

## Powerful Contact Center in the Cloud

b+s Cloud Services provides customers with a scalable, modular and reliable contact center platform. The service offers a comprehensive array of contact center functionality for companies with more than 50 seats. b+s Cloud Services seamlessly integrates with existing business infrastructure while offering a variety of communication channels.

### Flexibility & scalability

b+s Cloud Services is a highly scalable solution that can accommodate rapid company expansion. It is also extremely flexible, providing contact centers the ability to implement a variety of configuration changes quickly and easily for example, making it possible to add agents to skillgroups to accommodate high call volume). b+s Cloud Services' modular architecture makes it easy to add functionality with straightforward pricing.

### Productivity via easy-to-use interfaces

The compatibility with existing applications and simple operating steps simplify work for agents and supervisors, thereby greatly improving day-to-day productivity.

### Attractive pricing model

b+s Cloud Services' pricing model is simple, easy-to-calculate and ensures that companies only pay for what they use. This "pay-as-you-go" approach is more cost-effective than purchasing on-premise infrastructure.

### Superior reliability & support

b+s Cloud Services were built in Switzerland and are operating in Swiss data centers. Bucher + Suter has extensive experience providing superior quality and exceptional support in in Life Cycle Management, release management, monitoring and operations.



### Product highlights

- High availability via geo-redundancy
- Hosted in Swiss data centers
- Modular design
- "Pay-as-you-go" pricing model
- Highly scalable
- Seamless integration into existing infrastructure

### Advantages at a glance

- Web-based agent management
- Web-based reporting
- Role-based security policy
- Multichannel integration
- Remote agents
- Service Lifecycle Management
- Multisite Support
- Flexible Service-Level Agreements
- Extended functionality through Bucher + Suter Software

