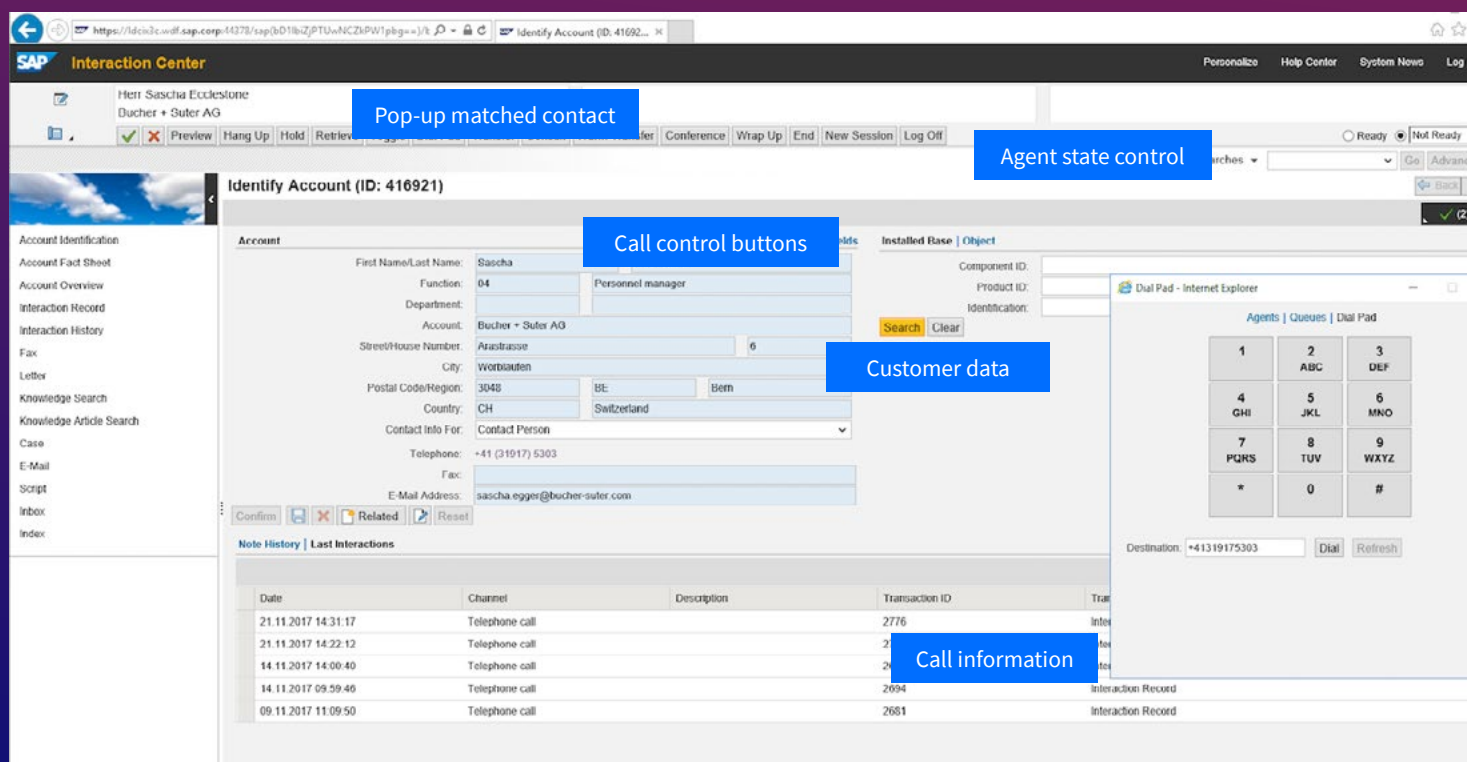


b+s Connects for SAP

Integrates Cisco's Unified Contact Center with SAP CRM, enabling multichannel interaction handling within the SAP interface.



The screenshot displays the SAP Interaction Center interface for account identification. The main window shows the 'Identify Account (ID: 416921)' form, which includes fields for First Name/Last Name, Function, Department, Account, Street/House Number, City, Postal Code/Region, Country, and Contact Info For. The 'Call control buttons' are visible at the top of the form. The 'Customer data' section shows the account details for Herr Sascha Egger, including his phone number and email address. The 'Call information' section displays a table of recent interactions.

Date	Channel	Description	Transaction ID	Transaction Type
21.11.2017 14:31:17	Telephone call		2776	Interaction Record
21.11.2017 14:22:12	Telephone call		2775	Interaction Record
14.11.2017 14:00:40	Telephone call		2694	Interaction Record
09.11.2017 11:09:50	Telephone call		2681	Interaction Record

Additional features visible in the interface include a 'Pop-up matched contact' window, an 'Agent state control' window, and a 'Dial Pad - Internet Explorer' window showing a numeric keypad and a 'Dial' button.

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 customer 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.

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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.
- Unified media handling and universal queue enable centralized routing, reporting, scheduling etc. This improves productivity and simplifies administration.
- 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.

Product highlights

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

Product features

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

Voice features

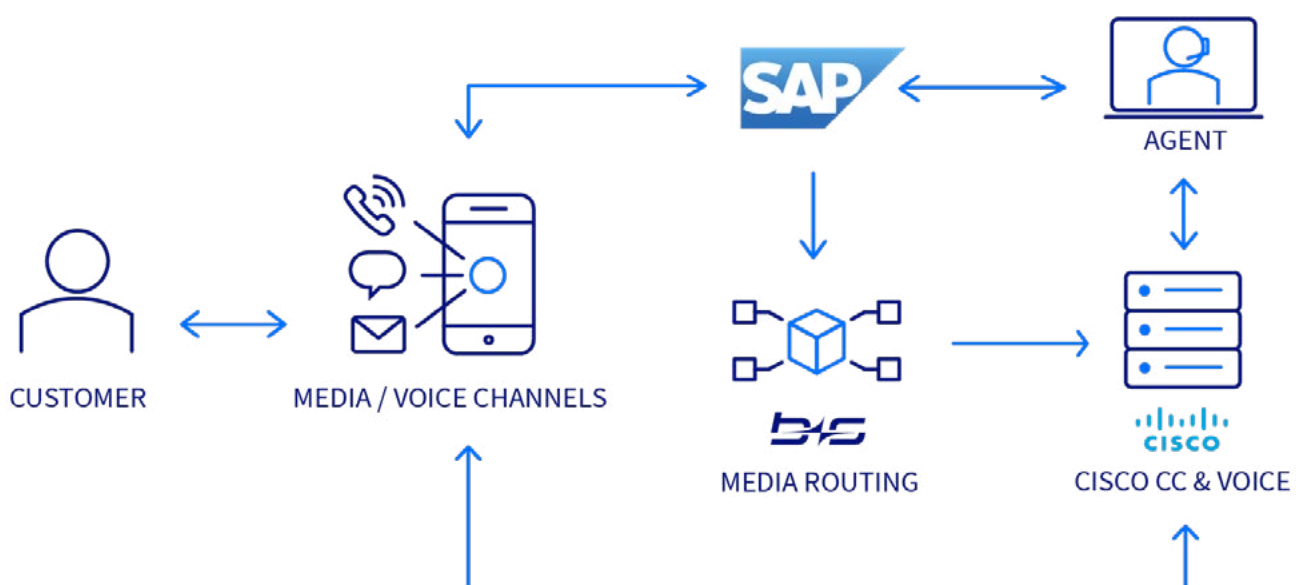
- Call control
- Direct and consultative transfer with call attached data for screen pops
- Call detail logged inside of SAP
- Auto wrap up and wrap up with reason
- Click to dial phone numbers in SAP records
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

Multichannel features

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

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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!

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