

**webex**  
by CISCO



Solution Partner  
Gold Provider  
Premier Integrator  
Webex Contact Center Specialization

One Platform · One Partner

# Webex Collaboration

One platform - for everything

# **Improving your agent and team experiences for the benefit of everyone, all the time.**

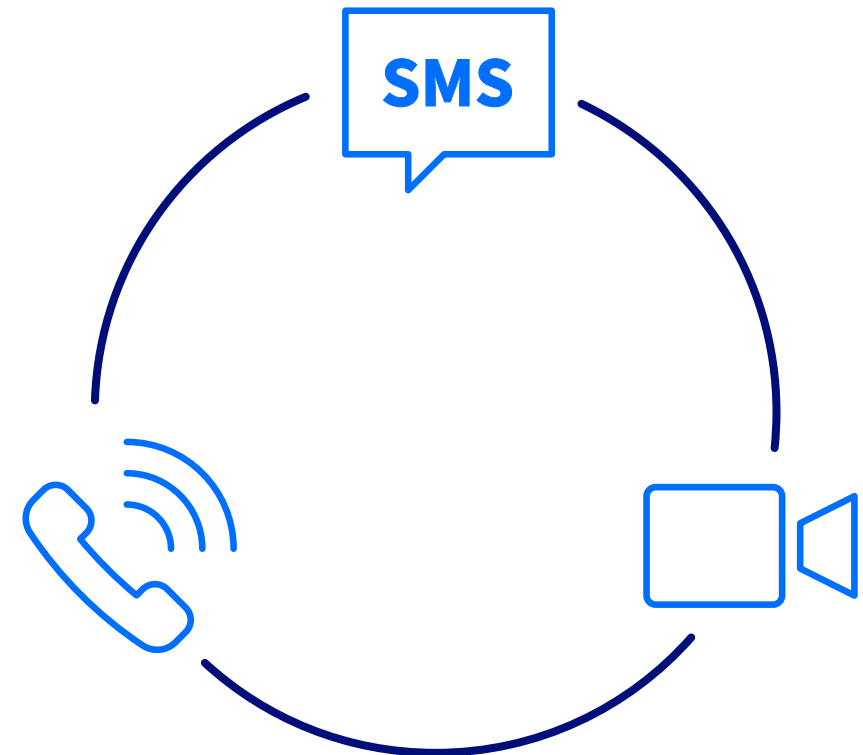
# The Webex App

# Make the whole world your workspace

Webex - a single app for teamwork, customer care,  
and everything in-between

## The benefits of the Webex App:

1. One centralized, cloud-based platform for all your internal and external communication
2. Integration with >100 productivity and enterprise apps
3. A suite of tools that encourage focus, support inclusivity, and reward productivity

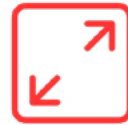


# **Webex** Meetings

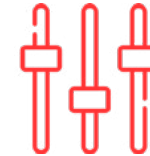
# Complete teamwork with Webex Meetings

Webex Meetings connects teams from around the world and makes communication a breeze. Webex Meetings is suitable for companies of any size and includes many features that make the meeting experience unique, and encourage higher engagement and productivity.

**Your teams deserve the best work environments,  
wherever they are!**



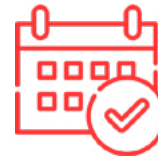
**HD video and video**



**Powerful meeting  
control**



**Recordings and  
transcripts**



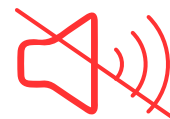
**Calendar integration**



**Easy sharing of  
screen content**



**Individual and  
group messaging**



**Noise cancellation**



**Automatic transcripts**



**Gesture recognition**

# **Webex** Calling

# Cloud calling and collaboration experience

With Webex Calling you will have all the benefits and features of traditional phone systems, but with the addition of some indispensable collaboration tools, all at attractive rates, that scale easily to meet the demands of your business.

## What's included?

1. Simply managed, scalable VoIP cloud calling
2. Digital voicemail
3. Device switching
4. Call features (hold, transfer, conference, forwarding...)
7. Easy switching from call-to-meeting
5. Click-to-call
6. Detailed call history
7. Dialpad
9. Support for Cisco multiplatform IP phones, devices and headsets
8. and much more!



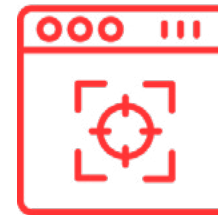
# **Webex** Workforce Optimization

# Capturing the perfect experience for your customers, agents, and contact center managers

Webex Workforce Optimization (WFO) provides smart tools that help you continuously optimize your contact center and measure the improvements.

Managers can now focus on coachings and trainings because their teams' evaluations are automated and interactions examined across all channels.

**With Webex Workforce Optimization you can make the most of your contact center and every customer interaction!**



## Capture and monitor

You can use recordings of calls and agent screens and real-time monitoring to see the progression of every interaction



## Evaluate and analyze

After the call, data can be analyzed and surveys can be conducted to obtain customer insights.



## Engage and motivate

Dashboards where you can share timely feedback and results simplify further development

## The components of Webex Workforce Optimization



### Workforce Management

Transforms call data into information categorized according to your needs. Thanks to that you can schedule agents to meet your service level goals and track how agents are meeting scheduled activities.



### Quality Management

Quality Management gives you the tools to measure the efficiency and performance of your agents through tailored evaluation forms. You can see how your agents are using available resources during their interactions. Then you can provide feedback to the agents and show your support.

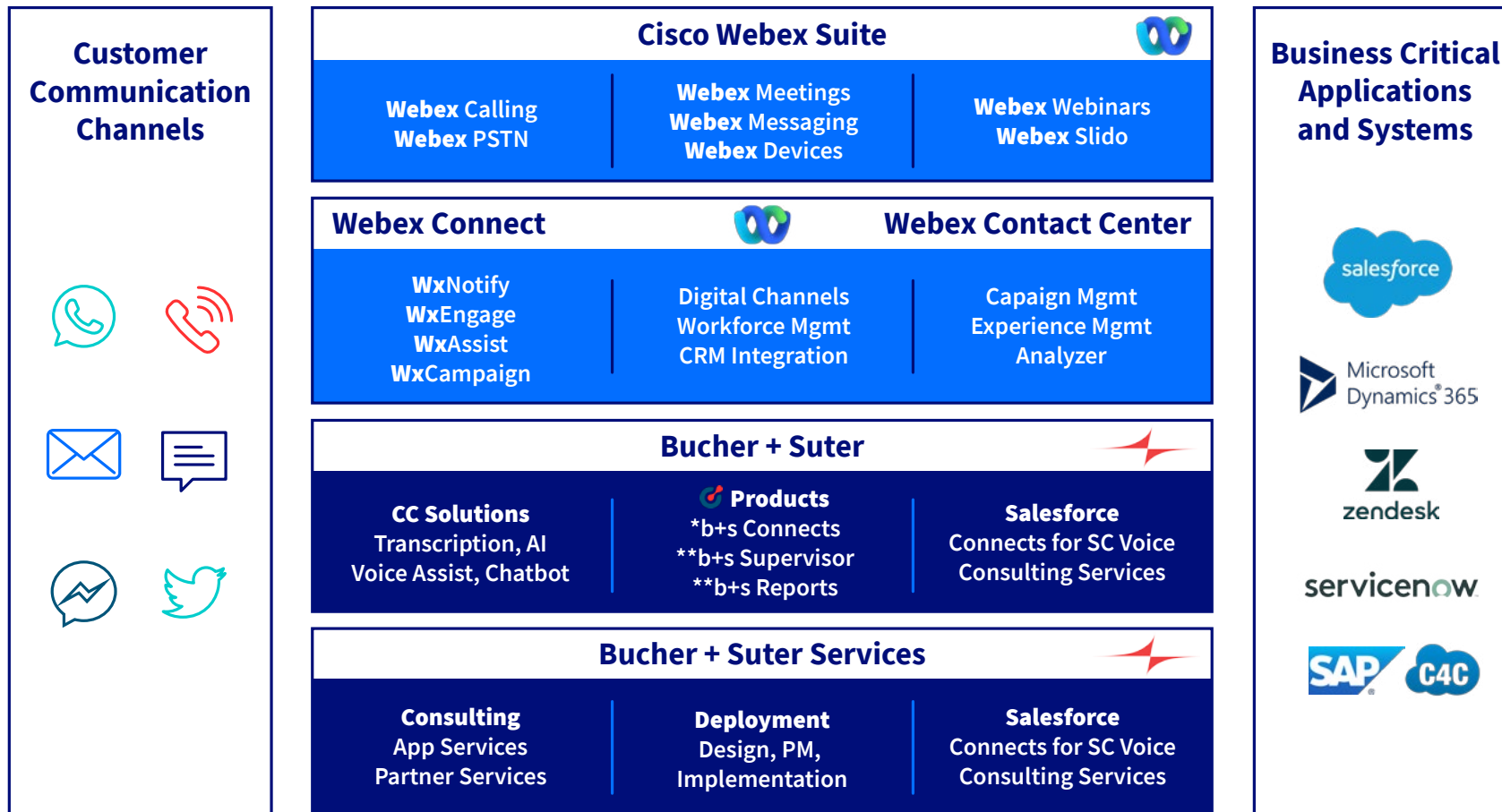


### WFO Analytics

Thanks to Analytics, you will have access to data-driven insights into the wants and needs of customers.

With this help it's a breeze to improve the customer's experience and drive more revenue.

**Webex** from Bucher + Suter



\*Connects for WxCC coming in Q3  
 \*\*SMC/Reports for WxCC coming in H2

**The complete Webex stack plus a host of products and services built for Webex, are available from 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.

### 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!**

Email: [info@bucher-suter.com](mailto:info@bucher-suter.com)

Phone:



+1 800 917 9060



+49 6251 8622 500



+41 31 917 52 00

