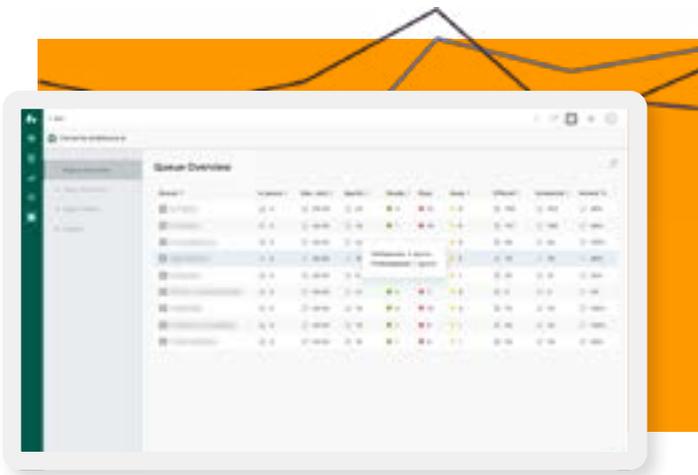


Puzzel Zendesk Support

A Puzzel Integration

Deliver seamless customer support, all in one place

Puzzel's integration for Zendesk enables support agents to handle all inbound and outbound calls from within the Zendesk platform. This eliminates the need for agents to switch between windows and applications while on the phone with customers.

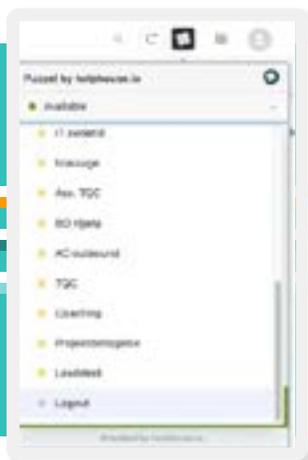
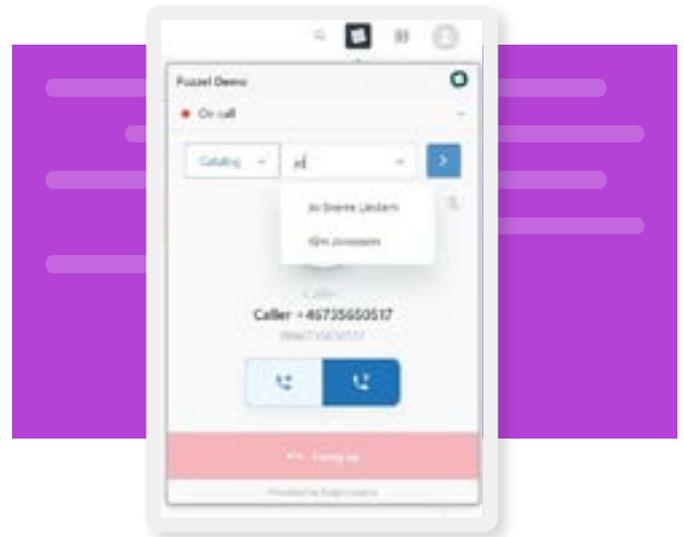


Automatic tickets

Whenever an agent receives or makes a call, a ticket is automatically created in Zendesk Support. This enables agents to immediately start taking notes and capture the relevant information needed to solve the customer issue.

Transfer calls

Agents can easily transfer calls to other agents, queues, catalogues or specific phone numbers as required. To consult a colleague during a customer call, agents can simply type their name.



Queue overview

Puzzel's integration app enables managers to monitor queues - including the number of callers waiting, the number of agents available, and calls offered and answered - as well as team availability

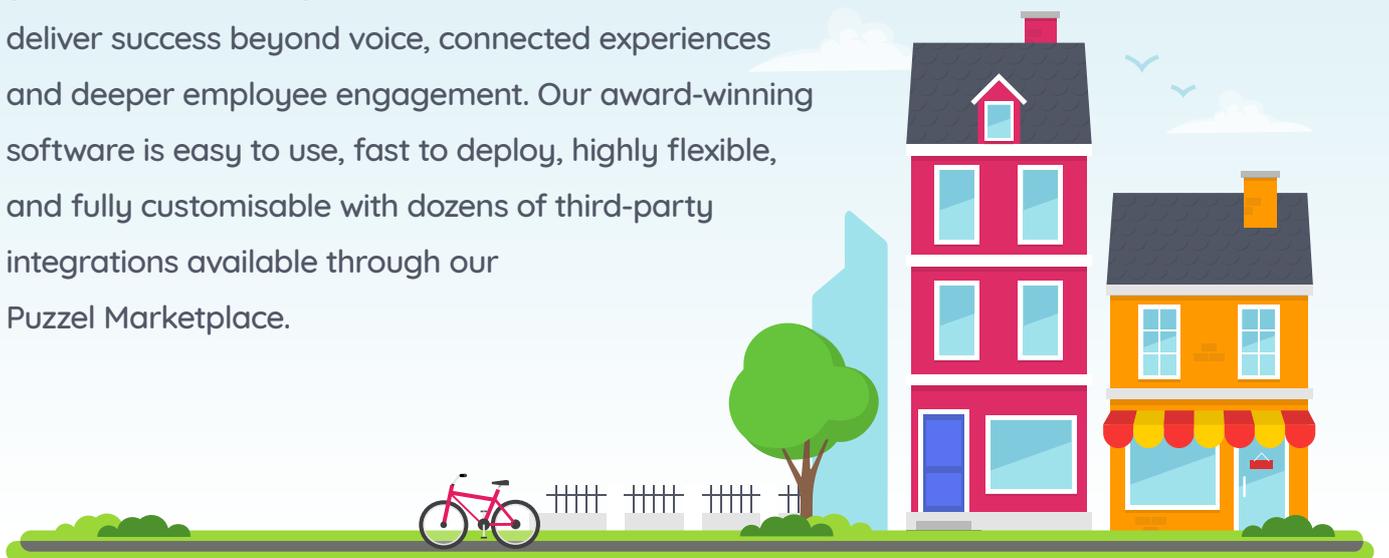
Why contact centres are integrating with Puzzel



- ✓ **Out-of-the-box integration**
Puzzel seamlessly integrates with Zendesk Support, with no fussy configurations required
- ✓ **Catalogue search**
Agents can quickly search and find directory information for all employees, including their phone numbers, addresses and office hours
- ✓ **More efficient resourcing**
The Puzzel integration app gives managers a greater level of control over resource allocation

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 for Zendesk Support visit

marketplace.puzzel.com