

# **b+s Cloud - RaaS**

Enjoy the functionality of an integrated Recording as a Service (RaaS) as an optional add-on for UCaaS & CCaaS.

**Utilize a sophisticated and reliable RaaS contact center solution for financial institutions and information privacy from Bucher + Suter technology partner, ASC Technologies AG.** ASC Technologies supports all b+s RaaS cloud implementations with an integrated offering for a comprehensive recording suite that may be optionally added to UCaaS and CCaaS.

## Our offering

With RaaS, communication channels such as voice, chat, SMS, video, as well as screen shots, can all be recorded. The Recording Planner enables simple and secure implementation of recording software. And, Intelligent Search & Play functions allow easy recording, monitoring, and analysis. The integrated reporting and analytics functions cover a range of applications across domains such as quality assurance, marketing, and compliance. Recordings are stored directly in the cloud, but can also be periodically exported if necessary. Furthermore, existing recording data can also be imported into the new solution.

## Product features

- Voice, video, chat, SMS, and screen recording
- Recording functions with individual or preset control
- Recording Planner for rule-based recordings
- Adding call information or evaluation data
- Web-based search and playback function
- Extensive reporting functions
- Analytics for screen processes and speech recognition
- Speech recognition with emotion and keyword / phrase recognition
- Rights management
- Data storage in the cloud with export function
- High integration capability through APIs and web services

## Your advantages

With RaaS to complement CCaaS and UCaaS, a number of investment and maintenance costs can be saved: customers no longer have to worry about renewal and upgrades and can concentrate fully on their core business demands. Since all functionality is sourced from the same cloud service, customers benefit from uniform SLAs, comprehensive reporting, and end-to-end billing, all with minimal administrative overhead. Finally, with the pay-as-you-use model, only the services actually used are billed.



## Product highlights

- Operating costs delivered in a pay-as-you-use
- Meets legal requirements for compliance recording with MiFID II
- Existing recording data can be imported
- Integrated service from a single source reduces administrative expenses (SLA, reporting, & accounting)
- Operating costs delivered in a pay-as-you-use service model
- No investment or maintenance costs
- No effort throughout lifecycle management and upgrades

## The service

All profiles offer a wide range of options for increasing efficiency & quality:

### Recording Foundation Profile

- + Recording Calls
- + Administrator Workstation

### Recording Professional Profile

- + Recording conversations
- + Administrator workstation
- + Direct control functions
- + Additional Recording Planner
- + Rights management

### Recording Multichannel Profile

- + Recording conversations & communication via the screen
- + Administrator workstation
- + Direct control functions
- + Additional Recording Planner
- + Rights management

All profiles offer a variety of options for optimized administration and data management: Additional administrator workstations, cloud storage for recordings, exporting saved recordings, advanced analytics reporting functions for screen, speech/text, and emotions (custom application).



## Eco-system partners

Bucher + Suter offers and operates solutions together with IT partners who assume the role of general contractor. All of these experts in modern collaboration solutions, are certified by Cisco, and are regularly audited.

## 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!**

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