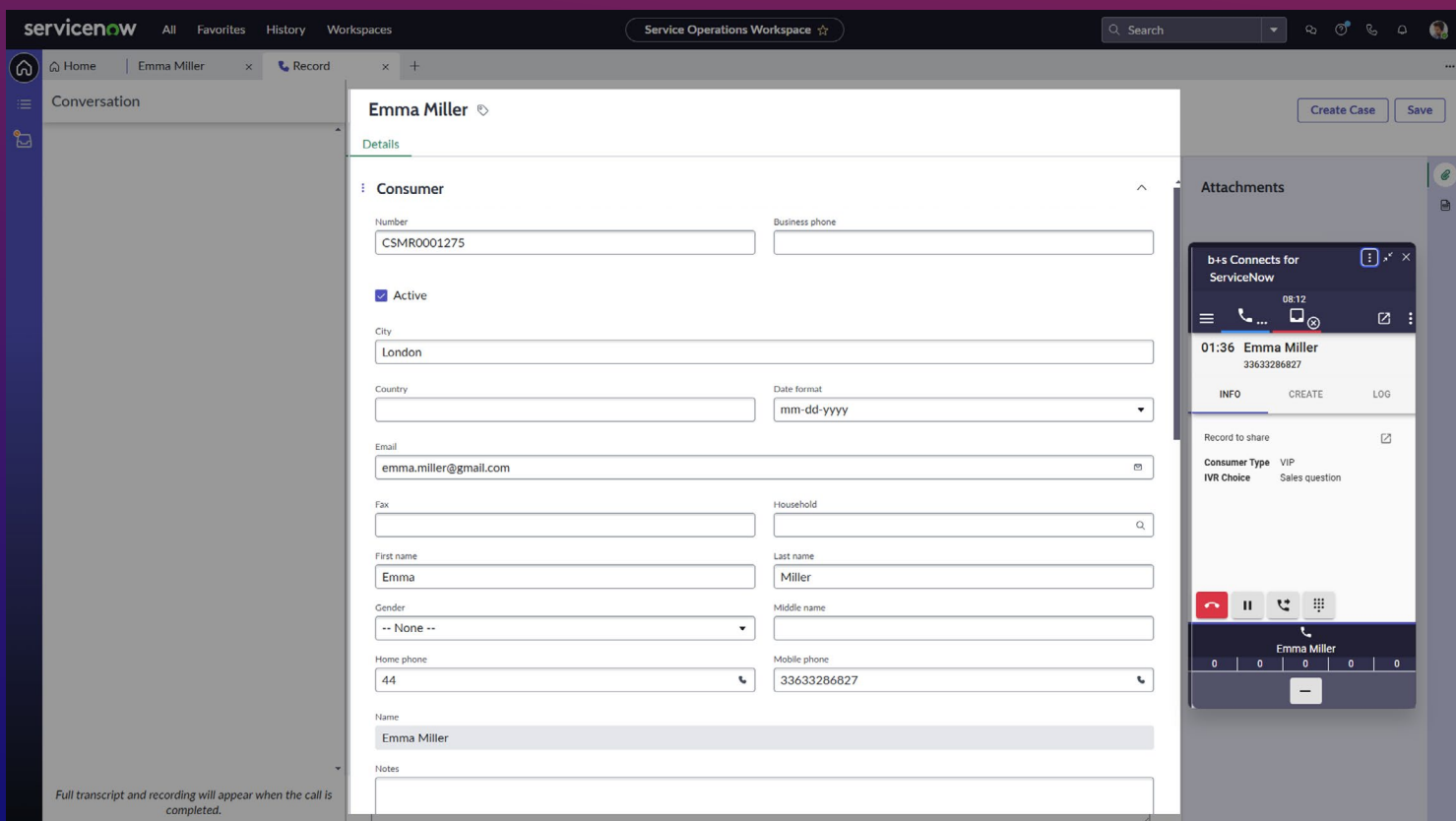


Cisco Contact Center Edition

b+s Connects for ServiceNow

Streamline agent experience and reduce customer workload by integrating Cisco Contact Center and ServiceNow.



The screenshot displays the ServiceNow interface for a customer record. The top navigation bar includes 'servicenow', 'All', 'Favorites', 'History', 'Workspaces', and 'Service Operations Workspace'. The left sidebar shows 'Conversation' and 'Record' tabs. The main content area displays the 'Details' tab for a customer named Emma Miller. The record includes fields for Number (CSMR0001275), Business phone, City (London), Country, Date format (mm-dd-yyyy), Email (emma.miller@gmail.com), Fax, Household, First name (Emma), Last name (Miller), Gender (-- None --), Middle name, Home phone (44), Mobile phone (33633286827), Name (Emma Miller), and Notes. A right sidebar shows 'Attachments' and a 'b+s Connects for ServiceNow' widget. The widget displays a call log entry for Emma Miller at 01:36, with a status of 'INFO' and a 'Log' button. Below the call log, there is a 'Record to share' section with a checkbox and a 'Consumer Type' dropdown menu set to 'VIP'. The bottom of the widget shows a call duration of 00:00:00 and a 'b+s Connects for ServiceNow' logo.

servicenow All Favorites History Workspaces Service Operations Workspace

Home Emma Miller x Record x +

Conversation

Details

Consumer

Number CSMR0001275 Business phone

Active

City London

Country Date format mm-dd-yyyy

Email emma.miller@gmail.com

Fax Household

First name Emma Last name Miller

Gender -- None -- Middle name

Home phone 44 Mobile phone 33633286827

Name Emma Miller

Notes

Full transcript and recording will appear when the call is completed.

Attachments

b+s Connects for ServiceNow

01:36 Emma Miller 33633286827

INFO CREATE LOG

Record to share

Consumer Type VIP

IVR Choice Sales question

0 0 0 0 0 0

Emma Miller

Bucher + Suter's Connects for ServiceNow is an out-of-the-box integration between the 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 a personalized and efficient customer experience. 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 details, notes, wrap-up reason, menu options selected, automatic and manually associated records etc. So, in the event that

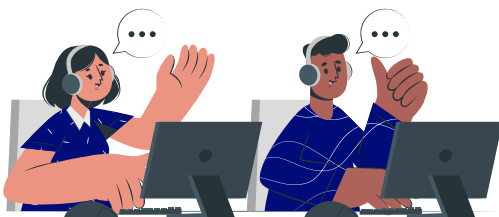
supervisors need to look back over a call, they have all the information they need. In addition, the supervisor gadget gives them the oversight and control they need to monitor the contact center floor and assist where required.

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.

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 in gadget



Supervisor experience

- Agent interaction details
- Remote agent state change
- Silent Monitoring
- Barge-In
- Send team messages



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
- Supports criteria-based auto-routing of omnichannel work items to agents (AWA)
- Omnichannel task and state control
- Support for Cisco Outbound Option
- Configurable toolbars (e.g. call history, call recording, RTDs etc.)
- Single Sign-On (SSO)

Compatibility

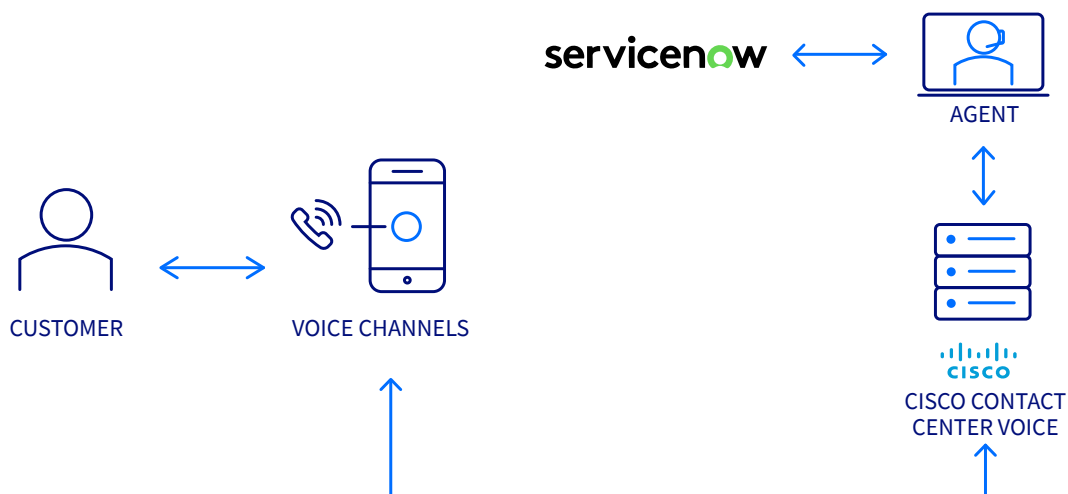
- **Cisco Platform**
 - Cisco Unified Contact Center: CCE, PCCE, CCX & WxCCE
 - Cisco Finesse 12+
 - Cisco Mobile Agent
- **ServiceNow**
 - Vancouver, Washington DC, Xanadu
 - UI16, Agent Workspace, Next Experience
- **Browser**
 - Firefox, Google Chrome, MS Edge

Platform

- High Availability
- One-click installation & easy configuration

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!

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