b+s Connects for Service Cloud Voice

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Enabling Salesforce Service Cloud Voice for Cisco Contact Center users

Bucher + Suter's Connects for Service Cloud Voice is an out-of-the-box integration between Cisco Contact Center and Salesforce that allows agents to handle Cisco voice interactions inside the Service Cloud Voice *Omni-Channel widget.*

By incorporating the voice channel natively inside Salesforce, b+s Connects enables Salesforce to act as an omnichannel powerhouse of productivity for Cisco Contact Center agents.

Placing call controls in Salesforce where client data resides gives agents a 360° customer view, before a call arrives. It also streamlines contact handling, provides quick access to agent tools, and means that agents don't waste time tabbing between applications, searching for information, while their customers wait.

Through b+s Connects, Cisco Contact Center call data is securely processed by Salesforce, to deliver actionable insights that will help optimize the contact center. In addition, transcription service compatibility combined with upcoming out-of-the-box AI functionality from Salesforce Einstein, including *Intent*, *Next Best Action* and recommendations for *Case Wrap-up*, means the delivery of exceptional customer experiences is simpler than ever before.

With b+s Connects, you can natively bridge the gap in your customer service channel data and reporting, and simultaneously improve agent workflows, dramatically increasing efficienecy across the entire contact center.

CISCO Partner
Premier Certified

salesforce
available on AppExchange

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GENERAL FEATURES

- Agent state control (voice)
- Call data display
- Simple administration
- Real-time display of contact center data
- Salesforce as the unified agent desktop
- Salesforce as the single source of truth

VOICE FEATURES

- Call controls
- Transfer with *Omni-widget* call and record data pop
- Call detail stored in Salesforce-native voice object
- Wrap up with reason
- Click to dial phone numbers in Salesforce records

UPCOMING AI FEATURES

- Transcription service support
- *Einstein Next Best Action*
- *Einstein Case Classification*
- *Einstien Article Recommendations*
- *Einstein Recommendations* for case and call wrap-ups

ARCHITECTURE