



b+s TAO Mobile

for Cisco Contact Center

- TOTAL AGENT OPTIMISATION -

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An on-the-go enterprise application integration solution for contact center agents and supervisors

Take your customer service network beyond the contact center floor and prime your field agents with b+s TAO Mobile for Cisco Contact Center.

b+s TAO Mobile enables agents to handle calls on their mobile phone or tablet while accessing all your customer's information, empowering them to provide quality customer experiences, at home or on the road.

The b+s TAO Mobile app works as an extension of your contact center and can be deployed on-prem or through the cloud. Integrate the Cisco mobile app to your industry-specific applications and get a mobile app optimized interface, tailored to your business needs. b+s TAO Mobile ensures a quality agent experience regardless of their location. They can access your configured back-end integrations for a complete single-screen view of the customer and their journey.

During seasonal highs, add more agents to cater for sudden demand surges, and enable agents to provide quality customer experiences without the costs incurred by additional infrastructure.

Optimize your mobile agent app performance using the b+s TAO Designer tool which facilitates quick and easy modifications to the agent's UI.

b+s TAO Mobile integrates with a wide number of 3rd party applications, CRMs, ticketing systems, middleware, WFMs, ERPs, databases, and homegrown applications by leveraging technologies such as Java, SOAP/XML, REST, SQL, JavaScript, .Net or any open API framework.

b+s TAO Mobile is compatible with Cisco UCCE, UCCX, and PCCE (both bridged and nailed connections).



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PRODUCT HIGHLIGHTS

- Call control gadget
- Agent statistics
- Call statistics
- Alerts and notifications
- Call wrap and tagging
- Call follow upk
- Reporting
- Connection via VPN or internet
- Available on-prem or through the cloud

Please note: Product features may vary based on configuration, setup, and contract.

KEY BENEFITS

- The templated, quickly deployed, out-of-the-box solution, can be customised with a wide range of integrations perfectly suited to the needs of the business and its agents.
- Reduces handle time, speeds issue resolution and enables faster processing of customer requests by providing agents with a unified desktop on their mobile device, empowering them to work whether at home or on the road.
- Seamless integration between Cisco Contact Center and a variety of apps and data sources streamlines agent workflow and minimizes staff training requirements by allowing agents to handle customer interactions without having to switch between applications.
- Can be customized and tailor-fit to meet the needs of any enterprise, however complex they may be.
- Integration possibilities for any data source with open APIs.

