



# b+s Connects for SAP C4C

01 | 02

## Put the customer at the heart of your dialogue and offer extraordinary experiences with a unified agent desktop

**Bucher + Suter's Connects for SAP C4C is an out-of-the-box integration between Cisco Contact Center and SAP Cloud for Customer (C4C) that allows agents to handle contact center interactions and manage their state within a gadget embedded in the SAP C4C UI.**

Placing interaction controls within the SAP Customer Experience interface, b+s Connects for SAP C4C empowers agents to focus on their highest priority: the customer. Without having to switch apps for their CTI controls, agents are better able to tend to the needs of the caller. Less time searching for the information they need, means less time the customer spends waiting

Quick contact resolution keeps your customers happy and your costs curtailed. With unified Cisco routing, incoming interactions always land with the most appropriate agent. Paired with b+s Connects interaction controls, your teams are ready, informed, and eager to help, faster than ever before. Should a call require transfer to another agent or ,they're redirected in a flash.

Digital transformation can be an arduous process, but with b+s Connects for SAP C4C, Bucher + Suter can help smooth your path to the cloud. b+s Connects is a no-hardware, easy to install solution that offers the functionality demanded by even the busiest of today's contact centers.



# b+s Connects for SAP C4C

02 | 02

www.bucher-suter.com  
info@bucher-suter.com  
© 2020

## PRODUCT HIGHLIGHTS

- SAP C4C is the agent desktop
- Utilize native SAP C4C features
- Cisco-dedicated integration
- Incoming call with info-rich screen pop
- Complete agent call controls
- Real time queue and team views

## KEY BENEFITS

- The b+s gadget reduces handle time, speeds issue resolution, and enables faster processing of customer requests by providing agents with flexible screen pops of customer information at the time the interaction arrives. This cost saving alone can provide a rapid return on investment.
- Seamless integration with the SAP C4C UI streamlines agent workflow and reduces training by allowing agents to handle customer interactions without being forced to switch between applications.

The screenshot displays the SAP C4C interface with a 'Contacts' table and a 'Live Engagements' overlay. A blue callout box labeled 'Click-to-dial' points to the phone number '+41 319175269' in the 'Phone' column of the contact list. Another blue callout box labeled 'Screen pop with Matched Contact' points to the 'Live Engagements' window, which shows contact details for 'ACME • George Geoffries' and a call timer. A third blue callout box labeled 'Agent state control' points to the call control icons (mute, hold, transfer) within the 'Live Engagements' window. A fourth blue callout box labeled 'Key CTI functions inside the SAP C4C GUI' points to the call control icons at the bottom of the 'Live Engagements' window. The 'Live Engagements' window also displays call details such as 'Location: Direct over the Internet', 'Type: CC call', 'DN: 7008', and 'eV8: 8'. The SAP logo is visible in the top left corner of the interface.

Name	Account	Channel Type	Social Media Profile	Function	Department	Phone	E-Mail
Geoffries, George	ACME					+41 319175269	
Mobile, Jeff	ACME					+1 602-725-7434	

Live Engagements

ACME • George Geoffries  
+41319175269

00:23 +41319175269  
No information available

INFO CREATE

Location Direct over the Internet  
Type CC call  
DN 7008  
eV8 8

Key CTI functions inside the SAP C4C GUI

BUCHER + SUTER  
**CONNECTS**  
FOR SAP C4C