b+s Connects for Service Cloud Voice
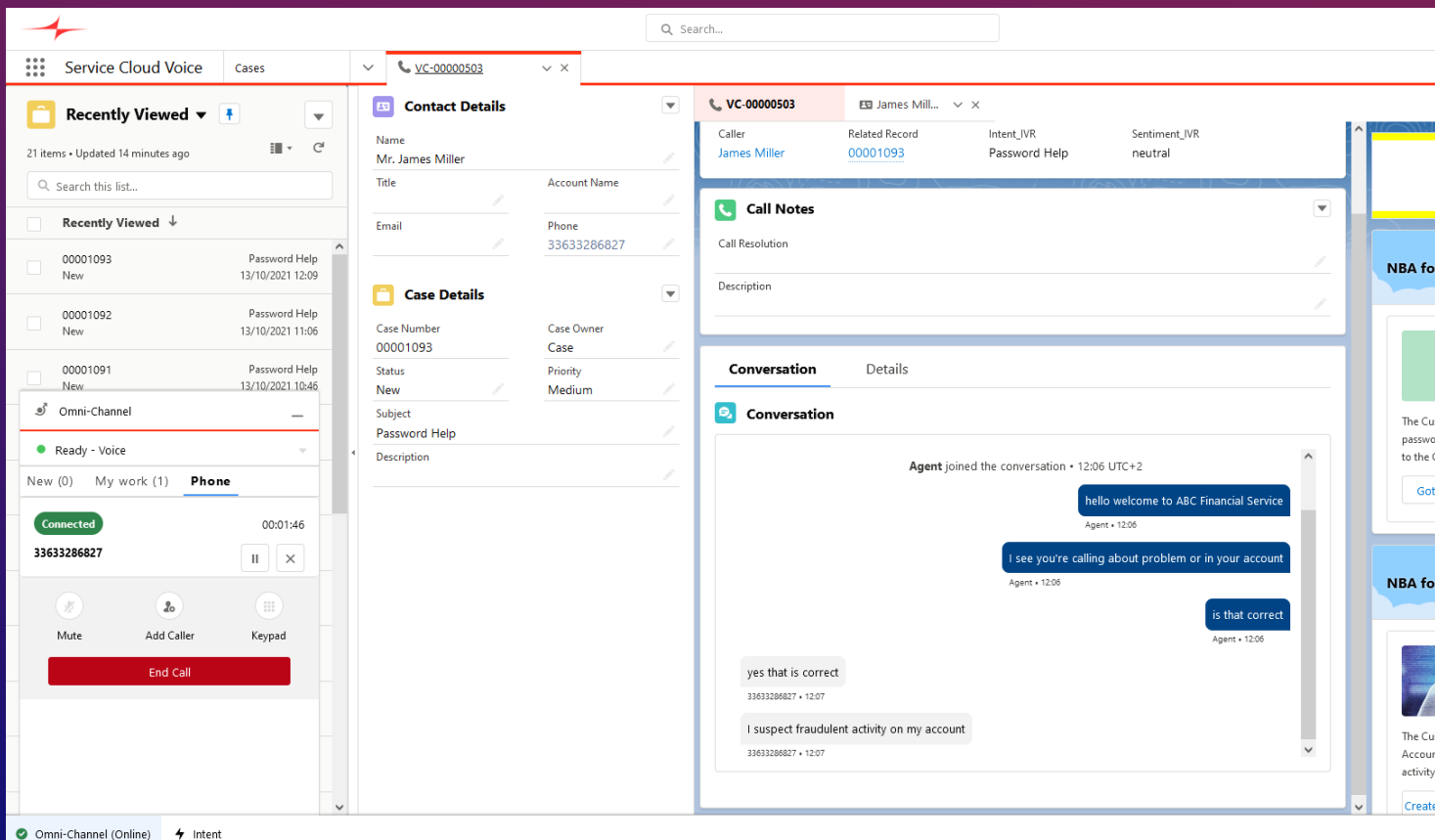
Empowering Salesforce Service Cloud Voice for Webex and Cisco Contact Center users.

Bucher + Suter's Connects for Service Cloud Voice is an out-of-the-box integration between Cisco Contact Center Enterprise (CCE), Express (CCX) or Webex Contact Center and Salesforce that allows agents to handle customer interactions inside the Service Cloud Voice Omni-Channel widget.

By incorporating the voice channel natively inside Salesforce, b+s Connects enables Salesforce to act as a single pane of glass for the management of any interaction type.

Placing call controls in Salesforce where client data resides gives agents a 360° customer view, before a call arrives. It also streamlines contact handling, provides quick access to agent tools, and means that agents don't waste time tabbing between applications, searching for information, while their customers wait.

Through b+s Connects, contact center call data is securely processed by Salesforce, to deliver actionable insights that will help optimize the contact center. In addition, CCE transcription service compatibility combined with out-of-the-box AI functionality from Salesforce Einstein, including Intent, Next Best Action and recommendations for Case Wrap-up, means the delivery of exceptional customer experiences is simpler than ever before.

b+s Connects, enables voice reporting in Salesforce while simultaneously improving agent workflows, and dramatically increasing efficiency across the contact center.

b+s Connects is the only way to leverage the power of combining Salesforce's Service Cloud Voice with Cisco's Contact Center technology.

2

Contact center compatibility

→ UCCE version 12.5 and above
→ UCCX version 12.5 and above
→ Webex Contact Center
→ Webex Contact Center Enterprise

AI feature supports

→ Einstein Case Classification
→ Einstein Article Recommendations
→ Einstein Recommendations for case & call wrap-ups

Product features

→ **Agent state control**
→ **Data display**
→ **Salesforce as the unified agent desktop**
→ **b+s Integration API for customization**
→ **Cisco CCE mobile agent support**
→ **Transcription & Einstein support (CCE)**
→ **Microsoft Teams <> Webex Contact Center presence sync support**
→ **Support for Salesforce Sales Engagement**
→ **Support for Service-, Sales-, Health- and Government Clouds**

Voice features

→ **Call controls**
→ **Screen pop & screen pop on transfer**
→ **Call detail stored in the Salesforce Voice Call Object**
→ **Support for WebRTC**
→ **Wrap up with reason**
→ **Click to dial phone numbers in Salesforce**
→ **Consultation speed-dial**

3

Architecture
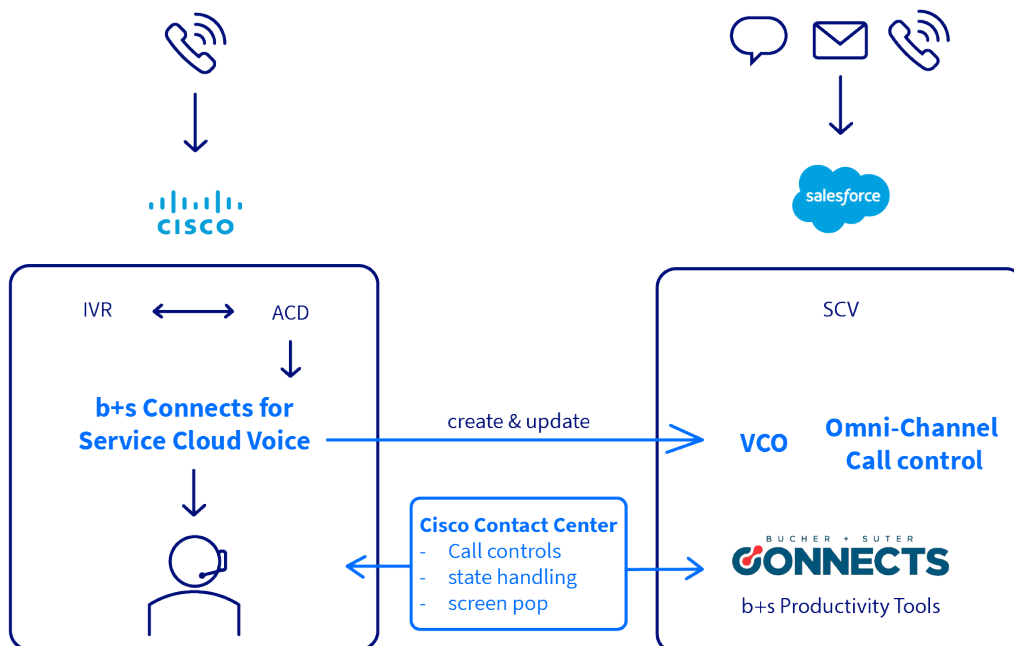
Why Bucher + Suter?

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.

4

Get in touch

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

We're ready when you are!

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CISCO Partner

salesforce service cloud voice