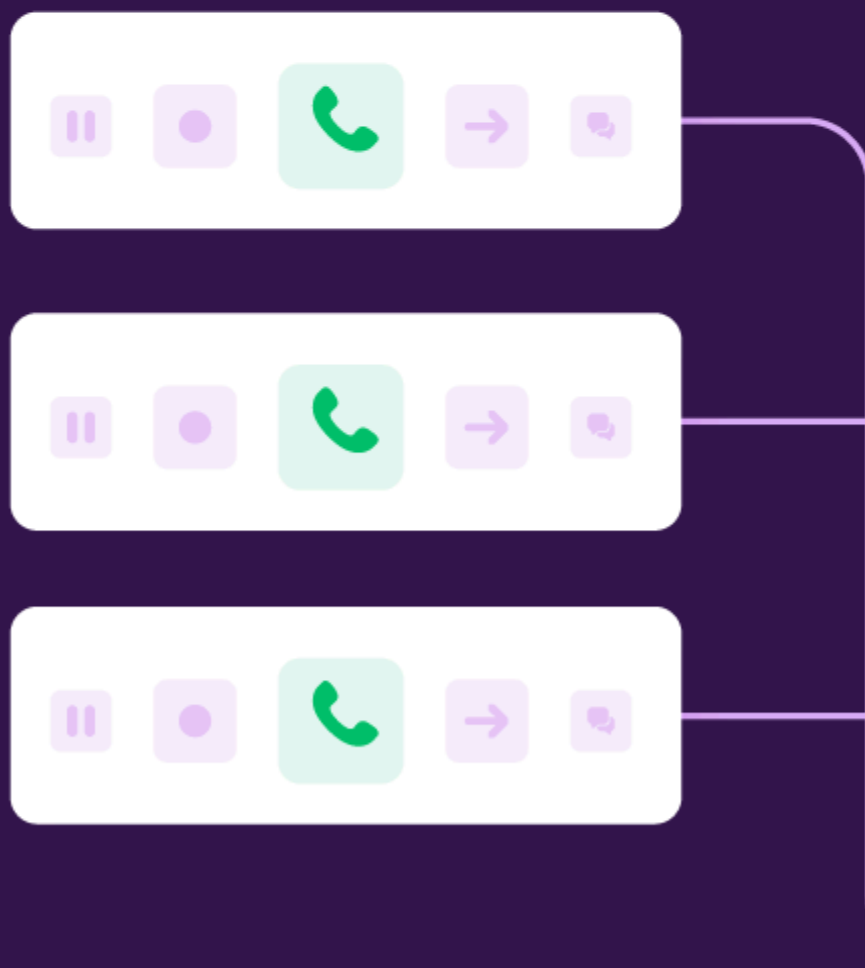
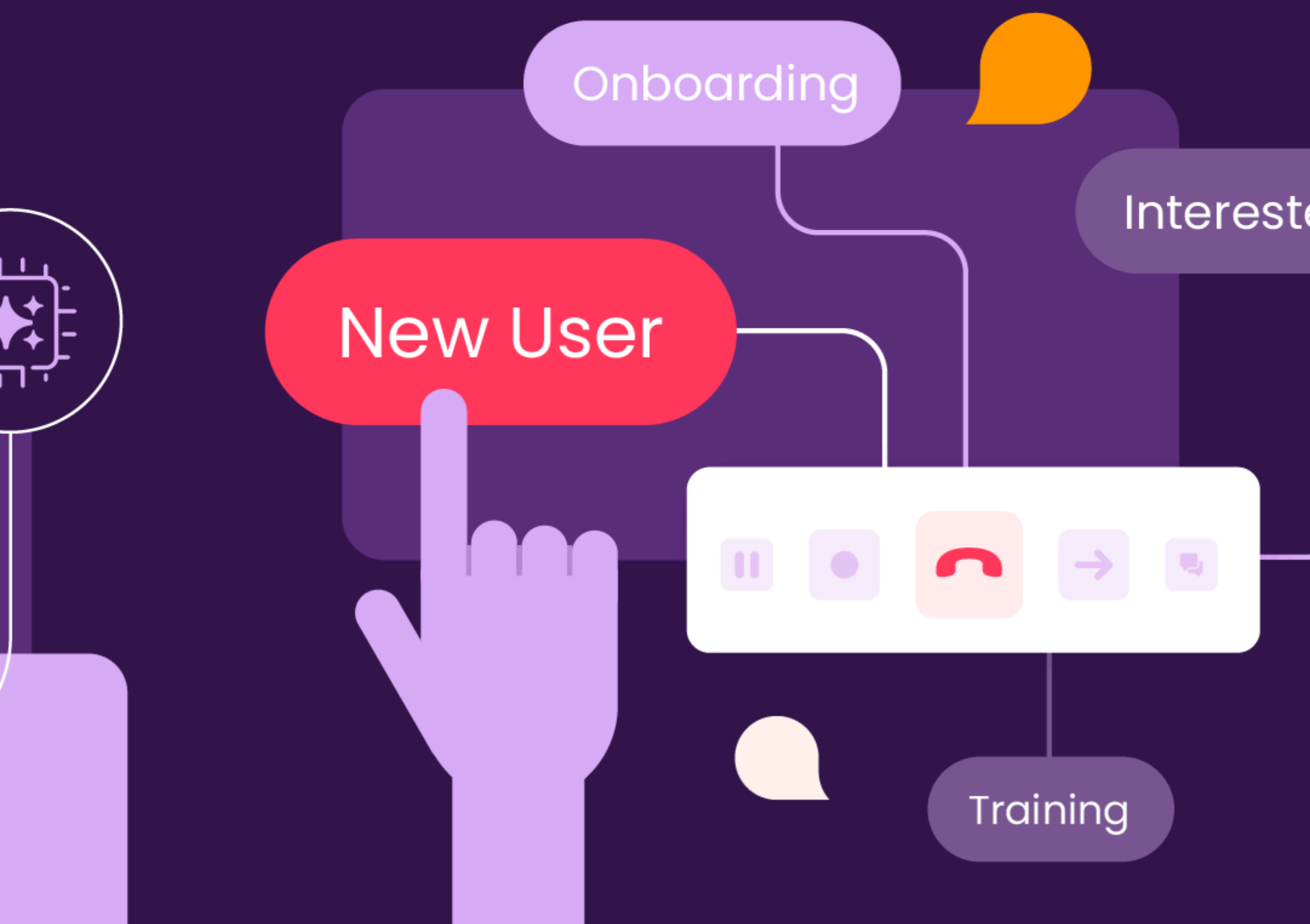


*How* **TELMORE**  
*saves 400 hours a month*  
**with AI-powered**  
**Conversational**  
**Intelligence.**



# *The challenge:*

To track trends and improve service, Telmore's agents categorised calls by topic. But with high volumes and 80 agents, doing this manually would have taken over 400 hours a month, time they didn't have.



# Telmore turned to Puzzel's Conversational Intelligence *solution*.

An AI-powered solution that does the heavy lifting:

- ✓ Automatically tags and analyses calls
- ✓ Surfaces trends, topics, and sentiment
- ✓ Delivering valuable insights in an easy-to-use platform

# The results.



**400 hours** saved each month



Less stretched agents



More time for meaningful interactions



Better data for decisions and coaching





# Read the full story.

See how Telmore optimised their call handling with Puzzel's Conversational Intelligence at [puzzel.com](https://puzzel.com)