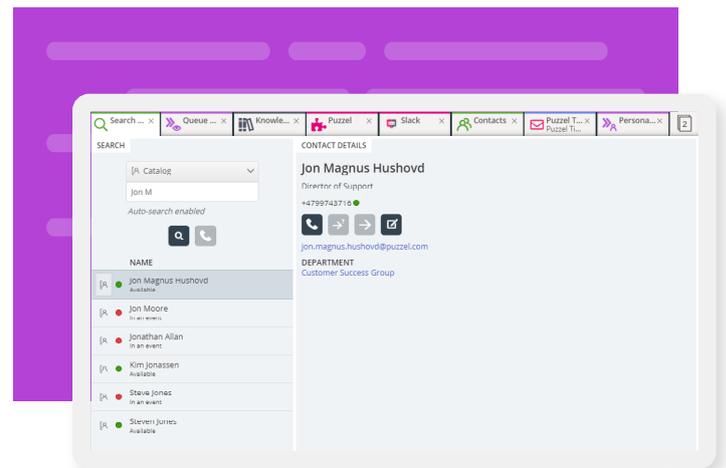
Route calls to the right people, every time

With Puzzel Switchboard, you can connect calls to the right people in your organisation quickly and efficiently, every time. Operators can easily search and find contacts, view their calendars and presence status, and transfer calls with just a few clicks.



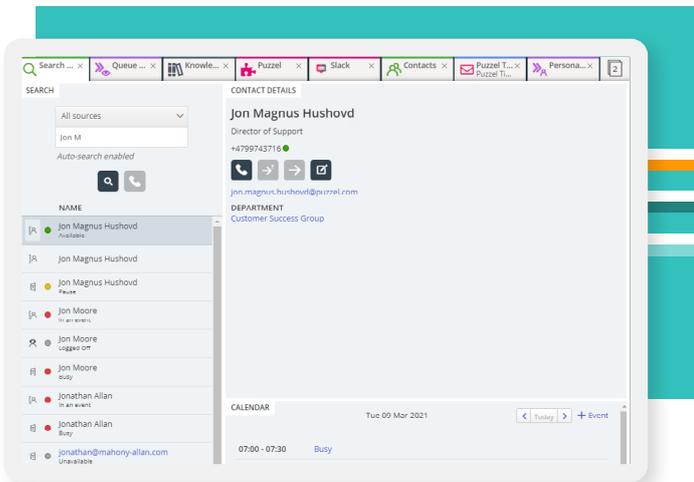
Quick search

Operators can quickly search and find directory information for all employees across your organisation, including their phone numbers, addresses and office hours.



Presence status

See the presence status of all employees in real-time.



Convenient voicemail

Enable customers to leave voice messages when calling outside normal office hours or during very busy periods when queues may be long.



Why contact centres choose Puzzel Switchboard

- ✓ **Switchboard widget**
Puzzel's Call and Transfer widget enables contact centre agents to search for contacts and transfer calls without having to leave request tabs
- ✓ **Voicemail to email**
All voicemails are recorded and sent as audio files directly to an email address of your choice
- ✓ **Synchronise calendars**
Sync employees' calendars into the Puzzel Catalog to enable operators to see their availability, appointments and absences



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 Switchboard, visit puzzel.com