b+s Connects for Siebel

Integrate Cisco Contact Center with Siebel CRM, enabling multichannel interaction handling within the Siebel interface.

b+s Connects for Siebel is a pre-packaged integration of Siebel CRM and Cisco's Unified Contact Center solution. The software allows agents to do things like log in/log out, go ready/not ready with reason, answer, hang-up, transfer, and conference using Siebel's Communications Panel.

Placing interaction control inside of Siebel—where customer data resides—gives agents a 360° customer view. It streamlines contact handling, provides quick access to agent tools, and improves efficiency, which means that agents won't need constantly to spend time tabbing back and forth between applications when searching for information—time customers spend waiting.

b+s Connects for Siebel provides full CTI functionality to help drive efficiency, reduce costs, and ensure customer satisfaction. The solution pops customer information into the agent's Siebel Web Client with calls, emails, or chats, facilitating lookup of customer information by phone number, email address, Caller Entered Digits (CED), etc.

Agents can manage multichannel interactions from within the Siebel Communications Panel 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 Siebel is a pre-integrated package that is easy to install and offers the functionality demanded by today's contact centers.

Key benefits

→ Seamless integration with the Siebel Communications Toolbar allows agents to handle customer interaction (voice, email and chat) 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.

→ Channel blending is designed to leverage the presence of multichannel functionality.

→ 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.

→ Multi-chat allows agents to handle as many as six separate, simultaneous chats.

Product highlights

→ Designed for multichannel contact centers

→ Pre-integrated solution provides rapid and reliable deployment and lowers implementation costs.

Product features

→ Agent state control
→ Secure communication with Siebel CRM
→ Contacts searchable by typing in part of a name or number inside gadget
→ Unified GUI for faster transaction handling
→ Centralized routing and reporting for a complete contact center performance overview

Voice features

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

Multichannel features

→ Task control
→ Chat transcripts stored in Siebel
→ Utilize Cisco's Contact Center to route Siebel email and web chat
→ Unified Cisco reporting for multichannel Siebel interactions

→ Channel blending designed to leverage the presence of multichannel functionality
→ Multi-chat up to six separate, simultaneous chats
→ Email and chat transfers

Architecture

CUSTOMER → MEDIA / VOICE CHANNELS → ORACLE Siebel CRM → AGENT

b+s MEDIA ROUTING — CISCO CC & VOICE
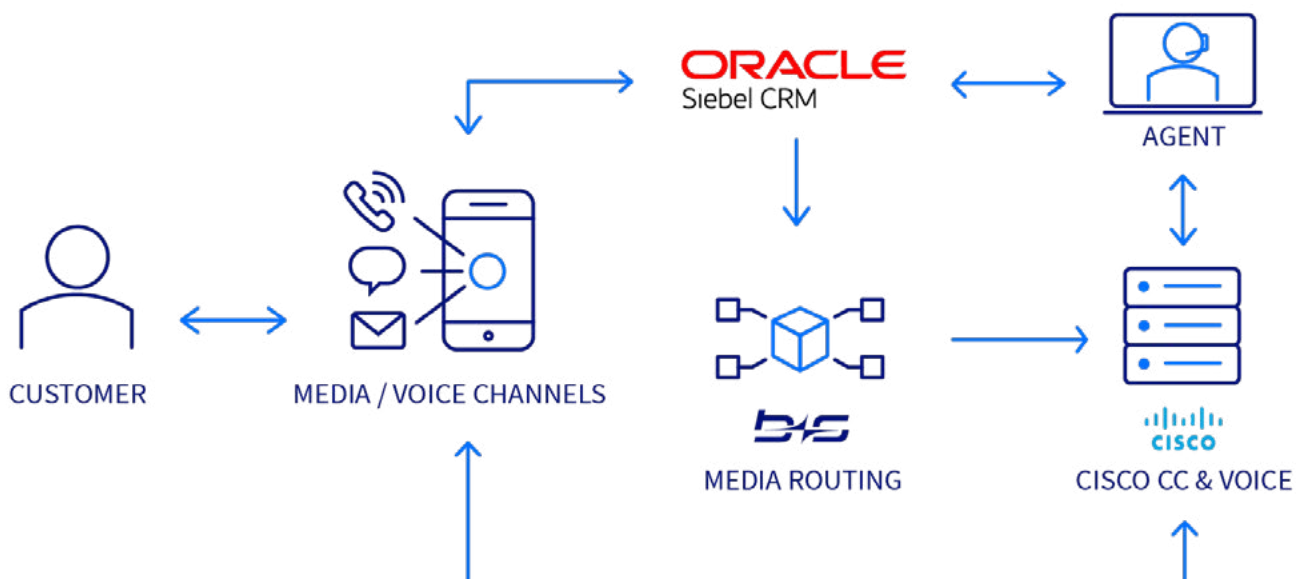
Why Bucher + Suter?

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.

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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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CISCO Partner

ORACLE Validated Integration Siebel CRM