

Puzzel announces new Chat bot functionality and GDPR readiness

Latest release of Puzzel cloud contact centre solution includes its own Chat bot, multi-channel capabilities and enhanced measures to protect customer data

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[Puzzel](#) has announced new functionality in the latest release of its cloud-based

contact centre solution, designed to extend the system's multi-channel capabilities and help organisations to meet important changes in EU data protection legislation. Users are now able to integrate third party or Puzzel's own Chat bots directly into their core contact centre solution to improve first contacts with customers and save valuable live agent time. Furthermore, Puzzel has

made several adjustments to its platform in preparation for the advent of General Data Protection Regulation (GDPR) in May this year.

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Christian Thorsrud, Product Manager, Puzzel

Christian Thorsrud, Product Manager at Puzzel commented, “Chat bots and GDPR are hot topics in the contact centre world today. On the one hand, innovations based on Artificial Intelligence such as Chat bots are creating new opportunities to expand and improve customer interactions and Puzzel's latest release is designed to make them a reality. On the other hand, the imminent arrival of GDPR is putting pressure on contact centres to review how they collect and store their

own and third party data. The latest version of our cloud-based software brings renewed assurance that contact centres can rely on Puzzel to provide them with a secure and auditable framework to help meet critical new legislative requirements.”

The key features of the latest version of Puzzel include:

- Chat bots - bring your own or buy from Puzzel – contact centres are able to connect directly to a variety of Chat bots from the core Puzzel platform. Users now have the option to bring their own bot and simplify the integration using Puzzel's standard integration modules or to buy a bot direct from Puzzel. Whichever approach you take you will be able to ensure a smooth handover from the bot to live agents in the Puzzel Contact Centre. Importantly, this keeps humans in the loop for more complex enquiries as the bot technologies are evolving.
- GDPR readiness – to prepare contact centres for the arrival of GDPR, Puzzel has introduced new functionality that will simplify the compliance process. It will enable organisations to identify end user data quickly; delete data when requested to do so and easily collect and document any approvals given by end customers calling into the organisation.



Already, Puzzel allows the encryption of call recording files which can only be listened to by downloading them to devices with the correct private key to decrypt the file. Today's announcement underlines Puzzel's commitment to protecting customer data and aiding compliance with external GDPR requirements.

The latest release of Puzzel's cloud contact centre solution is available now. For more information on Puzzel's complete solutions portfolio and this release, visit www.puzzel.com

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