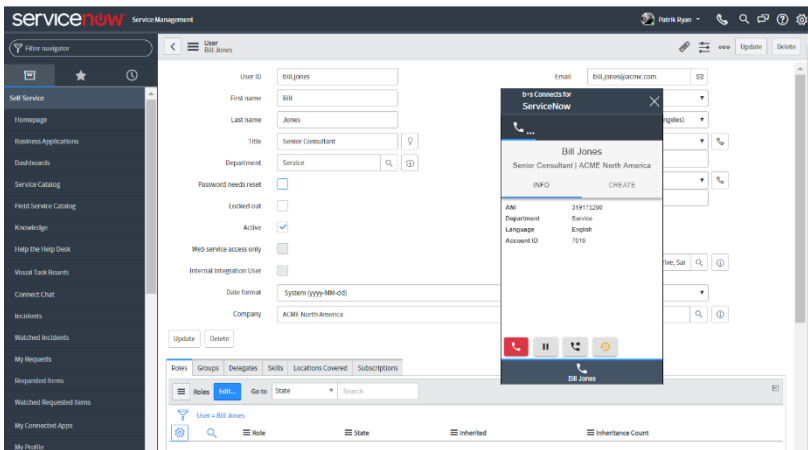


Streamline agent experience and reduce customer workload with b+s Connects

Bucher + Suter's Connects for ServiceNow® is an out-of-the-box integration between Cisco Contact Center and ServiceNow that allows agents to handle contact center interactions and manage their state, all within a gadget embedded in the ServiceNow platform.



Placing interaction control inside of ServiceNow—where ITIL method and service data resides—gives agents a 360° view of customers, while streamlining workflow. Native ServiceNow tools, such as rules and incident management, improve contact center efficiency by empowering agents with application features that reside in a single desktop. Improvements in agent productivity coupled with the rewards of investment into the ServiceNow platform translate into business savings and customer satisfaction.

Product Highlights

- Integrated agent desktop
- Browser-based software
- No hardware and plugins required
- Utilize native ServiceNow tools
- IVR & call context
- Cisco dedicated integration
- Screen pops

Compatibility

- ServiceNow
 - Jakarta, Kingston, London
- Cisco Platform
 - Cisco Unified Contact Center: UCCE, PCCE & UCCX
 - Cisco Finesse 11.5+
- Browser
 - Firefox, Google Chrome, MS Edge



CUSTOMER ADVANTAGE	AGENT EXPERIENCE	PLATFORM
<ul style="list-style-type: none"> • Seamless transfer for IVR & call data • Configurable lookup on all customer-related objects • Click-to-dial • Auto-record creation 	<ul style="list-style-type: none"> • In-app experience • Screen pops • Quick record lookup • Transfer & multi-call • Call logging 	<ul style="list-style-type: none"> • High availability • Minimal configuration • One-click installation