

**webex**  
by **CISCO**



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

**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.**

## 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 new cloud contact center investment and take your customer experience strategy to the next level.

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

## Get in touch

Ready to discover what Webex Contact Center and Bucher + Suter can do for your customer experience strategy?

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

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