

**PRESS RELEASE**  
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## **Puzzel extends partnership with PCI Pal®'s omnichannel payment portfolio**

[PCI Pal](#), [LON:PCIP] the global provider of cloud-based secure payment solutions, has today announced that the leading European Contact Centre as a Service (CCaaS) provider, Puzzel, has extended its reseller partnership agreement to include PCI Pal's [Digital](#) and [IVR](#) payment security solutions to its portfolio.

Having originally joined PCI Pal's partnership program in 2018, Puzzel incorporated the flagship PCI Pal Agent Assist solution into its overall contact centre portfolio to offer a PCI compliance telephone-based payment security solution to customers. Since then, Puzzel has successfully implemented Agent Assist into multiple customer infrastructures, including Business Growth and Lifeplus.

Following this success, Puzzel has now added PCI Pal's full complement of products to its portfolio. The team is now able to help customers handle payments across multiple engagement channels, including telephone, email, SMS, social media, webchat, or via automated IVR solutions, supporting customers' omnichannel strategies.

Darren Gill, Chief Revenue Officer for PCI Pal said, "We are delighted that Puzzel has extended its partnership agreement to now offer organisations secure payment solutions that support a true omnichannel approach. In addition to our Agent Assist solution for telephone-based payment security, Puzzel has now incorporated our IVR and Digital solutions to its extensive portfolio to secure payments, no matter what communications channel is used."

Acknowledging the extension of the partnership agreement, Rob Wiles, Director of Channel Partnerships, Puzzel said, "The PCI Pal suite has been extremely well received by our customers who need a seamless, cloud-based solution that can be integrated with existing payment service providers, gateways and CRM solutions. The PCI Pal solution never fails to deliver, and the service we receive from the team is excellent; extending our partnership to add IVR and Digital means we have a fully comprehensive portfolio that complements our customers' increasing omnichannel payment security needs."

For more information regarding the PCI Pal Partner Program, visit [www.pcipal.com/why-us/partners-integrations/](http://www.pcipal.com/why-us/partners-integrations/).

For more information on PCI Pal visit [www.pcipal.com](http://www.pcipal.com), call +44 207 030 3770 to arrange a demonstration or follow PCI Pal on [Twitter](#).

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#### **Notes to Editors:**

##### **About PCI Pal**

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. PCI Pal's mission is to safeguard reputation and trust by providing customers with secure payment solutions for any business communications environment including voice, chat, social, email, and contact centre.

PCI Pal is integrated to, and resold by, some of the worlds' leading business communications vendors, as well as major payment service providers.

The entirety of the product-base is available from PCI Pal's global cloud platform hosted in Amazon Web Services ("AWS"), with regional instances across EMEA, North America, and ANZ. PCI Pal products can be used by any size organisation globally, and it is proud to work with some of the largest and most respected brands in the world.

For more information visit [www.pcipal.com](http://www.pcipal.com) or LinkedIn: <https://www.linkedin.com/company/pci-pal/>.

##### **About Puzzel**

Puzzel is the leading European Contact Centre as a Service (CCaaS) provider. Our award-winning Customer Service Platform consists of three fully integrated, cloud-based solutions, including an omnichannel and AI-enabled Contact Centre, advanced Ticketing and Workforce Management, which are easy to use, quick to set up and scalable for contact centres of all sizes. Customers can also customise the platform with dozens of third-party integrations available through our Puzzel Marketplace.

Puzzel was recognised as a Challenger in the 2019 Gartner Magic Quadrant report for Contact Centre as a Service in Western Europe and ranked in the top three European CCaaS providers for 2020 by Frost & Sullivan. Based in Norway, and with offices across Scandinavia, Europe, and the UK, we work with more than 1,000 customers across 40 different countries, helping businesses to achieve success beyond voice, connected experiences and empowered employees. For more information, please visit [www.puzzel.com](http://www.puzzel.com).

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