



b+s Connects for Service Cloud Voice

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Empowering Salesforce Service Cloud Voice for Cisco **and** Webex Contact Center users

Bucher + Suter's Connects for Service Cloud Voice is an out-of-the-box integration between Cisco (or Webex) Contact Center and Salesforce that allows agents to handle Cisco/Webex voice 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 an omnichannel powerhouse of productivity for Cisco/Webex Contact Center agents.

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, 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.

With b+s Connects, you can natively bridge the gap in your customer service channel data and reporting, and simultaneously improve agent workflows, dramatically increasing efficiency across the entire contact center.

b+s Connects is the only way to simultaneously and cohesively take advantage of Salesforce's Service Cloud Voice and Cisco's Webex Contact Center technologies.



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FEATURES

- Agent state control (voice)
- Call data display
- Simple administration
- Real-time display of contact center data
- Salesforce as the unified agent desktop
- b+s Integration API
- **Cisco CCE mobile agent support**
- **Transcription & Einstein support**
- **WCCA support**
- **Support for Salesforce High Velocity Sales**
- **Support for Service-, Sales-, Health- and Government Clouds**



VOICE FEATURES

- Call controls
- Transfer with *Omni-widget* call and record data pop
- Call detail stored in Salesforce-native voice object
- Wrap up with reason
- Click to dial phone numbers in Salesforce records
- Consultation speed-dial

AI FEATURES

- Einstein Case Classification
- Einstein Article Recommendations
- Einstein Recommendations for case and call wrap-ups

CONTACT CENTER COMPATIBILITY

- UCCE version 12.5 and above
- UCCS version 12.5 and above
- Webex Contact Center

ARCHITECTURE

