



b+s Connects for Oracle Service Cloud

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Enabling Cisco Contact Center to route telephone calls, emails and web chats to agents using the Oracle Service Cloud

Customers today use a range of channels to communicate with your contact center; these include, but are not limited to voice, chat, and email. Regardless of the channel, they expect a consistent, high-quality experience—and this is as it should be.

The media bar embedded within the Oracle Service Cloud GUI provides a single integrated view into all customer interactions. Multichannel interaction management for b+s Connects for Oracle Service Cloud ensures your contact center provides the highest level of service for every interaction. By being more responsive to the variety of ways customers may make contact, your company has the opportunity to enhance their experience, reduce in-house costs, and be better positioned to take advantage of sales opportunities.

b+s Connects for Oracle Service Cloud is a pre-packaged integration for call, email, and chat management all within the Oracle Service Cloud Graphical User Interface. Agents can manage their state (i.e. ready/not ready/log in/log out) and handle multichannel interactions all from within the embedded b+s Connects media bar.

The software also pops customer information into the agent's CRM GUI for any incoming calls, emails, or chats—functionality that speeds customer handling by accessing Oracle Service Cloud customer records via caller ID, Caller Entered Digits (CED), email addresses, and any other customer identifier.



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PRODUCT HIGHLIGHTS

- Pre-integrated solution provides rapid and reliable deployment while also lowering implementation costs
- Enables the Cisco Contact Center to function as the single routing engine for all interaction types. Agents can juggle multichannel interactions and answer email and chats during lulls in voice traffic
- Unified multichannel reporting in Cisco for all channels

KEY BENEFITS

- Click-to-dial phone numbers in the Oracle Service Cloud: instead of wasting time manually typing phone numbers, agents can place calls with a single mouse click
- Flexible screen pops. b+s Connects for Oracle Service Cloud reduces handle time, speeds issue resolution and enables faster call processing by providing agents with screen pops of customer information at the time the interaction arrives.
- A “single pane of glass” approach eliminates fumbling between applications, providing agents with access to tools, customer information and interaction management in a single GUI
- Improves customer satisfaction by providing a consistent experience across any channel (i.e. voice, email, and chat)
- Call details are logged inside of the Oracle Service Cloud

The screenshot displays the Oracle Service Cloud interface. The main window shows a customer inquiry record for reference # 180418-000012. The subject is 'Product Inquiry' and the status is 'Unresolved'. The assigned agent is 'Melanie Kassel'. The contact is identified as 'Bill Jones' from 'Bucher + Suter Sports'. The product is 'Climbing Gear' and the category is 'Sales'. The interface includes a navigation pane on the left, a top menu bar with various actions, and a right-hand sidebar for 'b+s Connects Harmony for Oracle CX'. The sidebar shows the agent's name 'Melanie Kassel (174011)' and a list of channels: '343151' (Handling interaction 0:00:26), 'Chat Available (0:07:31)', and 'Mail Available (0:01:10)'. Below the channels, there is an 'Interactions' section showing an 'Inbound call' from '413191753' with a duration of '0:00:26'. Blue arrows point to specific elements: 'Matched contact' points to the contact information, 'Interaction control' points to the 'Interaction control' button, and 'Incoming call' points to the 'Inbound call' entry in the interactions list.

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GENERAL PRODUCT FEATURES

- Agent state control
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

VOICE FEATURES

- Call control
- Direct / consultative transfer & conference with call attached data for screen pops
- Call detail logged inside of the Oracle Service Cloud
- Auto wrap-up and wrap-up with reason
- Click-to-dial phone numbers in CRM records

MULTI CHANNEL FEATURES

- Utilize Cisco's Contact Center to route email and web chats
- Unified multichannel Cisco reporting
- Email and chat interaction control
- Chat transcripts are stored in the Oracle Service Cloud

