

b+s Connects for Microsoft Dynamics

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Enabling Cisco's Unified Contact Center (CCE/CCX) to route multichannel interactions to agents using Microsoft Dynamics CRM

b+s Connects for Microsoft Dynamics CRM is an out-of-the-box integration between the Cisco Contact Center and Microsoft Dynamics CRM that allows agents to handle multichannel interactions and manage their state, all within a gadget connected to the Microsoft Dynamics CRM GUI.

b+s Connects for Microsoft Dynamics CRM improves contact center efficiency by enabling Cisco Contact Center to act as the single routing engine for voice and MS Dynamics CRM email. b+s Connects for Microsoft Dynamics CRM also allows Cisco Contact Center to track agent availability and multichannel interactions for Unified Queuing and reporting.

Customer data agents receive is configurable, which means that the gadget is highly responsive to business-specific needs by providing the data most relevant for each and every type of business. The right information at the right time ensures that customer contacts are resolved correctly, as quickly as possible.

The efficiency afforded by this gadget comes even before it is up and running. Because the b+s Connects for Microsoft Dynamics CRM is a pre-integrated package, deployment times are shorter and solution is more robust. This translates into an offering whose functionality exceeds modern contact centers demands, and does so with a lower implementation cost.

When it comes time to choose a contact center integration technology, management demands solutions that are feature-rich and easy-to-use. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. This transparent, powerful, and simple gadget is the definition of cost effective: it reduces cost, and it is exceptionally effective in enhancing contact center productivity.

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PRODUCT HIGHLIGHTS

- Designed for multichannel contact centers
- Voice implementation requires no additional hardware

KEY BENEFITS

- Configurable screen pops: b+s Connects for MS Dynamics CRM reduces handle time, speeds issue resolution, and enables faster processing of customer requests by providing agents with flexible screen pops of customer information from the moment the interaction arrives. This cost savings alone can provide a rapid and significant return on investment (ROI)
- Pre-integrated solution that provides quick and reliable deployment and lowers implementation costs
- Populates MS Dynamics CRM call activities with data from the Cisco Contact Center such as date, time, duration, ANI, call type, wrap up reason, and so forth. Agents and supervisors can access MS Dynamics CRM to see what happened on every call

The screenshot displays the Microsoft Dynamics 365 interface for a contact record. The contact is identified as Bill Jones (Customer), a Purchasing Manager at Purchasing Company (Customer). The interface shows a list of call activities, including an incoming call from Melanie Keith (7016) on 2018-04-18 at 15:23:57. A pop-up window titled 'Connects for Cisco Contact Cent...' is overlaid on the right, showing details for the incoming call, including the phone number 413191752, language (English), and account ID (7016). Blue arrows point to various elements: 'Pop-up matched contact' points to the contact name, 'Incoming call' points to the call activity, 'Call attached data from Cisco Contact Center' points to the call details in the pop-up, and 'Matched contact' points to the contact name in the pop-up. The interface also shows a map of the contact's address: Arastrasse 6 3048 Worblaufen Bern Switzerland.

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GENERAL PRODUCT FEATURES

- Agent state control
- Search contacts by typing part of a name or number into the gadget
- Configurable toolbars inside the gadget provide additional functionality (e.g. call history)
- Pop up window outside of the gadget allows agents to view and answer calls even when Microsoft Dynamics CRM is minimized or hidden

VOICE FEATURES

- Call control
- Transfer with screen pop
- Agent-to-agent screen sharing
- Call detail logged inside of Microsoft Dynamics CRM
- Activity comment field inside of the gadget
- Auto wrap-up and wrap-up with reason
- Click-to-dial phone numbers in Microsoft Dynamics CRM records
- Speed dial buttons
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

MULTI CHANNEL FEATURES

- Utilize Cisco's Contact Center to route and report on native Microsoft Dynamics CRM email
- Task control
- Manage multiple, simultaneous emails

