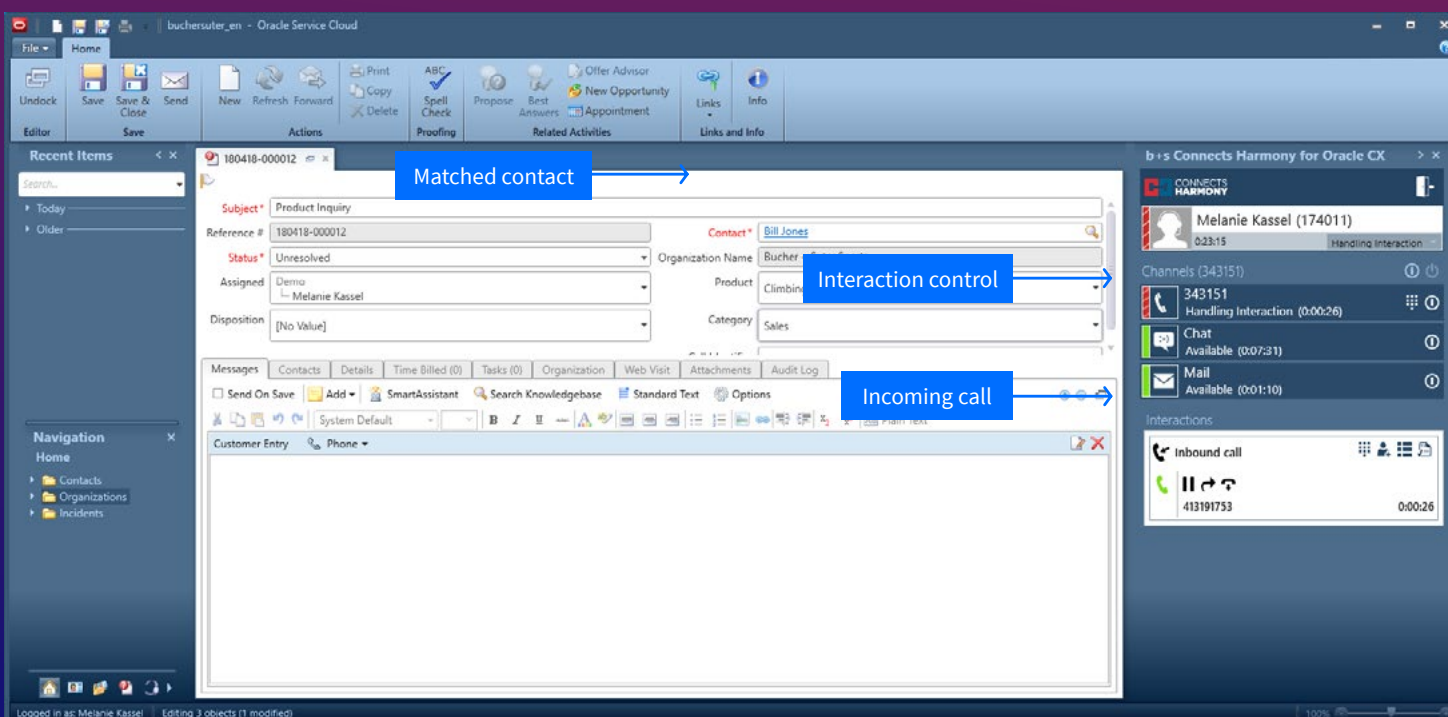


b+s Connects for Oracle Service Cloud

Enabling Cisco Contact Center to route telephone calls, emails and web chats to agents using Oracle Service Cloud.



Customers today use a range of channels to communicate with your contact center; these include, but are not limited to voice, chat, and email. Regardless of the channel, they expect a consistent, high-quality experience—**and this is as it should be.**

The media bar embedded within the Oracle Service Cloud GUI provides a single integrated view into all customer interactions. Multichannel interaction management for b+s Connects for Oracle Service Cloud ensures your contact center provides the highest level of service for every interaction.

By being more responsive to the variety of ways customers may make contact, your company has the opportunity to enhance their experience, reduce in-house costs, and be better positioned to take advantage of sales opportunities. b+s Connects for Oracle Service Cloud is a pre-packaged integration for call, email, and chat management all within the Oracle Service Cloud Graphical User Interface.

Agents can manage their state (i.e. ready/not ready/log in/log out) and handle multichannel interactions all from within the embedded b+s Connects media bar.

The software also pops customer information into the agent's CRM GUI for any incoming calls, emails, or chats—functionality that speeds customer handling by accessing Oracle Service Cloud customer records via caller ID, Caller Entered Digits (CED), email addresses, and any other customer identifier.

Key benefits

→ Click-to-dial phone numbers in the Oracle Service Cloud: instead wasting time manually typing phone numbers, agents can place calls with a single mouse click.

→ Flexible screen pops. b+s Connects for Oracle Service Cloud reduces handle time, speeds issue resolution and enables faster call processing by providing agents with screen pops of customer information at the time the interaction arrives.

→ A 'single pane of glass' approach eliminates fumbling between applications, providing agents with access to tools, customer information and interaction management in a single GUI.

→ Improves customer satisfaction by providing a consistent experience across any channel (i.e. voice, email, and chat).

→ Call details are logged inside of the Oracle Service Cloud.

Product highlights

→ Pre-integrated solution provides rapid and reliable deployment while also lowering implementation costs.

→ Enables the Cisco Contact Center to function as the single routing engine for all interaction types. Agents can juggle multichannel interactions and answer email and chats during lulls in voice traffic.

→ Unified multichannel reporting in Cisco for all channels.

Product features

- Agent state control
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

Voice features

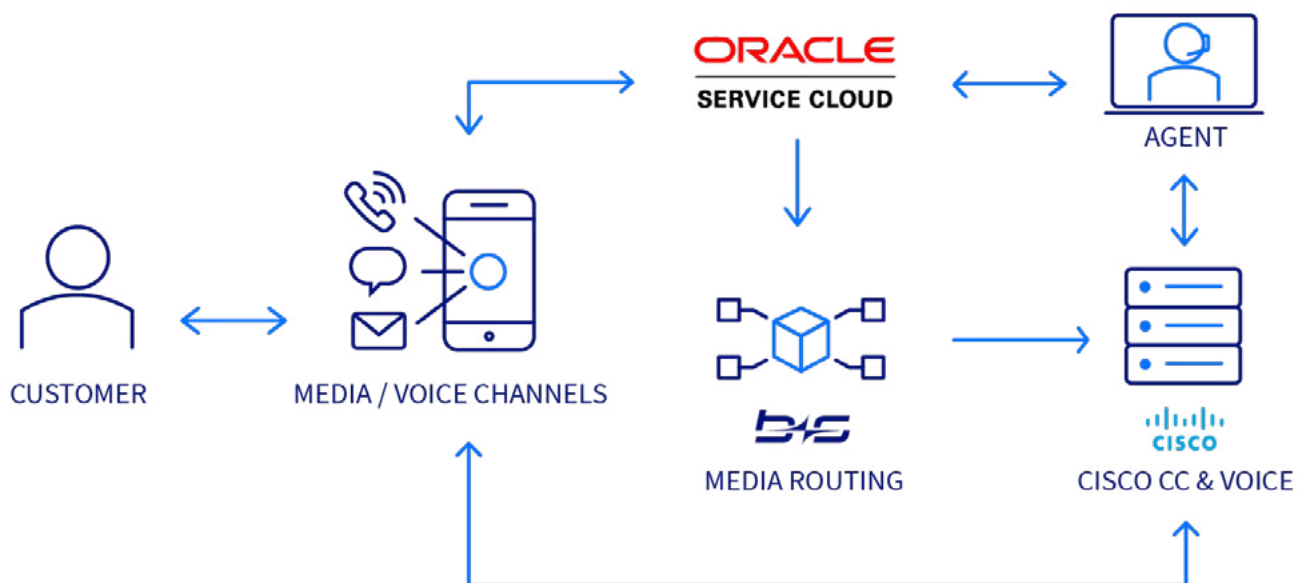
- Call control
- Direct / consultative transfer & conference with call attached data for screen pops
- Call detail logged inside of the Oracle Service Cloud
- Real-time agent states
- Auto wrap-up and wrap-up with reason
- Click-to-dial phone numbers in CRM records

Multichannel features

- Utilize Cisco's Contact Center to route email & web chats
- Unified multichannel Cisco reporting
- Email and chat interaction control
- Chat transcripts are stored in the Oracle Service Cloud

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.



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



ORACLE | Partner