



b+s Connects for Microsoft Dynamics

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Streamline agent experience and reduce customer workload by integrating Cisco and Microsoft Dynamics

b+s Connects for Microsoft Dynamics is an out-of-the-box integration between Cisco Contact Center and Microsoft Dynamics that allows agents to handle voice interactions and manage their state, all within a gadget inside the Microsoft Dynamics UI.

Customer data that agents receive is configurable, which means that the gadget is highly responsive to business-specific needs by providing the data most relevant for each and every type of business. The right information at the right time ensures that customer contacts are resolved correctly, as quickly as possible.

The efficiency afforded by this gadget comes even before it is up and running. Because the b+s Connects for Microsoft Dynamics is a pre-integrated package, deployment

times are shorter and the solution is more robust. This translates into an offering whose functionality exceeds modern contact center demands, and does so with a lower implementation cost.

When it comes time to choose a contact center integration technology, management demands solutions that are feature-rich and easy-to-use. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. This transparent, powerful, and simple gadget is the definition of cost effective: it reduces cost, and it is exceptionally effective in enhancing contact center productivity.



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www.bucher-suter.com
info@bucher-suter.com
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PRODUCT FEATURES

- SSO
- Agent state control
- Seamless transfer of IVR & call data
- Configurable lookup on customer objects
- Click-to-dial
- Auto-record creation
- Real-time display based on Finesse data
- Cisco Outbound Option support
- Interaction logging
- Supervisor features, e.g. remote state change, monitor, and barge-in
- Support for Unified Interface (USD and browser-based version)
- Dynamics 'Multisession App' support

KEY BENEFITS

- Configurable screen pops: b+s Connects for Dynamics reduces handle time, speeds issue resolution, and enables faster processing of customer requests by providing agents with flexible screen pops of customer information from the moment the interaction arrives. This cost savings alone can provide a rapid and significant return on investment.
- Pre-integrated solution that provides quick and reliable deployment and lowers implementation costs.
- Populates Microsoft Dynamics call activities with data from Cisco Contact Center such as date, time, duration, ANI, call type, wrap up reason, and so forth. Agents and supervisors can access Microsoft Dynamics to see what happened on every call.

The screenshot displays the Microsoft Dynamics 365 Customer Service Hub interface for a contact named Bill Jones. The interface is divided into several sections:

- Summary:** Displays contact details such as First Name (Bill), Last Name (Jones), Account Name (Northwind Traders), and Mobile Phone (+41319175320).
- Timeline:** Shows a list of call activities, including phone calls from Bill Jones with dates and times, and an auto-post by Sascha Luder.
- Matched Contact:** A pop-up window displays detailed information for the selected call, including Call Type (PREROUTE_ACD_IN), Product (Climbing Gear), and Category (Support).
- Call Controls:** A floating window at the bottom right provides call management options like Speed Dial, Direct Transfer, and Direct Transfer.

Blue callout boxes with arrows point to specific elements in the interface:

- Pop-up matched contact:** Points to the contact information pop-up.
- Agent state:** Points to the agent's name and state in the top right corner.
- Matched contact:** Points to the call activity in the timeline.
- Call attached data from Cisco Contact Center:** Points to the detailed call information in the matched contact pop-up.
- Call controls:** Points to the call management icons at the bottom right.

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