b+s Connects for ServiceNow

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Streamline agent experience and reduce customer workload by integrating Cisco and ServiceNow

Bucher + Suter's Connects for ServiceNow is an out-of-the-box integration between Cisco Contact Center and ServiceNow that allows agents to handle contact center interactions and manage their state, all within a gadget embedded in the ServiceNow platform.

Placing interaction control inside ServiceNow where client data resides gives agents a 360° customer view, so they can offer genuinely personalized interactions that customers will remember for all the right reasons. It also streamlines contact handling, provides quick access to agent tools, and means that agents don't have to waste time tabbing between applications, searching for information, while their customers wait.

b+s Connects automatically populates interaction logs with valuable and relevant information such as the agent name, date, time, duration, type of call, customer's details, notes, wrap-up reason, menu options selected, automatic and manually associated records. So, in the event that supervisors need to look back over a call, they have all the information they need to be informed of what took place. In addition, supervisors have a tailor-made view with a toolset that gives them the oversight and control they need to monitor the contact center floor and assist where required.

When an agent needs to transfer a call to a supervisor or colleague, record sharing facilitates a quick and seamless handover to bring the recipient up to speed quickly and mitigate customer frustration.

In summary, Connects for ServiceNow is an out-of-the-box, easy to use, easy to implement, and feature-rich integration of ServiceNow and Cisco Contact Center.
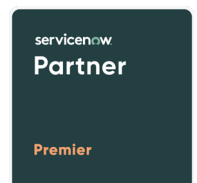
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PRODUCT FEATURES

→ Integration API
→ Support for Next Experience
→ Screen-pop and screen-pop on transfer
→ Click-to-dial
→ Integrated ServiceNow email and chat
→ Seamless transfer for IVR & call data
→ Configurable lookup on all customer-related objects
→ Auto-assignment of work items to customer related objects
→ Omnichannel task control
→ Support for Cisco Oubound Option
→ Configurable toolbars (e.g. call history, call recording)
→ Single Sign-On (SSO)

AGENT EXPERIENCE

• Agents stay logged in when gadget updates
• Single pane of glass
• Agent state control
• Real-time display inside of gadget
• Multi-screen support and pop-up for when ServiceNow is minimized
• Automatic interaction logging and record creation
• Activity comment field inside the gadget

SUPERVISOR EXPERIENCE

• Supervisor view incl. agent call details
• Remote agent state change
• Silent Monitoring
• Barge-In
• Send team messages

COMPATIBILITY

• Cisco Platform
  - Cisco Unified Contact Center: UCCE, PCCE & UCCX
  - Cisco Finesse 11.5+
  - Cisco Mobile Agent
• ServiceNow
  - Paris, Quebec, Rome
  - Agent Workspace
• Browser
  - Firefox, Google Chrome, MS Edge

PLATFORM

• High availability
• One-click installation & easy configuration