b+s TAO for Cisco Finesse Finance

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Integrating Jack Henry, FIS and Fiserv with the Cisco Finesse Agent Desktop for Total Agent Optimization

Bucher + Suter's TAO Finance is an out-of-the-box, quickly deployed solution dedicated to the needs of financial companies. b+s TAO Finance offers solutions that cater to all company sizes, from small- and medium-sized, regional Credit Unions to multi-national, multi-contact center Banking Institutions.

Having one unified view for their essential applications helps to keep Contact Center agents focused on their number one priority: the customer. In an industry where time means money, more attentive, efficient agents ultimately lead to customer satisfaction and retention that resonates on the bottom line.

With customizable fields that display data such as account or loan balances upon the arrival of a call, it's no longer necessary to keep callers on hold while their information is retrieved. And with optional functions for some of the most frequently recurring caller requests, like card activation, card blocking, and password resets, agents have all the functionality they require, to deliver what customers expect, in one easily managed desktop.

b+s TAO product features such as phone number recognition, automatic customer record retrieval, contact search, click-to-dial, and call transfer, ensure agents need rarely leave the Cisco Finesse desktop. However, customizable quick links within the agent desktop, ensure that if they do need to switch apps, they're there in a flash.

The long-term returns of more engaged and focused agents are trusting and loyal customers, eager to continue investing in their relationship with the business.

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PRODUCT HIGHLIGHTS

- → Search by member, account or contact
- → Account services for account and loan balances
- → Customizable screen pops
- → Card services for details, activation, and deactivation
- → Account services for viewing and adding member, account and contact details as well as account-specific comments
- → Reset banking passwords
- → Agent personal phonebook

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

KEY BENEFITS

- Reduces handle time, speeds issue resolution and enables more efficient processing of customer requests by providing agents with a configurable cockpit within Cisco Finesse that displays the data and functions required, before the customer interaction begins.
- The templated solution provides rapid, reliable deployment and lowers implementation costs while offering flexibility for customization.
- Seamless integration between Cisco Contact Center and a variety of financial service applications and data sources streamlines agent workflow and reduces training requirements by allowing agents to handle customer interactions without having to switch between apps.
- Integration possibilities for any data source with open APIs.