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Puzzel CC – Virtual Agents and Conversational Intelligence
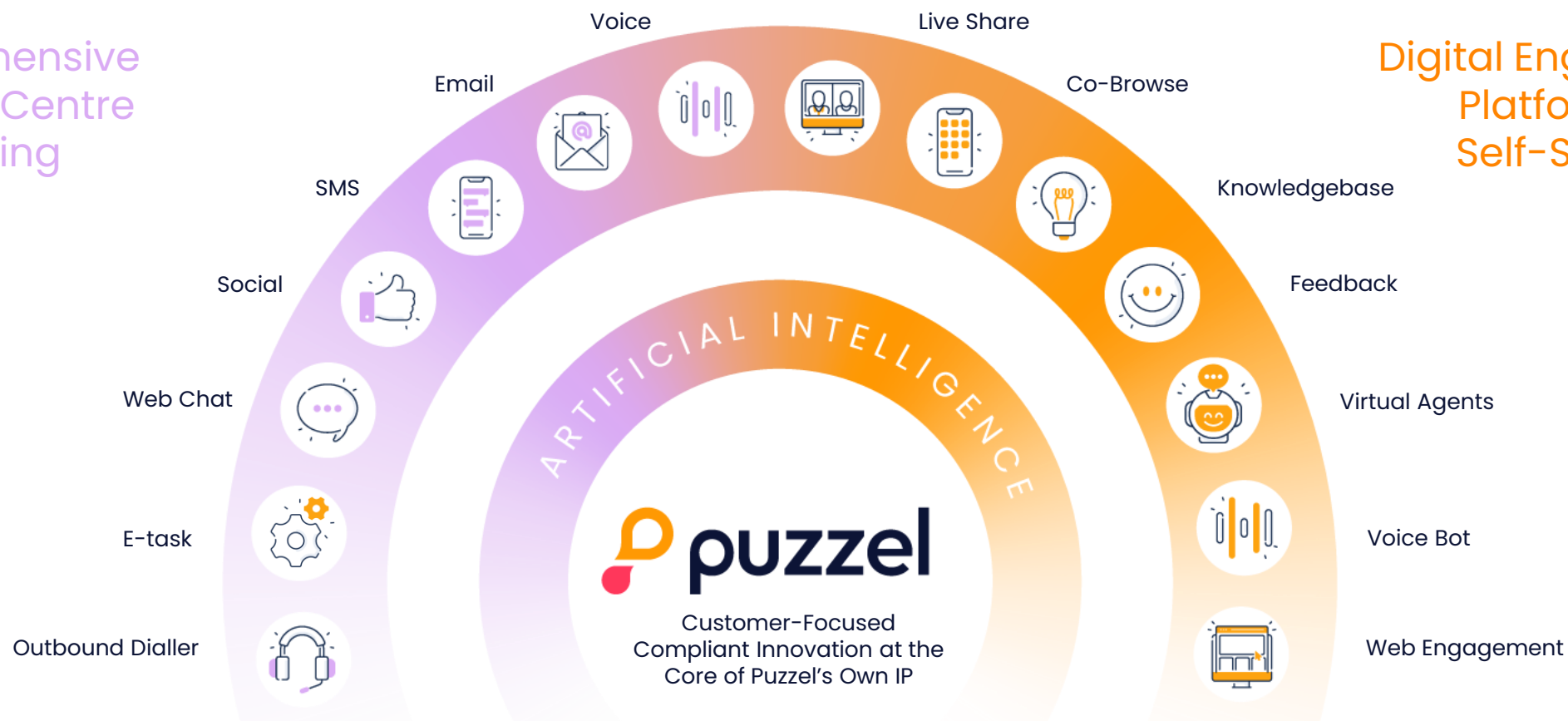
Virtual Agents

Puzzel Virtual Agent Hosting Comparison

	Regular	EU-Sovereign
Cloud provider	**Microsoft Azure**	**Scaleway**
Hosting location	EEA (Ireland, Netherlands, Sweden)	EEA (France)
Parent company	Microsoft (USA)	Iliad group (France)
Key functionality/technology differences		
GenAI	Azure OpenAI *(Currently GPT4o-mini)*	Open-source *(From April '25: Meta Llama3.3 70B)*
Machine Translation	Azure AI Translation	DeepL
STT/TTS	Azure Speech Services	Puzzel ASR or Containerized Azure Speech

- The Scaleway hosting option provides a truly EU-sovereign platform without reliance on US tech giants.
- The table above highlights key technology areas where the EU-sovereign and Regular hosting differ. This is not a complete list as there are other small differences.
- The key technologies are not limited to one cloud provider (e.g. DeepL can be used with Azure hosting and Azure OpenAI can be used with Scaleway hosting)

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Top priorities in the contact centre

Faster resolutions

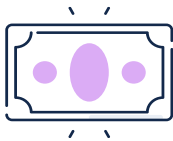Focusing on improving First Contact Resolution (FCR) and reducing Average Handle Time (AHT)

Personalisation

Delivering personalised customer interactions

Agent development

Investing in agent training and development

Reducing costs

Reducing operational costs is a key priority, as contact centres are dealing with limited budgets

Security

Strengthening data protection and security

Adding AI

Expanding AI and automation usage

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AI agents designed to elevate *every channel* of your CX operations.

AI Chat Agent

Upgrade your customer experience by easily deploying a chat agent tailored to your brand, complete with robust safeguards that ensure you maintain full control over the AI, so you can deliver fast, secure customer support – every time.

Learn more →

AI Voice Agent

Say goodbye to long waits and hello to instant resolutions. Puzzel's AI voice agent delivers personalised responses and smooth handovers, instantly, boosting customer satisfaction and reducing wait times.

Learn more →

AI Email Agent

Boost your email channel with AI-powered email automation. Puzzel's AI Email Agent lets you handle a higher volume of emails, faster, without compromising on the quality of responses

Learn more →

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AI Chat Agent

Fast resolutions. Powered by AI.

Hi, I want to upgrade to premium, can you help me?

Hi, yes of course. Simply type in your customer ID below
[Customer ID box]

[012345678]

Thank you. I have sent a confirmation link to your e-mail. Click it to confirm and complete your upgrade.

Chat agents take centre stage

According to our State of Contact Centres 2025 report, 60% of contact centre leaders are confident in the accuracy of virtual chat agents and 57% believe customers are comfortable using them for complex queries.

Puzzel's AI chat agent delivers. Every time.

Built in minutes

Creating your own GPT Chat Agent is super easy (we promise!). From standard greetings to advanced support functions, our templates are fully customizable, allowing you to easily align every interaction with your brand's tone and voice. And the best part? No IT skills required!

Personalise every conversation

Tailor your Chat Agent to reflect the tone of your customers. -whether friendly or formal. If the conversation takes a turn, the Chat Agent analyses user sentiment and adjusts its responses, offering a more personalised and empathetic experience. And, it understand context, misspellings and synonyms.

Robust safety for reliable conversations

Rest easy knowing your Chat Agent is backed by advanced safeguards to minimize risks and hallucinations. You can filter out specific words or phrases and set confidence score thresholds, ensuring only reliable responses are delivered.

Automate and maximise team efficiency

Let the Chat Agent handle routine tasks like password resets, data lookups and more, saving agents time for more value-added tasks. And when agent support is needed, the Chat Agent seamlessly transfers to human agents, including chat history and suggested solutions. Easy!

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AI Voice Agent

Modern voice experiences. Powered by AI.

Hi! How can I help you?

I'm moving soon, what should I do?

You'll need to provide your new address. Would you like me to send you the change of address form?

Yes, please.

I've sent a link to the form via SMS.

Thank you!

Empathetic voice support that's always available

According to our State of Contact Centres 2025 report, 37% of CX leaders believe AI will enable 24/7 service in their contact centres, ensuring customers can access support whenever they need it. For large enterprises (1,000+ employees) this figure rises to 46%.

Say goodbye to long waits and
hello to instant resolutions

Personalise interactions with AI

Our AI Voice Agent goes beyond simple responses. Using advanced AI, it understands the nuances of human speech and engages in real conversations. It doesn't just recognize keywords – it tailors responses based on previous interactions, providing more relevant and personalised answers.

Speaks your brand's language

Ensure your voice channels reflect your brand identity. With many customisation options, it understands your specific terminology and nuances, ensuring relevant communications. Our Voice Agent enhances the customer experience while strengthening your brand identity.

Smooth call routings and handovers

The Voice Agent provides optimal follow-ups to enhance the customer journey. When human support is needed, the Voice Agent seamlessly connects customers to the right agent or department, ensuring minimal friction and an elevated experience.

Flexible, scalable and fully integrated

Whether you're managing hundreds or thousands of calls daily, our AI agent ensures your contact centre is always prepared to meet demands efficiently. It integrates directly with the Puzzel CX ecosystem, ensuring you can get started quickly.

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Smarter email handling. Faster support.

Traditionally email often requires multiple exchanges to resolve an issue fully, making it costly in terms of time and labour. In our State of Contact Centres 2025 survey, 27% of CX leaders stated that they anticipate significant cost savings through automation, with larger enterprises reporting an even higher expectation of 30%

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AI-powered email automation
for faster resolutions

Transform your emails with generative AI

Puzzel AI Email Agent goes beyond basic responses. It crafts tailored replies based on preapproved content, like your website, ensuring responses align with your messaging. Plus, you stay in control, with features like confidence scores to eliminate errors.

Automate to empower agents and customers

No more messy inboxes and long waiting times. Puzzel Email Agent takes care of routine customer emails—like password resets and account status checks—without the need for human intervention. It automatically tags, categorises, and prioritises queries. Hello neat inbox!

An email channel that keeps getting better

Puzzel Email Agent learns from every interaction, constantly improving its responses to provide more accurate and relevant support. It also delivers analytics, giving you a clear picture of how it is performing, what customers are asking, and where improvements can be made.

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Conversational Intelligence

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Data-driven insights, automatically derived from your customer interactions

Unlock value from customer interactions

Automate call-tagging

Automatically register topics and subtopics across interactions and automate summarization of customer interactions.

Improve the customer journey

Identify and resolve friction points in the customer journey across channels.

Improve FCR

Identify root-causes for repeat calls to resolve issues during the first contact.

Increase sales

Track and improve approach to cross-sell and outbound sales activities.

Improve AHT

Identify efficiency potential and training needs for each agent to reduce talk time.

Automate quality assurance

Ensure consistent quality by automating quality assurance, reducing the need for manual listening on both inbound and outbound conversations.

Improve retention

Strengthen win-back efforts to boost retention and maintain customer relationships.
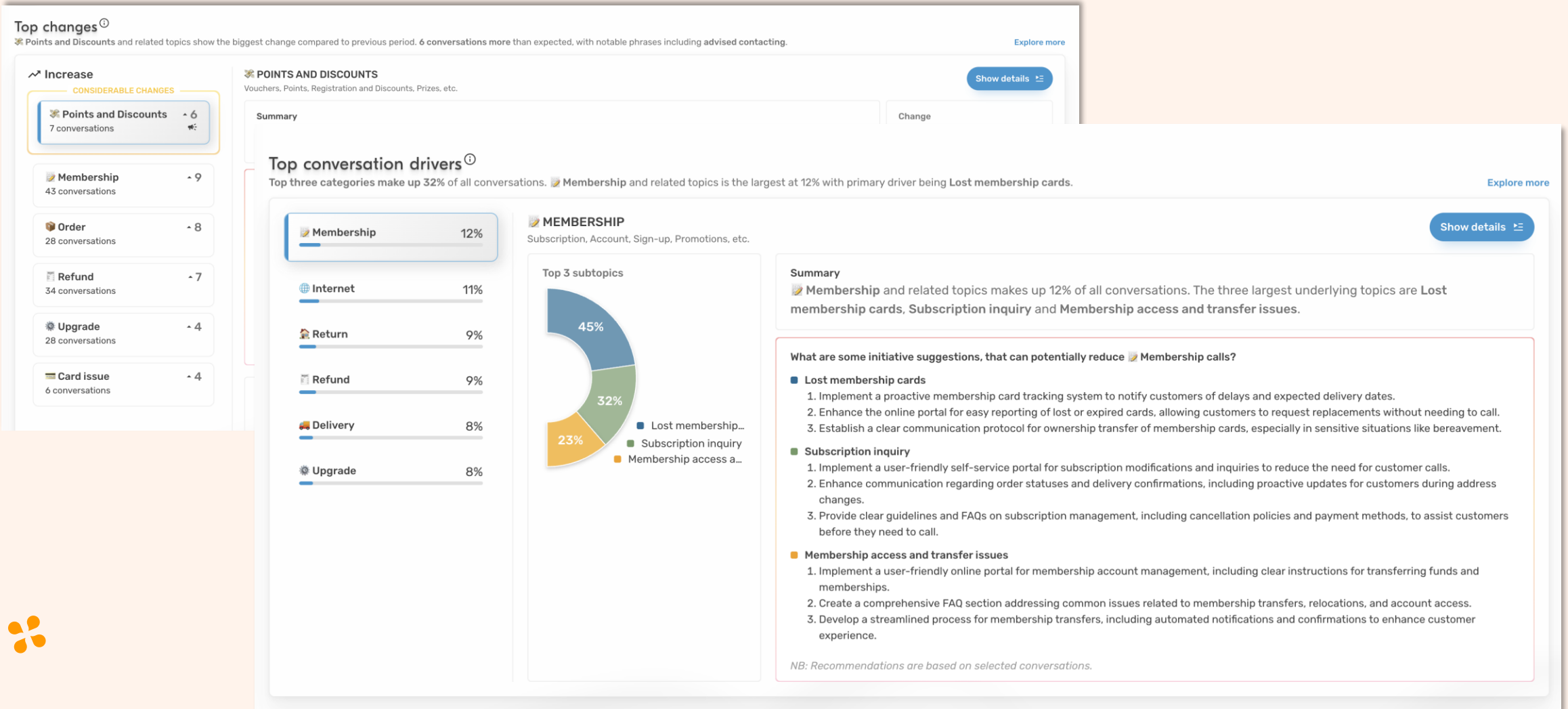
Improve customer satisfaction

Establish an empathetic and engaging conversation to improve the dialogue and increase customer satisfaction
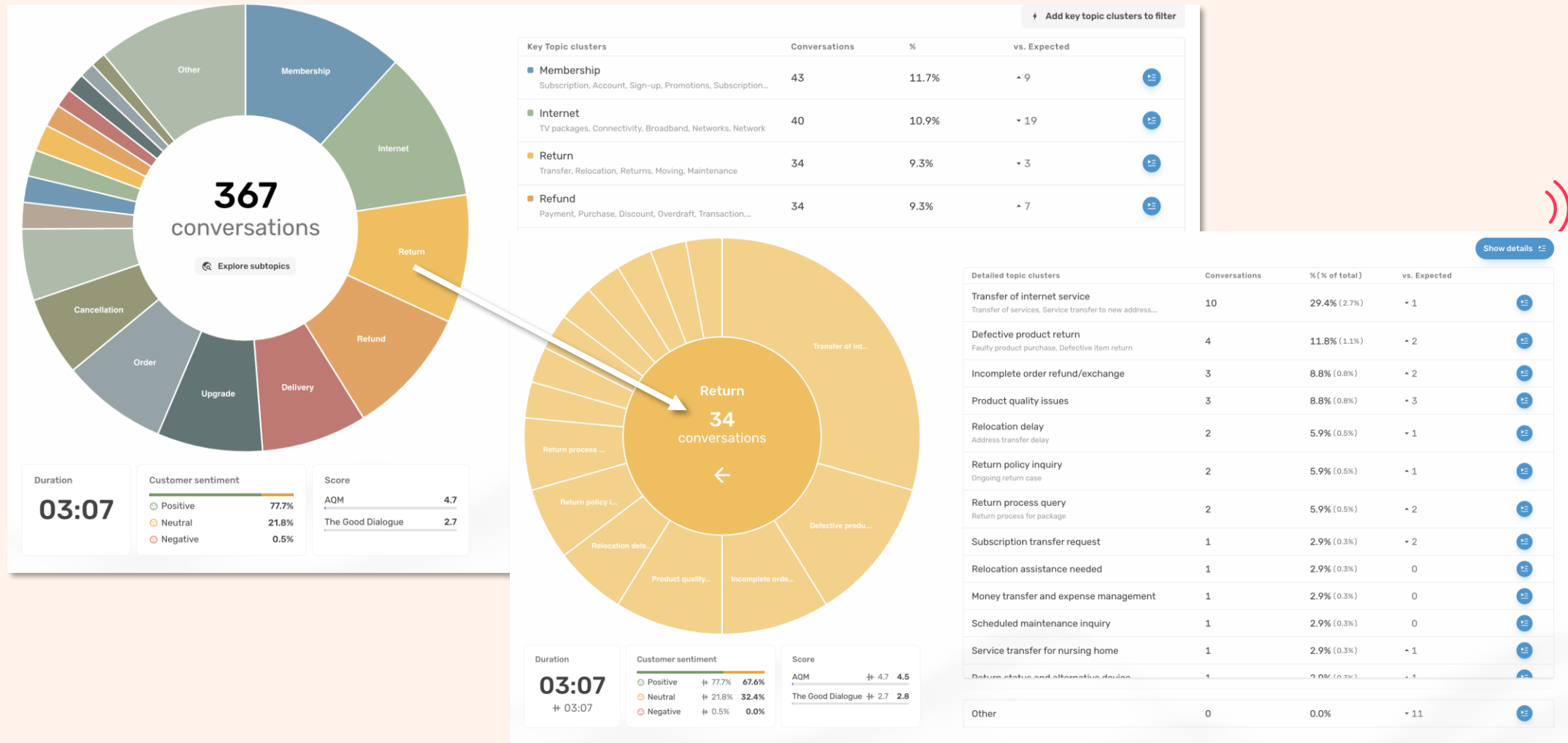
Efficient agent training

Facilitate a simple and effective approach for agent training and ongoing development

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A look into the platform (I/II)

A look into the platform (II/II)

Data-driven insights, automatically derived from your customer interactions

Who benefits from Capturi?

Analytics & Ops	→ Automate workflows, reduce callbacks, identify gaps within the customer journey & dynamic FAQ
Product Managers	→ Uncover friction related to product, Advance knowledge related to product and user-adoption
Teamleads	→ Team & agent performance overview, Automated reports related to knowledge gaps & levers for KPI/KBI improvement
Agents	→ Automated summarization of customer interactions, Enhanced dialogue, Find opportunities for self-improvement

10-30%
Reduction AHT per call

Show me how (link)

+20-40%
Customer satisfaction

Show me how (link)

50%
Reduction in callbacks

Show me how (link)

... and much more

Organisational implementation

Conversational Intelligence supports the entire journey, beginning with a data-driven approach to identify improvement potential, shortlisting quick wins, and ensuring ongoing value capture, along with training and onboarding.

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Thank you.

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