



b+s Connects for SAP

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Integrates Cisco's Unified Contact Center with SAP CRM, enabling multichannel inter- action handling within the SAP interface

Bucher + Suter's Connects for SAP is a pre-packaged integration of SAP CRM and Cisco's Unified Contact Center solution. b+s Connects for SAP's seamless integration with the SAP CRM allows agents to login/logout, go ready/not ready with reason, answer, hang up, transfer, conference, click to dial etc. using the SAP Interaction Center WebClient (ICWC).

Placing interaction control inside of SAP—where client data resides—gives agents a 360 degree customer view. It streamlines contact handling, provides quick access to agent tools, improves efficiency, and means that agents won't have to constantly tab back and forth between applications when searching for information. Tabbing between windows and applications takes time—time that customers spend waiting.

b+s Connects for SAP provides full CTI functionality helps drive customer satisfaction and reduce costs. The solution pops custo-

mer information into the agent's SAP graphical user interface (GUI) with a call, email or chat arrival, facilitating lookup of customer information by phone number, email address, Caller Entered Digits (CED) etc. Agents can manage multichannel interactions from within the SAP Interaction Center WebClient and the system logs all activities, both inbound and outbound for real time and historical reporting.

When it comes time to choose an integration technology for the contact center, business leaders demand a solution that is feature rich, simple to use and cost effective. IT managers seek solutions that are easy to implement and simple to maintain. b+s Connects for SAP is a pre-integrated package that is easy to install and offers the functionality demanded by today's contact centers.

SAP® Certified
Integration with SAP Applications



b+s Connects for SAP

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PRODUCT HIGHLIGHTS

- Designed for multichannel contact centers
- Pre-integrated solution provides rapid and reliable deployment and lowers implementation costs

KEY BENEFITS

- Seamless integration with the SAP Interaction Center allows agents to handle customer interaction (voice, email, tickets, chats) without needing to switch between applications. This streamlines agent workflow and reduces training
- Flexible screen pops with customer and interaction history reduce handle time, speed issue resolution and enable faster call processing by providing agents with customer information at the time the customer interaction arrives
- Unified media handling and universal queue enable centralized routing, reporting, scheduling etc. This improves productivity and simplifies administration

The screenshot displays the SAP Interaction Center interface for account identification. Key features are highlighted with blue callouts:

- Pop-up matched contact:** Points to the contact information at the top of the screen.
- Agent state control:** Points to the 'Ready' and 'Not Ready' status buttons.
- Call control buttons:** Points to the 'Preview', 'Hang Up', 'Hold', 'Retrieve', 'Toggle', 'Dial Pad', 'Transfer', 'Consult', 'Warm Transfer', 'Conference', 'Wrap Up', 'End', 'New Session', and 'Log Off' buttons.
- Customer data:** Points to the account details for Sascha Ecclestone, including address and contact information.
- Call information:** Points to the 'Note History | Last Interactions' table at the bottom.

Date	Channel	Description	Transaction ID	Transaction Type
21.11.2017 14:31:17	Telephone call		2694	Interaction Record
21.11.2017 14:22:12	Telephone call		2695	Interaction Record
14.11.2017 14:00:40	Telephone call		2696	Interaction Record
14.11.2017 09:59:46	Telephone call		2694	Interaction Record
09.11.2017 11:09:50	Telephone call		2681	Interaction Record

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GENERAL PRODUCT FEATURES

- Agent state control
- Encryption and security via HTTPS
- Telephony and email implementation provides hot standby redundancy

VOICE FEATURES

- Call control
- Direct and consultative transfer with call attached data for screen pops
- Call detail logged inside of SAP
- Auto wrap up and wrap up with reason
- Click to dial phone numbers in SAP records
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

MULTI CHANNEL FEATURES

- Utilize Cisco's Contact Center to route emails, tasks and chats
- Unified Cisco reporting for multichannel interactions
- Multichannel interactions control
- Multisession interaction handling
- Reroute multichannel interactions with screen pop

