

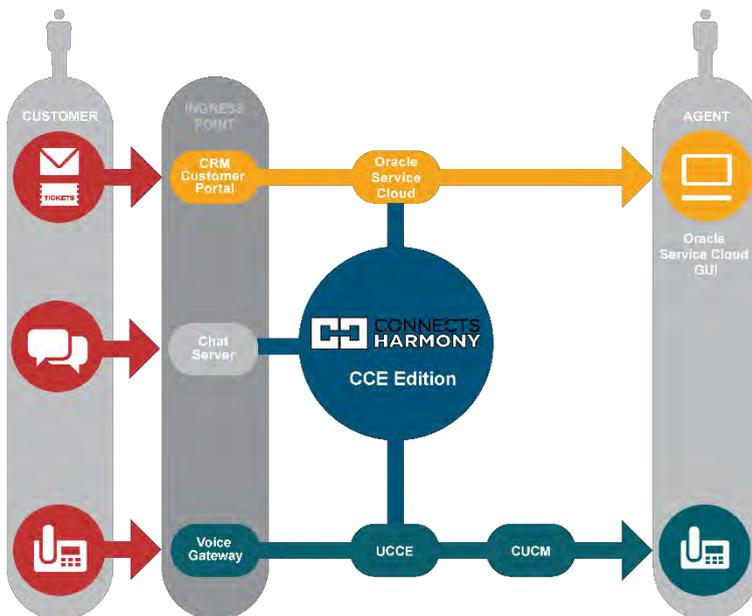
## Enabling Cisco's Unified Contact Center to route telephone calls, emails and web chats to agents using the Oracle Service Cloud

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 Harmony 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 costs in-house costs, and be better positioned to take advantage of sales opportunities.

b+s Connects Harmony for Oracle CX® 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 Harmony media bar.

### Key Benefits

- **Designed for multichannel contact centers:** going beyond simple voice integrations available on the market today
- **Flexible screen pops.** b+s Connects Harmony for Oracle CX® 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. This cost savings alone provides a rapid Return On Investment
- 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)





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.



### 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
- Screen pop on transfer eliminates the need for customers to repeat themselves and wait for a second agent to look up records manually
- Click-to-dial phone numbers in the Oracle Service Cloud: instead wasting time manually typing phone numbers, agents can place calls with a single mouse click
- Call details are logged inside of the Oracle Service Cloud

#### Voice Features

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

#### Multichannel Features

- Agent chat and email state control
- 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