



Solution Partner
Gold Provider
Premier Integrator
Webex Contact Center Specialization

One Platform • One Partner

Webex Contact Center

Forward-thinking cloud-based CX

Webex Contact Center combines the scalability, and rapid time-to-market of the cloud, with Cisco's enterprise grade expertise in security, collaboration and CX, for the complete contact center solution.

Built for your customers

Webex Contact Center lets your customers' interact with your brand on the channel of their choice while providing agents complete control of inbound and outbound interactions, from wherever they're based.

A host of **routing options** and **intelligent call distribution management**, mean customers have their enquiries handled by the agent best suited to the interaction, every time. While AI **virtual agents**, provide tangible ROI, and improved customer experience for those routine, high cost, low value customer interactions.



Management and Admin

Your contact center must be agile to the changing demands of your market. With intelligent reporting and dashboards you can monitor, analyze, and forecast for fluctuations, helping you prepare for the unexpected.

Highly configurable and customizable, the Webex Contact Center platform is a cloud solution (hybrid options available), meaning its highly flexible and scalable to meet your shifting contact center demands.

Plus, as a security compliance and privacy pioneer, you know that your customer data is safe with Cisco.

Agent Experience

Your agents are the lifeblood of your customer service and they need tools to help them deliver on your CX promises. With Webex Contact Center they have all the control they need to manage their interactions from a highly efficient agent desktop.

And as the contact center CRM experts, you won't be surprised to learn that Bucher + Suter can enable your agents to work from inside your CRM, where your customer data is collected and curated so your agents have a 360-degree view from the point of contact. Meaning more personalized experiences, from an agent's single pane of glass view.

Customer Experience

Ensure your customers are met by the right agent for their enquiry via their chosen contact channel with optimized routing strategies that fit your teams' workflows.

For routine, highly-repeated interactions that don't require human assistance, provide your customer with 24/7 self-service options with intelligent virtual agents.

And discover what really makes the difference to your customers at scale and improve individual lifetime value by getting to them across the length of their journey with intelligent reporting and analytics.

Ultimately, it's all about creating exceptional customer experiences.

Business Outcomes



Overcome limitations imposed by complex infrastructure with a cloud-based SaaS solution.



Increase productivity, reduce the total cost of ownership, and improve your contact center ROI.



Improve your contact center security, compliance, flexibility and scalability.



Monitor performance across multiple sites, and improve operational efficiencies at scale.

The next generation of service excellence



Intelligent customer journeys

Provide your agents, virtual or otherwise, with the customer context they need across the entirety of the customers' journey, to offer tailored interactions from the off.



Flexible migration

The contact center is a significant investment in your customer service. Bucher + Suter can help you carve out your path to the cloud with flexible consumption models, that makes the switch straightforward for everyone.



Digital experiences

Your customers want to feel like a part of your brand, but they want to connect with you through the channels that suit them. With voice, SMS, social media, email, text, as well as options for AI bots, you can activate engagement wherever works for them.



The collaboration suite

As a part of the Webex suite, your teams will be able to collaborate efficiently, in ways that will leave your customers smiling. Calling, Messaging, Meeting, combine with the contact center, to help your teams deliver exceptional experiences.

Out of the box

- Touch and voice enabled self-service IVR
- Omnichannel interaction routing and queue management
- Full-featured agent desktop
- Remote-agent support
- CRM integration for Salesforce, Zendesk, and Microsoft Dynamics
- Screen-pop
- Consolidated management portal
- Callback options
- Real-time and historical reporting and dashboards
- Supervisor features: monitor, barge, coaching
- Call recording

Optional modules

- Google CCAI integration for chat and voice virtual agents
- Webex WFO (WFM, QM, WFO Analytics)
- Webex Connect (imimobile) automated customer interactions
- Support for outbound campaigns

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.

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.

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.

Why Bucher + Suter?

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.

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.

The Webex platform is built for your teams to help ensure your customer success. By combining **engagement, collaboration,** and **communication** apps in one platform, you have everything you need to deliver outstanding service, efficiently and effectively.



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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