



‘Connects’ by Bucher + Suter

Provides multi-channel interaction management within Cisco Finesse, connecting your contact center Agents to your customers over virtually any channel

The way customers wish to interact with companies is shifting substantially and contact centers are challenged with implementing technology to provide customer service via non-voice channels such as chat and email. Seamless integration and out of the box solutions that can be implemented quickly and easily are in high demand. Agents need to be able to work within a single Graphical User Interface (GUI) without having to switch between applications.

Bucher + Suter is answering this demand in several ways. The most recent, providing out of the box tools, transforms the agent cockpit into a multi-channel collaboration environment. Within this unified desktop application, agents can assist customers via different channels such as voice, email and chat.

Finesse is Cisco’s next-generation web 2.0 desktop GUI for Cisco Contact Center Enterprise that consolidates all the information agents need into a single, easily configurable cockpit. Finesse is standards compliant and browser-based, with no client-side installation required. Finesse is flexible and highly configurable; allowing a wide variety of compatible gadgets to easily be dropped into the framework.

Connects by Bucher + Suter is a collection of web 2.0 gadgets which extend Cisco Finesse’s capabilities. Connects allows agents to handle interactions such as chats, email, faxes etc. within Finesse.

Cisco’s Finesse Web 2.0 Agent GUI

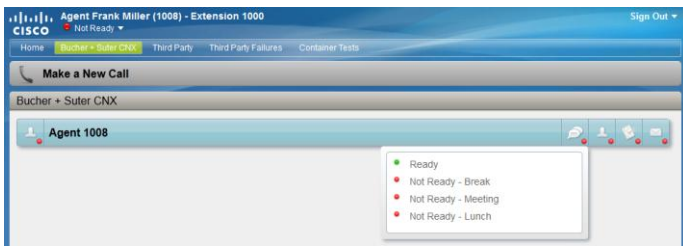


Connects is an enabling technology, helping to increase agent productivity during periods of low call volume by blending email, chat and fax handling. Enabling multi-channel interactions in a contact center helps drive efficiency and cost reduction since a universal multi-channel agent can effectively handle a larger volume of customer interactions than voice-only agents.

Connects allows agents to change their state (ready, not ready with reason, login, logout etc.) and handle non-voice interactions within the Finesse GUI in a seamless, fully integrated manner.

For those customers without Finesse, Connects can be embedded in a web page for use in any 3rd party application.

Connects for Finesse not ready with reason



Connects for Finesse Chat Routing



Application Example

The following is an *example* of a Customer Service Agent handling a text chat using Cisco's Finesse in conjunction with Bucher + Suter's Connects:

- Alice, an agent at ACME Company, starts her day by logging into Finesse and going into the "ready" state, indicating that she is available to take telephone calls. Alice uses the Connects gadget to also go available in chat and email.
- Alex, a customer on ACME's website, is having trouble completing his purchase. He sees a "live chat click here" button inviting him to chat with a Customer Service Representative. Clicking on the chat button displays a web form, prompting for information such as name, email address, phone number, account number etc. and offering a drop down list of departments such as sales, service, technical support etc. Alex fills out the form and sees "your chat request is being routed." The chat is queued to Alice based on her skill sets and availability. Alice can either accept or reject the chat. Accepting the chat will "pop" Alex's information within Finesse and initiate the text chat.
- Alex sees "you are now chatting with Alyce." He can now send/receive messages within the configurable chat window on ACME's website and Alice can send/receive messages within her chat window in Connects.

- Alex sends a message that he can't complete his order because of a problem with the ACME website. Alice informs him that the problem is fixed and to try again. Alex successfully purchases his items and clicks the "end" button in the chat window.
- Alice sees "chat disconnected" and will automatically be placed in a "wrap up" or "ready" state.

Connects Key Features

- **Intelligent email, chat and fax routing** to skill groups based on subject, department, product, service, email address etc.
- **Chat, email and fax transfers** with attached data for screen pops.
- **Seamless integration with Finesse** allowing agents to login/logout, go ready/not ready, accept, disconnect, transfer, etc. inside of the Finesse GUI.
- **Standalone deployment** for use with other web based agent Graphical User Interfaces.
- **Simple implementation** with minimal to no integration work reduces total cost of ownership.

Key Benefits

- **Extends the value of Cisco's Finesse** by allowing agents to initiate and receive multi-channel interactions.
- **Gives customers the freedom to choose** the communication method most convenient for them, whether it's voice, email or chat.
- **Reduces handle time, speeds issue resolution and enables faster call processing** by providing email, fax and chat driven screen pops.
- **Allows agents to handle email, chats, faxes etc. during lulls in voice traffic**, thus increasing agent productivity and reducing idle time.

System Information

- **Cisco UCCE Versions Supported**
7.2, 7.5, 8.0, 8.5 and 8.5.3
- **UCCE 8.5.3 required for Cisco's Finesse**