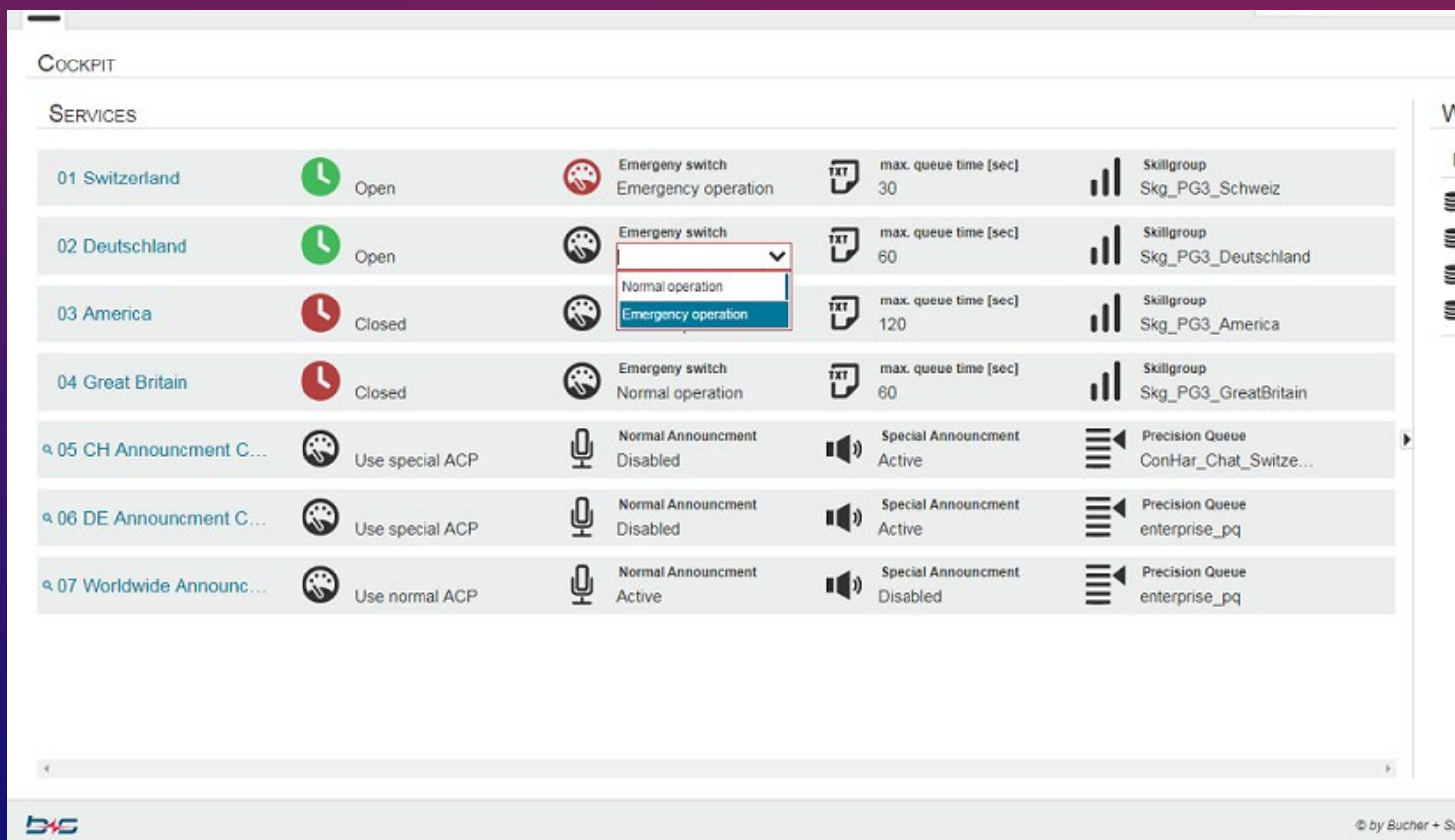


# b+s SMC (Supervisor Management Console)

User friendly administration and configuration tool for Webex and Cisco Contact Center supervisors.



The screenshot displays the 'COCKPIT' interface for 'SERVICES'. It features a table of service configurations with columns for service name, status, emergency switch settings, queue time, and skillgroup. A dropdown menu is open for the 'Emergency switch' of the '02 Deutschland' service, showing options for 'Normal operation' and 'Emergency operation'.

Service ID	Service Name	Status	Emergency switch	Emergency operation	max. queue time [sec]	Skillgroup
01	Switzerland	Open	Emergency switch	Emergency operation	30	Skg_PG3_Schweiz
02	Deutschland	Open	Emergency switch	Emergency operation	60	Skg_PG3_Deutschland
03	America	Closed	Emergency switch	Emergency operation	120	Skg_PG3_America
04	Great Britain	Closed	Emergency switch	Normal operation	60	Skg_PG3_GreatBritain
05	CH Announcement C...	Use special ACP	Normal Announcement	Disabled	Special Announcement	Precision Queue ConHar_Chat_Switze...
06	DE Announcement C...	Use special ACP	Normal Announcement	Disabled	Special Announcement	Precision Queue enterprise_pq
07	Worldwide Announc...	Use normal ACP	Normal Announcement	Active	Special Announcement	Precision Queue enterprise_pq

**Bucher + Suter's Supervisor Management Console (SMC) is a highly intuitive Graphical User Interface for the non-technical supervisor who is responsible for contact center administration and management.**

Supervisors can use the b+s SMC modules to manage routing, system access, security levels, holiday schedules, hours of operation, announcements, agent re-skilling etc. SMC's intuitive Cockpit navigation allows supervisors to instantly view all services and easily make changes.

## Key benefits

- Helps prevent configuration errors
- Highly scalable
- Multiple time zone support for decentralized contact centers
- Real-time configuration
- Multilingual
- Tracks and reports all user changes
- Set access rights and security levels
- Multi-tenant capability with organizational units (perfect for outsourcers)
- On-the-fly routing adjustments
- Manage states, time layers, and time checkpoints
- Ad hoc announcement recording
- Select and reskill multiple agents simultaneously
- IVR control through SMC GUI
- Announcements easily managed from anywhere

## Product highlights

- Clearly laid out user interface tailored to the needs of contact center supervisors
- User-friendly modules for simple management of configuration data
- Browser-based application with no client installation required



## Announcement Manager

The Announcement Manager allows administrators and supervisors to insert time-controlled activation or deactivation of announcements at points in a call flow. Announcements can be recorded ad hoc or via TTS.

## Proficiency Function

The Proficiency Function allows administrators and supervisors to add, edit, and view all agent skill group assignments. Within the same matrix attributes can be assigned to one or more agents. Supervisors can filter agents, attributes, skill groups, and agent teams and change assignments in an intuitive manner.

### Business Hours Function

The Business Hours Function allows administrators and supervisors to create, edit, and delete holiday and contact center schedules for each department, group or division. Specific events or time series can be easily defined and managed.

### Switch Function

The Switch Function allows supervisors to control the behavior of CCE call flows via radio buttons without having to manipulate the scripts. Examples include directing calls to overflow groups, transferring calls in case of emergency, redirecting voice mails, configuring queue overflow times, toggling between preview, and predictive dialing campaigns, etc.

### On-Call Duty Function

The On-Call Duty Function makes it possible to deploy and manage small, mobile on-call groups without the need to connect as a UCCE agent.

### Inbound Campaign Function

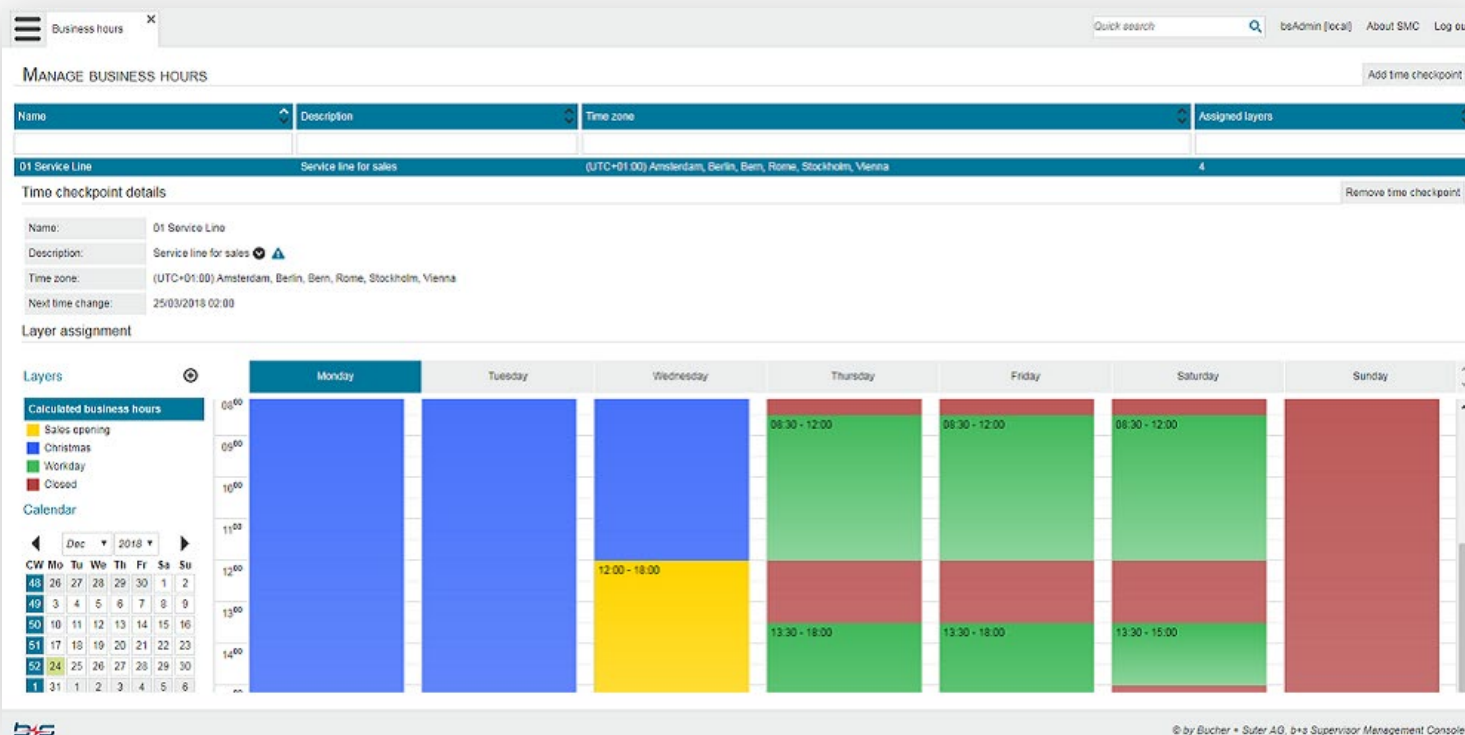
Using the Inbound Campaign Function, a client can reserve phone numbers for campaigns and determine time limits. The supervisor can manage the campaign data independently and in a user-friendly way without additional configuration in the Call Manager.

### Service Point Dispatcher

The purpose of the Service Point Dispatcher is set up company-wide hotline numbers for internal and external use. This module forwards the callers to the appropriate agents (professionals) based on their phone number.

### SMC Package Options

b+s offers three distinct, scalable SMC packages to meet your specific business needs. These tools are certain to provide exactly the features your business needs today, with the option to enhance each toolset to add further control tomorrow.



## Why Bucher + Suter?

For over 20 years, Bucher + Suter have been developing and implementing tailored Cisco Contact Center solutions, that help our clients deliver on their customer service vision.

Our Webex and Cisco Contact Center engineers have the skills to help you make the most of your technology investments and to take your customers' experience beyond their expectations.

**Differentiate from your competitors with extraordinary customer experiences.**



### Get in touch

Ready to discover what b+s SMC and Bucher + Suter can do for your customer experience strategy?

**We're ready when you are!**

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