b+s Connects for Microsoft Dynamics

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Streamline agent experience and reduce customer workload by integrating Cisco and Microsoft Dynamics

b+s Connects for Microsoft Dynamics is an out-of-the-box integration between the Cisco Contact Center and Microsoft Dynamics that allows agents to handle voice interactions and manage their state, all within a gadget connected to the Microsoft Dynamics GUI.

Customer data agents receive is configurable, which means that the gadget is highly responsive to business-specific needs by providing the data most relevant for each and every type of business. The right information at the right time ensures that customer contacts are resolved correctly, as quickly as possible.

The efficiency afforded by this gadget comes even before it is up and running. Because the b+s Connects for Microsoft Dynamics is a pre-integrated package, deployment times are shorter and solution is more robust. This translates into an offering whose functionality exceeds modern contact centers demands, and does so with a lower implementation cost.

When it comes time to choose a contact center integration technology, management demands solutions that are feature-rich and easy-to-use. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. This transparent, powerful, and simple gadget is the definition of cost effective: it reduces cost, and it is exceptionally effective in enhancing contact center productivity.

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PRODUCT FEATURES

→ Agent state control

→ Seamless transfer of IVR & call data

→ Configurable lookup on all customer objects

→ Click-to-dial

→ Auto-record creation

→ Real-time display based on Finesse data

→ Screen pops

→ Interaction logging

→ Support for Unified Interface (USD and browser-based version)

KEY BENEFITS

• Configurable screen pops:
b+s Connects for MS Dynamics reduces handle time, speeds issue resolution, and enables faster processing of customer requests by providing agents with flexible screen pops of customer information from the moment the interaction arrives. This cost savings alone can provide a rapid and significant return on investment (ROI)

• Pre-integrated solution that provides quick and reliable deployment and lowers implementation costs

• Populates MS Dynamics call activities with data from the Cisco Contact Center such as date, time, duration, ANI, call type, wrap up reason, and so forth. Agents and supervisors can access MS Dynamics to see what happened on every call