



Connects for Salesforce

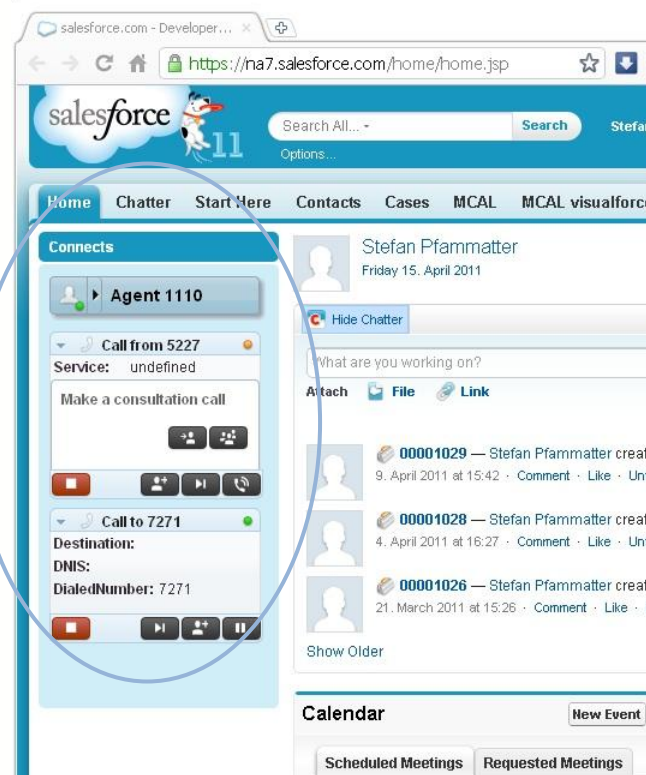
by Bucher + Suter

Enables Cisco's Unified Contact Center Enterprise (UCCE) to route cases and telephone calls to agents using Salesforce

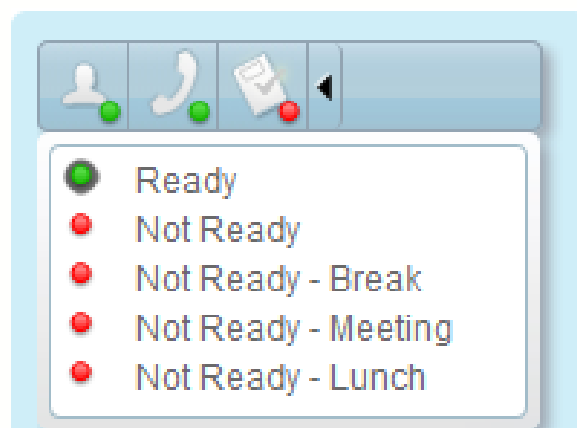
Bucher + Suter's *Connects for Salesforce* is a web-based, sidebar gadget for agent state and call control in Salesforce. Agents can answer, transfer and conference telephone calls within the *Connects for Salesforce* gadget and the system logs detailed call records in Salesforce for easy access by agents and supervisors. The solution provides full CTI functionality to help drive contact center efficiency, reduce costs and increase customer satisfaction. It pops customer information into the agent's Salesforce GUI with a telephone call arrival, facilitating lookup of Salesforce information by caller ID, Caller Entered Digits (CED) into an IVR etc.

In addition to voice functionality, *Connects for Salesforce* also allows agents to accept or reject cases and activities in the gadget based on Salesforce workflows and outbound notifications to UCCE. The *Connects for Salesforce* gadget provides agents with the convenience of staying within Salesforce while they manage their cases and interact with customers.

Connects for Salesforce improves contact center efficiency by enabling UCCE to act as the single routing engine for all interaction types. UCCE keeps track of agent skills, agent availability and the data associated with each interaction such as ANI, DNIS, Caller Entered Digits, case number, priority, status, product etc. for routing and reporting purposes. This unified, multi-channel approach ensures that interactions are queued to the most appropriate agents using intelligent routing based on pre-determined criteria.



Consultation transfer using the b+s Connects for Salesforce gadget



b+s Connects for Salesforce's configurable not ready with reason codes for each media type

General Product Features

- Agent state control – sign in, sign out, ready and not ready with reason.
- Call control – answer, hold, retrieve and hang up.
- Transfers to agents and queues with call attached data for screen pops.
- Auto wrap up and wrap up with reason.

Case Routing Features

- Case routing based on user defined criteria such as when a case is opened, updated or reassigned or when a new email associated with the case is received.
- Simultaneous multi-case management.
- Case preview in Salesforce prior to task acceptance.
- Display of pre-route data and task-in-progress data in the *Connects for Salesforce* gadget.
- Task control – accept, reject, pause, resume and end.

System Information

- Requires UCCE 8.5.3 with Finesse server for voice/CTI
- Works with Salesforce Enterprise and Unlimited Editions
- Supports Windows 2003 and 2008
- Supports Internet Explorer 8 & 9, Firefox, Chrome and Safari 5.x browsers on agent desktop

Key Benefits

- **Flexible screen pops with customer and interaction history.** *Connects for Salesforce* can reduce handle time, speed issue resolution and enable faster call processing by providing agents with screen pops of customer information at the time the telephone call arrives. This cost savings alone can provide a rapid Return On Investment (ROI).
- **Seamless integration with the Salesforce GUI** allows agents to handle cases and telephone calls without needing to switch between applications. This streamlines agent workflow and reduces training.
- **Intelligent voice and case routing** based on user defined criteria improves efficiency and ensures that interactions are routed to the agent best able to handle them.
- **Pre-integrated solution** provides rapid and reliable deployment and lowers implementation costs.



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