



b+s Connects for Epic

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Put the patient at the center of the interaction by making Epic the desktop, with Cisco Contact Center intelligence.

Bucher + Suter's Connects for Epic is an out-of-the-box integration between Cisco Contact Center and Epic Systems that allows agents to handle contact center interactions and manage their state within a gadget that launches automatically within Epic Hyperspace.

Placing interaction controls within the Epic interface, b+s Connects for Epic empowers agents to focus on their highest priority: the patient. Without having to switch apps for their CTI controls, agents are better able to see patient records and manage care, all the while decreasing the headache of regulatory compliance. Less time searching for the information they need, means less time patients spend waiting.

What's more, with Epic at the core, patient data remains in Epic and is never stored outside of your databases.

Quick contact resolution keeps your patients at ease and your costs curtailed. With unified Cisco routing, incoming interactions always land with the most appropriate agent. Paired with b+s Connects interaction controls, your teams are ready, informed, and eager to help, faster than ever before. Should an interaction require transfer to another agent or require supervisor reinforcements, they're redirected in a flash.

When it comes time to choose an integration technology for your healthcare contact center, business leaders demand a solution that is feature-rich, simple to use, and cost-effective. IT managers seek solutions that are easy to implement and simple to maintain. b+s Connects for Epic is a pre-integrated package that is easy to install and offers the functionality demanded by even the busiest of today's contact centers.



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PRODUCT HIGHLIGHTS

- Epic is the agent desktop
- Utilize native Epic tools
- Cisco-dedicated integration
- Incoming call with info-rich screen pop
- Call activity and notes
- No stored data
- Enhanced agent phonebook

KEY BENEFITS

- The b+s gadget reduces handle time, speeds issue resolution, and enables faster processing of customer requests by providing agents with flexible screen pops of customer information at the time the interaction arrives. This cost saving alone can provide a rapid return on investment.
- Seamless integration with the Epic GUI streamlines agent workflow and reduces training by allowing agents to handle customer interactions without being forced to switch between applications.
- Pre-built solution provides rapid and reliable deployment and lowers implementation costs.

