b+s

Connects
For Salesforce® - CCE Edition

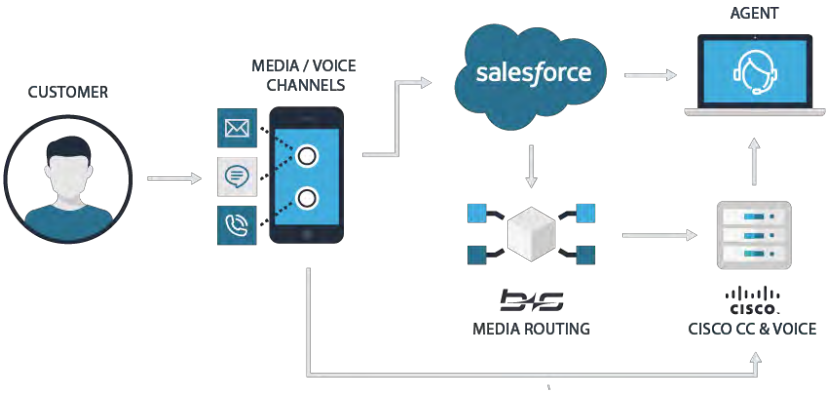
Enabling Cisco's Unified Contact Center Enterprise (CCE) to route multichannel interactions to agents using Salesforce

Bucher + Suter's Connects for Salesforce® – CCE Edition is an out of the box integration between the Cisco Contact Center and Salesforce that allow agents to handle multichannel interactions and manage their state within a gadget embedded in the Salesforce GUI.

Placing interaction control inside of Salesforce–where client data resides–gives agents a 360° customer view. It also streamlines contact handling, provides quick access to agent tools, improves efficiency and means that agents won't constantly have to take time tab back and forth between applications when searching for information–time customers spend waiting.

b+s Connects for Salesforce® improves contact center efficiency by enabling Cisco's CCE to act as the single routing engine for all interaction types (voice, email, case, chat and social media post). b+s Connects for Salesforce® allows Cisco's CCE to track agent availability and multichannel interactions for Unified Queuing and reporting. This approach ensures that all interactions, regardless of type, are queued to the most appropriate agent. This increase in efficiency translates into savings and customer satisfaction.

When it comes time to choose an integration technology for contact centers, management– demands a solution that is feature rich, simple to use and cost effective. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. b+s Connects for Salesforce® – CCE Edition is a pre-integrated package that is easy to install and offers the functionality demanded by today's contact centers.



Product Highlights

- Designed for **multichannel** contact centers
- Browser based gadget means no **desktop installation required**
- Voice implementation requires **no additional hardware**

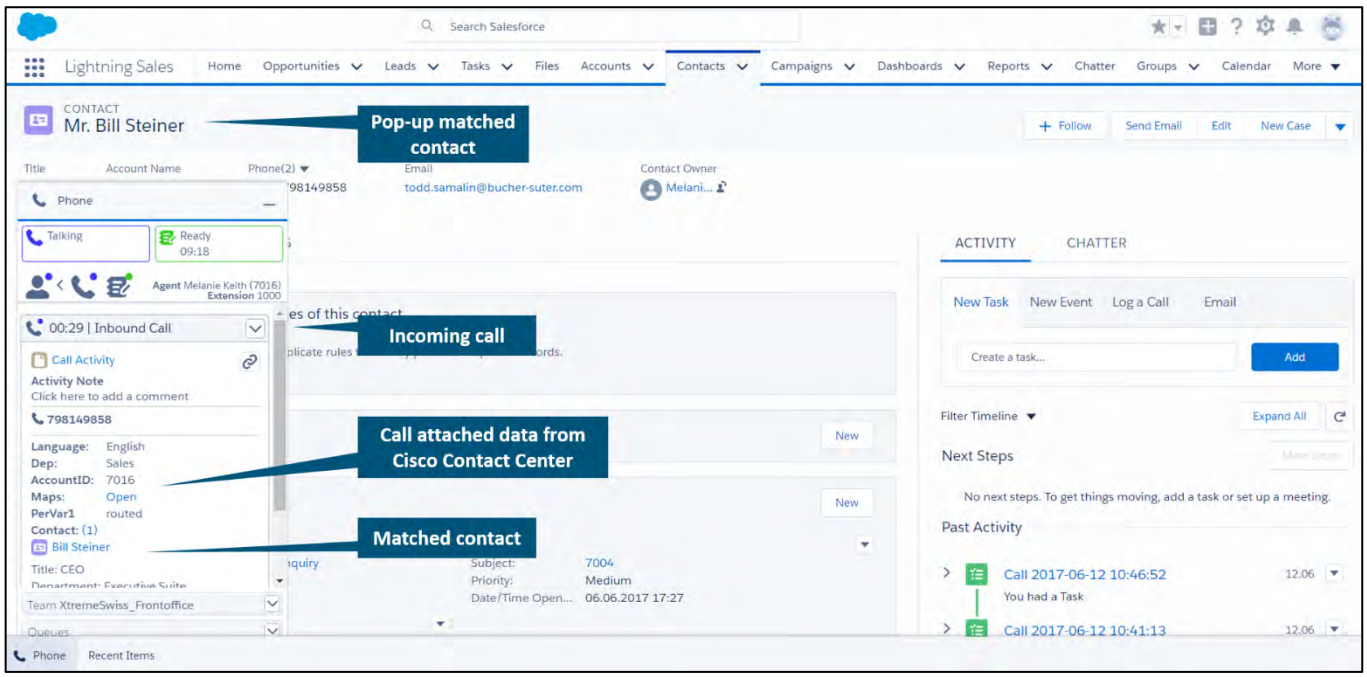
Key Benefits

- **Configurable screen pops** with customer and interaction history. 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 multimedia interaction arrives. This cost savings alone can provide a rapid return on investment (ROI)
- **Seamless integration with the Salesforce GUI** streamlines agent workflow and reduces training by allowing agents to handle customer interactions without being forced to switch between applications
- **Pre-integrated solution** provides rapid and reliable deployment and lowers implementation costs

salesforce appexchange partner

cisco Preferred Solution Partner

General Product Features	Voice Features	Multi Channel Features
• Agent state control – sign in, sign out, ready and not ready with reason • Search contacts by typing in part of a name or number inside 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 Salesforce is minimized or hidden • Real-time display based on Finesse real-time data • Support for both the Salesforce Classic and Lightning modes	• Call control – answer, hold, conference, retrieve and hang up • Transfer with screen pop • Call detail logged inside of Salesforce • Activity comment field inside of the gadget • Auto wrap up and wrap up with reason • Click to dial phone numbers in Salesforce records • Speed dial buttons • Support for Cisco Outbound Option • Support for Cisco Mobile Agent	• Utilize Cisco's Contact Center to route native Salesforce email, Live Agent chats, social media posts and cases • Unified Cisco reporting for multichannel Salesforce interactions • Task control (accept, reject, pause, resume and end) • Manage multiple, simultaneous emails, Live Agent chats and cases • Support for Salesforce Omni-Channel



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