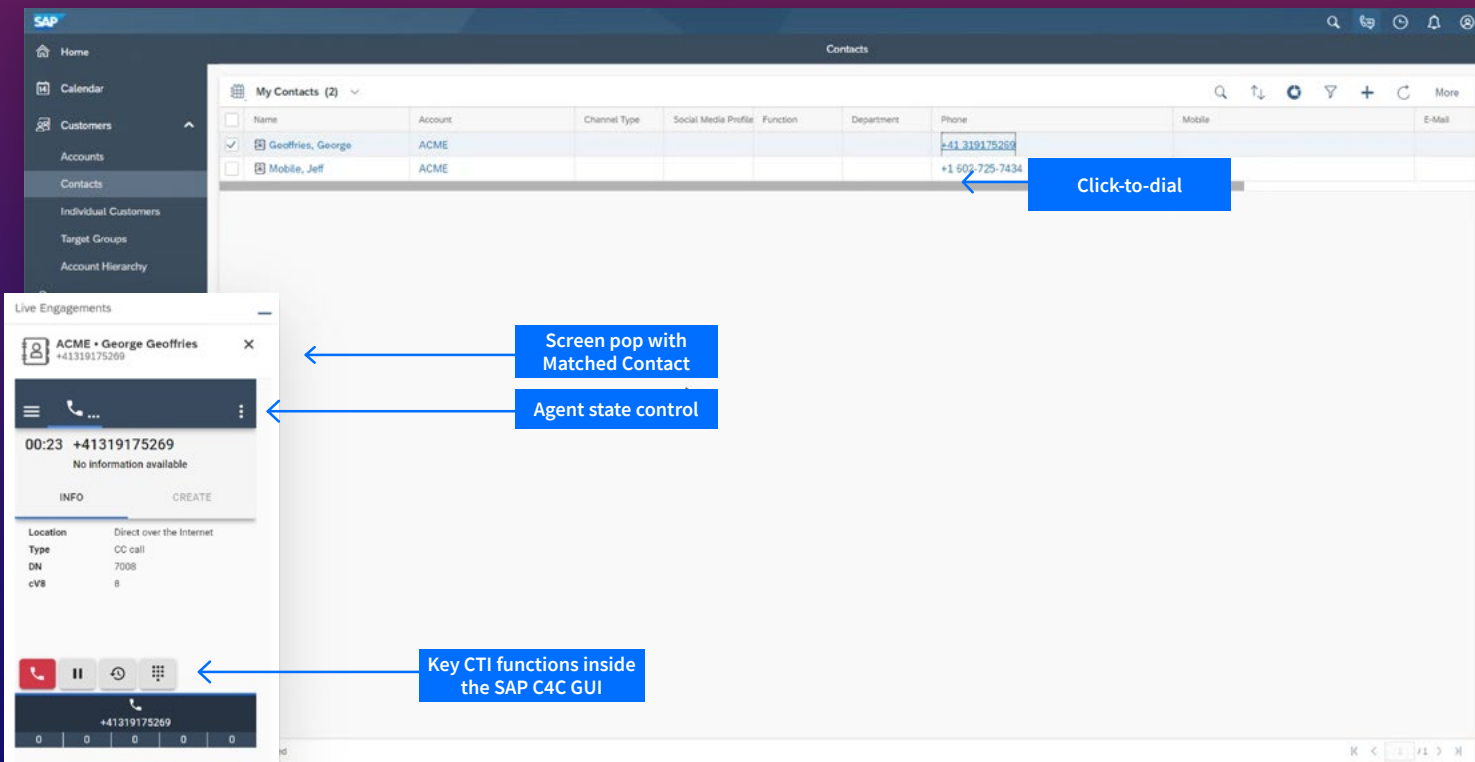


b+s Connects for SAP C4C

Offer extraordinary contact center customer experiences with a unified agent desktop.



The screenshot displays the SAP C4C GUI interface. On the left, a navigation menu includes Home, Calendar, Customers, Accounts, Contacts, Individual Customers, Target Groups, and Account Hierarchy. The main area shows a 'My Contacts (2)' table with the following data:

Name	Account	Channel Type	Social Media Profile	Function	Department	Phone	Mobile	E-Mail
Geoffries, George	ACME					+1 319175269		
Mobile, Jeff	ACME					+1 609-725-7434		

Annotations with blue arrows point to specific features:

- Click-to-dial**: Points to the phone number '+1 319175269' in the table.
- Screen pop with Matched Contact**: Points to the 'Live Engagements' window.
- Agent state control**: Points to the top bar of the 'Live Engagements' window.
- Key CTI functions inside the SAP C4C GUI**: Points to the call control icons (end call, hold, transfer, etc.) at the bottom of the 'Live Engagements' window.

The 'Live Engagements' window shows details for 'ACME • George Geoffries +41319175269', including a timer at '00:23', a status of 'No information available', and call details: Location (Direct over the Internet), Type (CC call), DN (7008), and cVR (8). Call control icons and a numeric keypad are visible at the bottom.

Bucher + Suter's Connects for SAP C4C is an integration between the Cisco Contact Center and the 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.



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.

Quick contact resolution keeps your customers happy, and your costs curtailed.

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 plug and play, out of the box, and easy to configure integration. It requires no programming, no applications on the agent desktop and no additional hardware.

When it comes time to choose an integration technology for contact centers, management demands a solution that is feature rich, simple to use and cost effective. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. b+s Connects for SAP C4C is a pre-integrated package that offers the functionality demanded by today's most forward-thinking contact centers.

Product highlights

- Single pane of glass
- Screen pop and screen pop on transfer
- Contact center data display in gadget
- Complete agent call controls
- Real time queue (CCE only) and team views
- Call activity creation enables voice reporting in SAP C4C
- Click to dial phone numbers in SAP
- SSO

Why Bucher + Suter?

Unparalleled expertise

With decades of experience in the industry, Bucher + Suter stands at the forefront of innovative customer service solutions. Our deep understanding of the unique challenges faced by businesses in various sectors allows us to deliver solutions that drive efficiency and enhance customer satisfaction.

Cutting-edge technology

Bucher + Suter leverages the latest advancements in technology to provide robust, scalable, and flexible solutions. Our integration with leading platforms ensures seamless connectivity, empowering your organization with tools that adapt to evolving business needs and technological landscapes.

Comprehensive solutions

From contact center integration to customer experience management, Bucher + Suter offers a comprehensive suite of solutions designed to optimize every touchpoint of the customer journey. Our end-to-end approach ensures that all aspects of your customer interactions are covered, resulting in a cohesive and effective customer service strategy.

Proven track record

Our extensive portfolio of successful projects and satisfied clients speaks volumes about our capabilities and reliability. Companies around the globe trust Bucher + Suter to deliver solutions that drive results and add value to their operations.

Dedicated support

We pride ourselves on providing exceptional customer support. Our dedicated team of experts is always ready to assist you, ensuring that your solutions are running smoothly and effectively. With Bucher + Suter, you can count on reliable, ongoing support to keep your business operations uninterrupted.

Innovation and development

We are committed to continuous improvement and innovation. By staying ahead of industry trends and investing in research and development, Bucher + Suter ensures that our solutions remain cutting-edge and capable of meeting the future demands of your business.

Global presence, local touch

With a global presence and a local touch, Bucher + Suter combines international expertise with personalized service. Wherever your business operates, we are there to support you with tailored solutions that align with local market dynamics and global best practices.



Get in touch

Ready to discover what Bucher + Suter can do for your customer experience strategy?

We're ready when you are!

Email: info@bucher-suter.com



+1 800 917 9060



+49 6251 8622 500



+41 31 917 52 00

