

## Contact Center from the Swiss Cloud

As a direct point of contact for existing and potential customers, your contact center must provide excellent customer service. And, internally, it should enable agents to work as efficiently as possible. CCaaS makes this possible by streamlining complicated systems and infrastructure while simultaneously resolving internal operational issues.

### Our Offering

CCaaS is a comprehensive package for your contact center that offers a centrally located, wrap around service. Three different SLAs guarantee reliable operation including IT administration, upgrades, and lifecycle management, all based on your needs.

CCaaS offers all standard features to operate a modern and target-oriented, multichannel contact center. The modular offering also includes a wide range of additional applications which can be integrated into the service. Since no additional 3rd party applications are needed, setup, integration, and operation are all streamlined.

### Your Advantages

CCaaS saves investment and maintenance costs, eliminates the need for renewal & upgrades, and frees resources for core business demands. High scalability means agility and responsiveness to changing business requirements. Furthermore, with the pay-as-you-use model, only the services actually used are billed. Finally, Bucher + Suter's integrated products and options, together with many years of experience and proven competence, ensure optimum service.



### Advantages at a Glance

- Operating costs delivered in a pay-as-you-use service model, with monthly billing
- No investment or maintenance costs
- Effortless lifecycle management and upgrades
- No recurring renewal projects
- Increased agility with rapid agent activation and function adaptation
- Broad portfolio of additional applications for streamlined implementation of the cloud strategy
- Easy integration into existing company infrastructure
- Three SLA options
- Proven technology and continuous further development by the world market leader: Cisco
- Certified service with FINMA accepted audit report for financial service providers



Master  
Service  
Provider



## The Service

The service offers three function-based profiles:



**Voice Basic Profile** for the fully functional inbound agent workstation with IVR and skill-based routing. Elementary supervisor tools and predefined reports are also included.



**Voice Premium Profile** for the fully functional inbound and outbound agent workstations with additional functionality such as Post Call Survey, Silent Monitoring, time zone management, multilingual announcements, and detailed reports.



**Multichannel Profile** adds email and chat functionality to the Voice Premium profile.

All profiles offer a wide range of options for increasing efficiency and quality:

- **CRM Integration** (Salesforce, Microsoft Dynamics, SAP, ServiceNow, Siebel, Oracle CX, Avaloq)
- **Workforce Management** with three additional modules depending on planning needs
- **Recording as a Service (RaaS)** for voice and screen recording with extensive reporting and analytics functions

If required, the telephone system functionality integrated on the same cloud platform may be used as UCaaS (Unified Communication as a Service). UCaaS also offers all employees outside the contact center a variety of functions for modern and future-oriented business communication as a complete cloud solution.

## Eco-system Partners

Bucher + Suter offers and operates solutions together with IT partners who assume the role of general contractor. All of these experts in modern collaboration solutions, are certified by Cisco, and are regularly audited.

## Product Features

- Operation from two Swiss data centers
- High availability through geo-redundancy
- High scalability for contact centers 50 agents and greater
- Multi-client capability
- Multi-channel Routing: Voice, Email, Chat
- Skill-based routing
- Inbound and outbound function
- Web-based agents Desktop
- Home-Office Agents
- Web-based supervisor console, including agent management, opening hours, announcements, languages, skill groups, and more
- IVR functions
- Standardized and customized reports and dashboards
- Wallboards
- Optional: CRM Integration
- Optional: voice and screen recording
- Optional: Shift Planning (WFM)