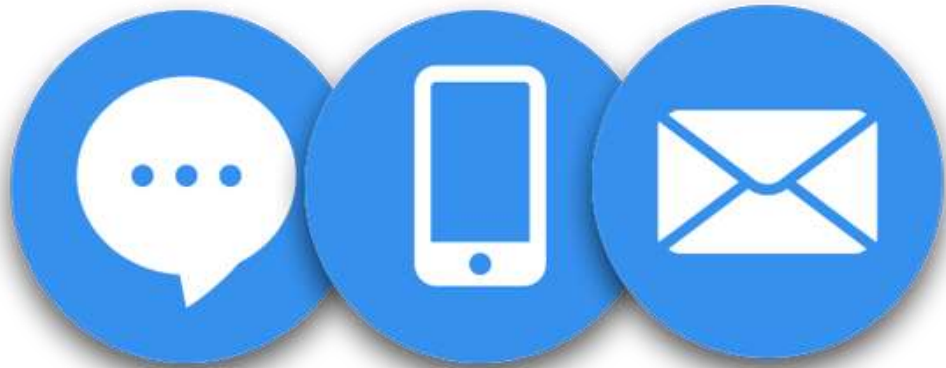


+ Inefficiencies of email and limitations of live-chat

When Does Voice Beat Email & Chat

- When You Anticipate a Lot of Questions
- When You Have to Explain Something Complicated
- When You've Taken Way Too Long to Respond
- When It's Really Important



+ Knowledgebase – the brains behind chatbots

- The power of a Chatbot comes from the quality of the knowledgebase
- Without a good knowledgebase a chatbot is ineffective
- Leveraging a knowledgebase to drive efficiencies in the contact centre



+ Predictive Analytics

- Makes it possible to apply past solutions to upcoming problems
- Get your data to work for you
- Help answer the question of what will happen, and when.



Solving Customer Interactions!

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