b+s Connects for Microsoft Dynamics USD

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Streamline agent experience and reduce customer workload by integrating Cisco and Unified Service Desk (USD)

Easy: This out-of-the-box, feature-rich integration between Cisco Contact Center and Microsoft Dynamics Unified Service Desk provides agents with state and call control within the USD Client GUI. Best of all, it does this without any additional hardware.

Agile: Agents can answer, transfer, and conference telephone calls all within the b+s Connects for Microsoft Dynamics CRM – USD gadget. The system will also log call record details into the CRM so agents and supervisors alike can quickly track and respond to customer service issues.

Responsive: With Caller Entered Digits (CED), IVR, or caller ID data, look-ups are fast and relevant. On telephone call arrival, the gadget instantly pops customer data to the USD GUI to facilitate CRM information retrieval and customer journey tracking.

Intelligent: Agents can manage their state within the b+s gadget and the Contact Center keeps track of agent activity so it knows which agents are available to answer calls. This ensures agents can execute effective customer transfers and that supervisors can dynamically track contact center capacity and workflow.

Cisco Partner
Solution Partner

Gold
Microsoft Partner

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PRODUCT HIGHLIGHTS

→ Out-of-the-box solution requires no additional hardware

→ Speed call handling with automated data search & entry features

→ Dynamic agent state control facilitates intelligent call handling

KEY BENEFITS

- Voice implementation that requires no additional hardware
- Configurable screen pops:
  With faster handle time, faster issue resolution, and faster customer request processing, agents are empowered from the moment the call begins

- Pre-integrated solution provides quick and reliable deployment, which lowers implementation costs
- Populates MS Dynamics CRM call activities with data from the Cisco Contact Center such as date, time, ANI

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