



b+s Connects for ServiceNow

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Streamline agent experience and reduce customer workload by integrating Cisco and ServiceNow

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. A range of powerful, native ServiceNow tools improve contact center efficiency by empowering agents with application features that reside in a single desktop.

Call center administration provides fine-tuned, highly configurable control over what information agents receive on contacts as well as giving admins the ability to automate elements of agent workflow such as selecting what kinds of fields prepopulate.

Record sharing allows agents automatically to pop customer information on call transfers. Call log association gathers relevant call data and can prepopulate selected data to speed agent responsiveness.

Control over types of ServiceNow objects provides further customizability and control, adding yet another layer of flexibility and customizability to the GUI so that businesses can define the agent interface in order to optimize workflow and customer service.

Each of these improvements to agent productivity the ServiceNow platform generates translate into business savings and customer satisfaction.



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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

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

The screenshot displays the ServiceNow 'User Management' interface for a user named Bill Jones. The user profile includes fields for User ID (billjones), Email (bill.jones@acme.com), First name (Bill), Last name (Jones), Title (Senior Consultant), Department (Service), and Company (ACME North America). A blue call control overlay is positioned on the right side of the screen, featuring a 'b+s Connects for ServiceNow' header, a user card for Bill Jones, and a record to share section with fields for ANI, Department, Language, and Account ID. At the bottom of the overlay are call control icons: a red phone icon, a pause icon, a red phone icon, and a yellow speech bubble icon. Blue arrows point from text labels to various elements: 'Pop-up matched contact' points to the first name field; 'Agent state' points to the phone icon; 'Matched contact (configurable participant lookup)' points to the user card; 'Call attached data from Cisco Contact Center' points to the record to share section; and 'Call control Incoming call / active calls' points to the call control icons.

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CUSTOMER ADVANTAGE

- Seamless transfer for IVR & call data
- Configurable lookup on all customer-related objects
- Click-to-dial
- Auto-record creation

AGENT EXPERIENCE

- In-app experience
- Screen pops
- Quick record lookup
- Transfer & multi-call
- Interaction logging
- Activity comment field inside the gadget
- Auto-assignment of work items to customer related objects

PLATFORM

- High availability
- Minimal configuration
- One-click installation

