



# b+s Connects for ServiceNow

01 | 03

## Streamline agent experience and reduce customer workload by integrating Cisco and ServiceNow

Bucher + Suter's Connects for ServiceNow is an out-of-the-box integration between Cisco Contact Center and ServiceNow that allows agents to handle contact center interactions and manage their state, all within a gadget embedded in the ServiceNow platform.

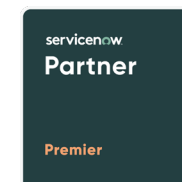
Placing interaction control inside of ServiceNow—where ITIL method and service data resides—gives agents a 360° view of customers, while streamlining workflow. A range of powerful, native ServiceNow tools improve contact center efficiency by empowering agents with application features that reside in a single desktop.

Call center administration provides fine-tuned, highly configurable control over what information agents receive on contacts as well as giving admins the ability to automate elements of agent workflow such as selecting what kinds of fields prepopulate.

Record sharing allows agents automatically to pop customer information on call transfers. Call log association gathers relevant call data and can prepopulate selected data to speed agent responsiveness.

Control over types of ServiceNow objects provides further customizability and control, adding yet another layer of flexibility and customizability to the GUI so that businesses can define the agent interface in order to optimize workflow and customer service.

Each of these improvements to agent productivity the ServiceNow platform generates translate into business savings and customer satisfaction.



# b+s Connects for ServiceNow

02 | 03

www.bucher-suter.com  
info@bucher-suter.com  
© 2021

## PRODUCT HIGHLIGHTS

- Integrated agent desktop
- Browser-based software
- No hardware and plugins required
- Utilize native ServiceNow tools
- IVR & call context
- Cisco dedicated integration
- Screen pops
- Support for ServiceNow Advanced Work Assignment (AWA)

## COMPATIBILITY

- Support for Cisco Mobile Agent
- Support for Agent Workspace
- Cisco Platform
  - Cisco Unified Contact Center: UCCE, PCCE & UCCX
  - Cisco Finesse 11.5+
- ServiceNow
  - Madrid, New York
- Browser
  - Firefox, Google Chrome, MS Edge

The screenshot displays the ServiceNow interface with the b+s Connects for ServiceNow agent desktop overlaid. The interface includes a call control bar at the bottom, a call log on the left, and a main workspace for handling a call. Blue callouts point to various features:

- Agent state**: Points to the top bar of the agent desktop.
- Matched contact (configurable participant lookup)**: Points to the contact information in the call log.
- Pop-up matched contact**: Points to a contact card that appears over the call log.
- Call attached data from Cisco Contact Center**: Points to the call details in the main workspace.
- Call control Incoming call / active calls**: Points to the call control bar at the bottom.

# b+s Connects for ServiceNow

03 | 03

www.bucher-suter.com  
info@bucher-suter.com  
© 2021

## CUSTOMER ADVANTAGE

- Seamless transfer for IVR & call data
- Configurable lookup on all customer-related objects
- Click-to-dial
- Auto-record creation

## AGENT EXPERIENCE

- Real-time display based on Finesse real-time data
- Omni-channel task routing
- In-app experience
- Screen pops
- Quick record lookup
- Transfer & multi-call
- Interaction logging
- Activity comment field inside the gadget
- Auto-assignment of work items to customer related objects

## SUPERVISOR EXPERIENCE

- Supervisor View
- Agent State change
- Silent Monitoring
- Barge-In

## PLATFORM

- High availability
- Minimal configuration
- One-click installation

