



b+s TAO for Cisco Finesse CX

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Integrating Salesforce, Microsoft Dynamics and ServiceNow with the Cisco Finesse Agent Desktop for Total Agent Optimization

Bucher + Suter's TAO CX is an out-of-the-box, quickly-deployed solution for integrating customer experience (CX) applications into the Cisco Finesse agent desktop.

Most companies rely on a myriad of applications to enable their customer-facing teams to deliver exceptional service. b+s TAO CX brings together key customer data and functionality from customer relationship software packages like MS Dynamics, Salesforce, and ServiceNow, and places it right at the fingertips of agents working within the Finesse desktop. By reducing the noise created by multiple open applications, b+s TAO CX helps agents to concentrate on their number one priority: the customer.

Upon arrival of a call, agents are automatically presented with the customer's record and the configured data, pre-determined to be pertinent to the interaction. Having a wealth of client information in their hands empowers agents to deliver tailor-made interactions, that customers will remember for all the right reasons.

TAO features such as customer number recognition, automatic customer record retrieval, contact search, click-to-dial, and call transfer, ensure agents need rarely leave the Cisco Finesse desktop. While screen pops to full customer records make any necessary ventures out of the Finesse desktop, quick, efficient and painless, for both the agent and the customer.

As a quick-to-market, out-of-the-box solution that empowers agents to deliver the service that today's customers expect, you can be up and running and watching the ROI of your contact center investment climb in no time.



servicenow



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www.bucher-suter.com
info@bucher-suter.com
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PRODUCT HIGHLIGHTS

- Identify customers based on call data
- Automatically create interaction records
- Click-to-dial
- Call disposition and activity update
- Creation of CRM objects
- Display recent interactions
- Simultaneously connects multiple CRMs

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

KEY BENEFITS

- Reduces handle time, speeds issue resolution and enables faster processing of customer requests by providing agents with a cockpit within Cisco Finesse that displays the most important services required, before the customer interaction begins.
- Easy to install, out-of-the-box solution provides rapid and reliable deployment and lowers implementation and maintenance costs.
- Seamless integration between Cisco Finesse and a selection of apps and data sources streamlines agent workflow and minimizes training requirements by allowing agents to handle customer interactions without being forced to switch between applications.

The screenshot displays the Cisco Finesse interface with the b+s TAO integration. The interface is divided into several sections:

- Customer Information:** Shows details for Mrs. Jasmine Oris, including contact information and account details. A callout points to the 'Customer case overview' section.
- Total Cases:** A table listing various cases with columns for Case Owner, Contact Name, Priority, Type, and Status. A callout points to the 'Detailed customer information' section.
- PhoneBook:** A table listing phone numbers and names. A callout points to the 'Searchable phonebook' section.
- Call Activity:** A table showing recent calls with columns for Assigned To, Due Date, Priority, Created By, and Status. A callout points to the 'Recent customer interactions' section.