

b+s Connects for Oracle Service Cloud

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Enabling Cisco Contact Center to route telephone calls, emails and web chats to agents using the Oracle Service Cloud

Customers today use a range of channels to communicate with your contact center; these include, but are not limited to voice, chat, and email. Regardless of the channel, they expect a consistent, high-quality experience—and this is as it should be.

The media bar embedded within the Oracle Service Cloud GUI provides a single integrated view into all customer interactions. Multichannel interaction management for b+s Connects for Oracle Service Cloud ensures your contact center provides the highest level of service for every interaction. By being more responsive to the variety of ways customers may make contact, your company has the opportunity to enhance their experience, reduce in-house costs, and be better positioned to take advantage of sales opportunities.

b+s Connects for Oracle Service Cloud is a pre-packaged integration for call, email, and chat management all within the Oracle Service Cloud Graphical User Interface. Agents can manage their state (i.e. ready/not ready/log in/log out) and handle multichannel interactions all from within the embedded b+s Connects media bar.

The software also pops customer information into the agent's CRM GUI for any incoming calls, emails, or chats—functionality that speeds customer handling by accessing Oracle Service Cloud customer records via caller ID, Caller Entered Digits (CED), email addresses, and any other customer identifier.

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info@bucher-suter.com
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PRODUCT HIGHLIGHTS

- Pre-integrated solution provides rapid and reliable deployment while also lowering implementation costs
- Enables the Cisco Contact Center to function as the single routing engine for all interaction types. Agents can juggle multichannel interactions and answer email and chats during lulls in voice traffic
- Unified multichannel reporting in Cisco for all channels

KEY BENEFITS

- Click-to-dial phone numbers in the Oracle Service Cloud: instead of manually typing phone numbers, agents can place calls with a single mouse click
- Flexible screen pops. b+s Connects for Oracle Service Cloud reduces handle time, speeds issue resolution and enables faster call processing by providing agents with screen pops of customer information at the time the interaction arrives.
- A “single pane of glass” approach eliminates fumbling between applications, providing agents with access to tools, customer information and interaction management in a single GUI
- Improves customer satisfaction by providing a consistent experience across any channel (i.e. voice, email, and chat)
- Call details are logged inside of the Oracle Service Cloud

The screenshot displays the Oracle Service Cloud interface with the following elements and annotations:

- Matched contact:** A blue callout box points to the 'Contact' field, which displays 'Bill Jones'.
- Interaction control:** A blue callout box points to the 'Interaction control' section, which includes options like 'Send On Save', 'Add', 'SmartAssistant', and 'Search Knowledgebase'.
- Incoming call:** A blue callout box points to the 'Incoming call' section, which shows a call log entry for '413191753' with a duration of '0:00:26'.

The interface also shows a 'Recent Items' list on the left, a 'Navigation' pane, and a 'b+s Connects Harmony for Oracle CX' sidebar on the right with various channel and interaction management options.

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GENERAL PRODUCT FEATURES

- Agent state control
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

VOICE FEATURES

- Call control
- Direct / consultative transfer & conference with call attached data for screen pops
- Call detail logged inside of the Oracle Service Cloud
- Auto wrap-up and wrap-up with reason
- Click-to-dial phone numbers in CRM records

MULTI CHANNEL FEATURES

- Utilize Cisco's Contact Center to route email and web chats
- Unified multichannel Cisco reporting
- Email and chat interaction control
- Chat transcripts are stored in the Oracle Service Cloud

