



# b+s Fusion for Finesse

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## A suite of essential tools that empower Finesse users by providing them with mission-critical contact center functionality

b+s Fusion for Finesse consists of a set of out-of-the box gadgets that provide a wide range of additional functionality to agents and supervisors using Finesse.

b+s Fusion for Finesse is an enabling application that allows agents to manage customer interactions, see the availability status of coworkers, and take advantage of time saving tools such as phone directories, call histories and Real-Time Displays. Easy access to all tools and information from a single window increases agent productivity and improves customer service.

Enabling access to information and functionality, the different tools each seek to address an information or functionality niche that will allow agents to work more efficiently and effectively. The economy of

action created, together with the availability of highly salient and maximally relevant information, translate directly into increased customer satisfaction resulting from faster handling times. Ultimately, the time savings for agents and the businesses they represent is a decisive Return on Investment (ROI).

### **The suite of b+s Fusion for Finesse gadgets include:**

- CallHistory
- PhoneBook
- RealTime
- CRM (described in the Fusion CRM Fact Sheet)
- CallForwardNote
- RemotePage
- SpeedDial

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## FUSION CALL HISTORY

This b+s gadget allows agents to see a detailed list of their inbound, outbound, and missed calls, which helps them follow up with customers more efficiently via click-to-dial. The agent can filter the list by phone number, call type or time frame and perform searches using almost any criteria such as customer account number, department chosen in the IVR, duration, etc.

## FUSION PHONE BOOK

This b+s gadget allows agents to access their corporate phone book via LDAP. Agents can quickly and easily search for internal contacts by typing in part of a name or phone number and then call, transfer, or conference without leaving the Finesse GUI. This gadget saves administrators time and resources by allowing them to only maintain a single corporate phone book.

## FUSION REAL TIME

This b+s gadget allows agents to see the real-time state of other agents who are members of their skill groups. This makes it easy for agents to get assistance from other agents by knowing what their coworkers are doing and being able to communicate with them quickly via click-to-dial. Supervisors get a more complete view of their team's work load and can help out where needed.

## FUSION CALL FORWARD NOTE

CallForwardNote is a gadget that allows the agent to set a note for a call (caller). This note could be transferred to a second agent with a regular call transfer. If there is a note available, it will be shown on the incoming call.

## FUSION REMOTE PAGE

Fusion RemotePage gives the customer the possibility to easily include 3rd party websites into Cisco Finesse. These can be defined in the configuration and will be loaded when the Fusion RemotePage is displayed. For example, if the agent receives a customer call, Fusion RemotePage can open the CRM website and passing customer data (phone number, call variables, etc.).

## FUSION SPEED DIAL

SpeedDial is a gadget that allows the agent to manage a personal SpeedDial list. For companies there are multiple global lists that could be configured. An agent could have access to only one personal list but multiple global lists. Global lists can only be edited by defined roles. This gadget provides speed: to dial a number, only three clicks are required.