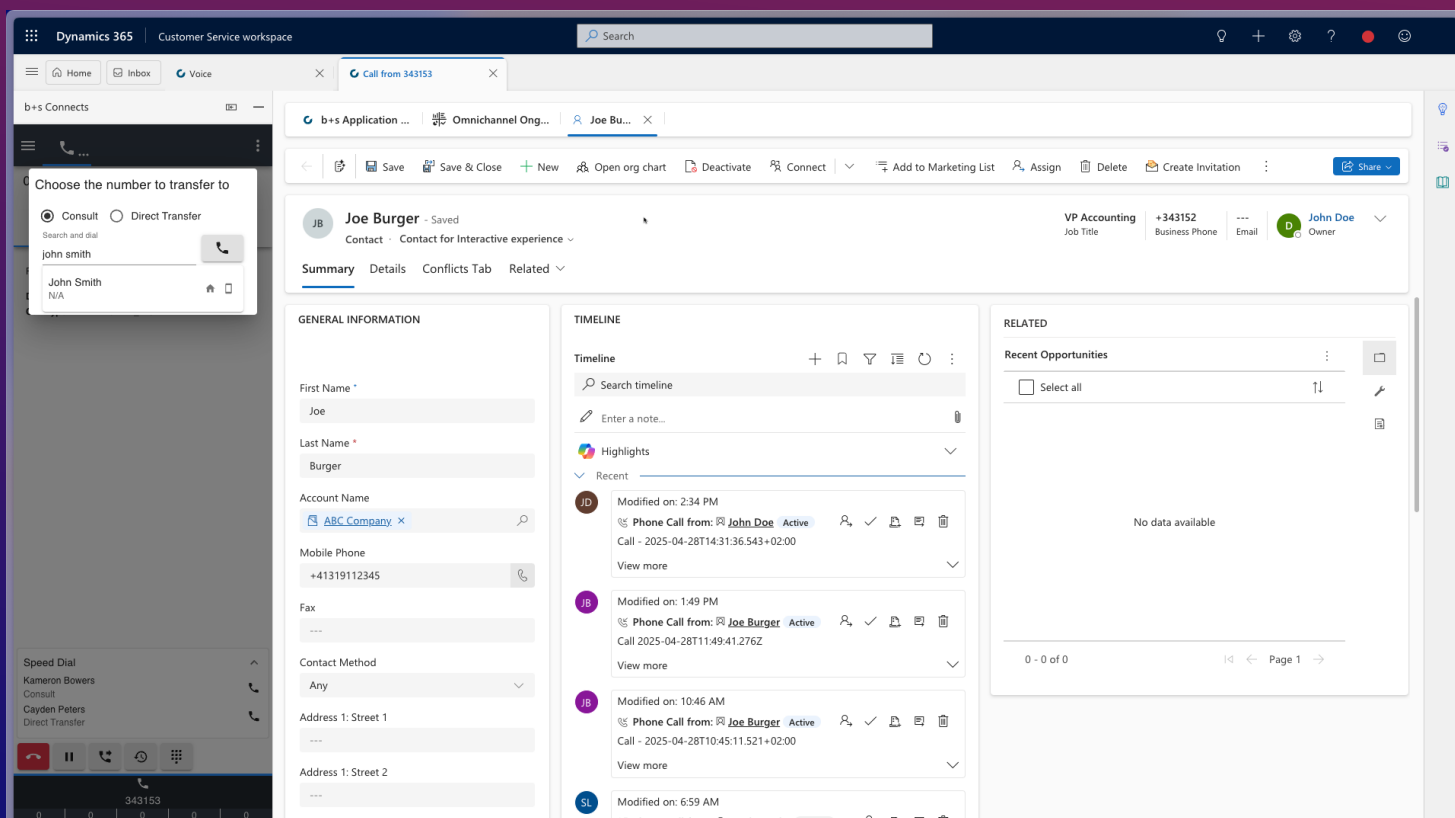


# b+s Connects for Microsoft Dynamics

Streamline agent experience and reduce customer workload by integrating Cisco Contact Center with Microsoft Dynamics.



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

Customer data that 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 is a pre-integrated package, deployment times are shorter and the solution is more robust. This translates into an

offering whose functionality exceeds modern contact center 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.

## Key benefits

- Configurable screen pops: b+s Connects for Dynamics 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.
- Pre-integrated solution that provides quick and reliable deployment and lowers implementation costs.
- Populates Microsoft Dynamics call activities with data from Cisco Contact Center such as date, time, duration, ANI, call type, wrap up reason, and so forth. Agents and supervisors can access Microsoft Dynamics to see what happened on every call.



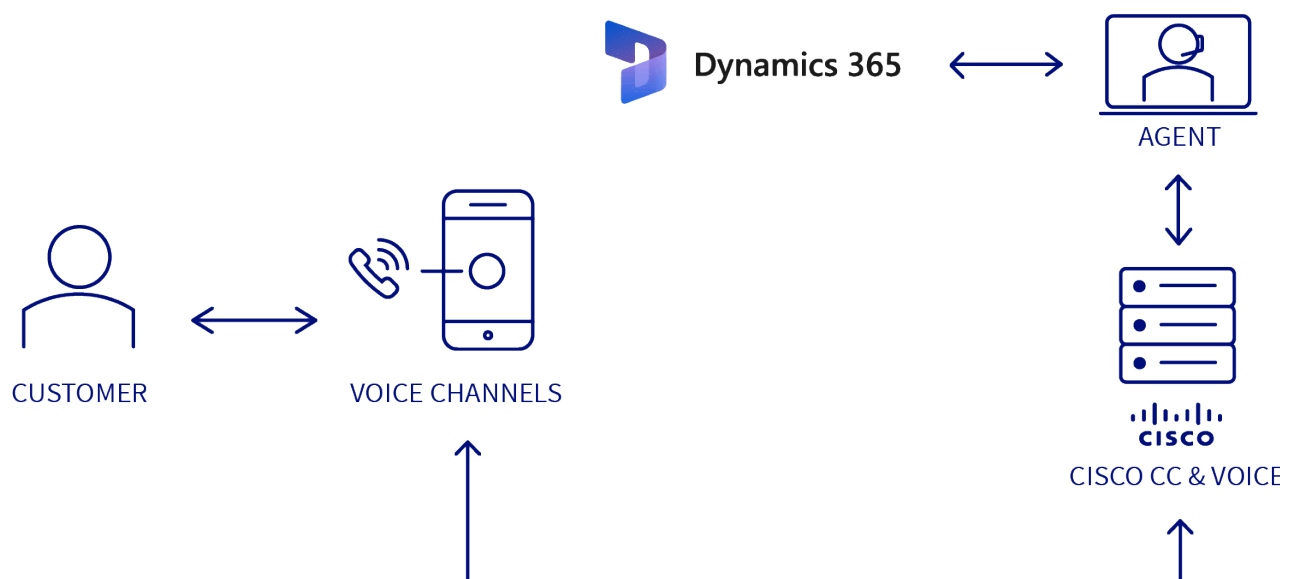
## Product features

- b+s Connects Integration API
- SSO
- Agent state control
- Seamless transfer of IVR & call data
- Configurable lookup on customer objects
- Click-to-dial
- Dynamics presence status sync (federation)
- Auto-record creation
- Real-time display based on Finesse data
- Cisco Outbound Option support
- Interaction logging
- Supervisor features, e.g. monitor or barge-in
- Dynamics 'Multisession App' support
- Internationalization
- Calabrio call recording integration

## Architecture

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### Cisco Contact Center Edition



## Why Bucher + Suter?

### Unparalleled expertise

With decades of experience in the industry, Bucher + Suter stands at the forefront of innovative customer service solutions. Our deep understanding of the unique challenges faced by businesses in various sectors allows us to deliver solutions that drive efficiency and enhance customer satisfaction.

### Cutting-edge technology

Bucher + Suter leverages the latest advancements in technology to provide robust, scalable, and flexible solutions. Our integration with leading platforms ensures seamless connectivity, empowering your organization with tools that adapt to evolving business needs and technological landscapes.

### Comprehensive solutions

From contact center integration to customer experience management, Bucher + Suter offers a comprehensive suite of solutions designed to optimize every touchpoint of the customer journey. Our end-to-end approach ensures that all aspects of your customer interactions are covered, resulting in a cohesive and effective customer service strategy.

### Proven track record

Our extensive portfolio of successful projects and satisfied clients speaks volumes about our capabilities and reliability. Companies around the globe trust Bucher + Suter to deliver solutions that drive results and add value to their operations.

### Dedicated support

We pride ourselves on providing exceptional customer support. Our dedicated team of experts is always ready to assist you, ensuring that your solutions are running smoothly and effectively. With Bucher + Suter, you can count on reliable, ongoing support to keep your business operations uninterrupted.

### Innovation and development

We are committed to continuous improvement and innovation. By staying ahead of industry trends and investing in research and development, Bucher + Suter ensures that our solutions remain cutting-edge and capable of meeting the future demands of your business.

### Global presence, local touch

With a global presence and a local touch, Bucher + Suter combines international expertise with personalized service. Wherever your business operates, we are there to support you with tailored solutions that align with local market dynamics and global best practices.



### Get in touch

Ready to discover what Bucher + Suter can do for your customer experience strategy?

**We're ready when you are!**

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