



Contact center

Contact center - guarantees satisfied customers

Our Contact Center makes it simpler to give customers what they want, resolve issues more quickly and produce a more professional impression.

Advanced customer service is a competitive advantage

The benefits of a Contact Center are numerous. When products are converted into services, it is precisely fast and personal service that will be the difference between you and the competitors. Our Contact Center is the fastest growing in the industry and is integrated with Puzzel.

All channels in the same place

All interfaces create tickets to a single system – you therefore obtain a clear overview and can prioritise correctly. Being able to meet the customer directly in the channel selected will mean that you are perceived as flexible and professional. Regardless of whether customers choose to complete a form online, send an e-mail, chat, call or use social media, all tickets go into the right queue, to the right person with the right priority and in a single location.

Effective both internally and externally

Optimise your resources with information that enables you to staff queues and media channels correctly. You can select whether a ticket should receive higher priority and which persons should have access to respective media channels. Properly set up, it works equally well externally as internally for questions concerning, for example, sales support or technical support.

Advanced reports

Using our advanced reports gives you knowledge about customer- and administrator behaviour which is often a prerequisite for being able to move matters in the right direction. A good way to increase the team spirit of

employees is to work towards common goals where they can actually see that they are making a difference.

Our Contact Center is completely independent and flexible

The system is entirely web-based and flexible – it doesn't matter where you are located geographically, which platform or which operating system you are using, which telephone operator you have or even which switchboard service you have. Increase and decrease the number of administrators as needed and only pay for what you actually use. Connect functions as you grow into the solution and reallocate the resources based on your needs.

Maximum security thanks to integration with Puzzel

Our Contact Center and our switchboard are in turn integrated with Puzzel. This means that we can offer Sweden's most secure telephony solution. For in the unlikely event that a system was to go down, Soluno and Puzzel back each other up. If the switchboard service was to go down you can still log into the Contact Center solution and connect with whichever number and telephone you wish. If Puzzel was to go down, then you can use your softphones instead and the calls will get through as they should.

puzzel.
Solving Customer Interactions