

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.

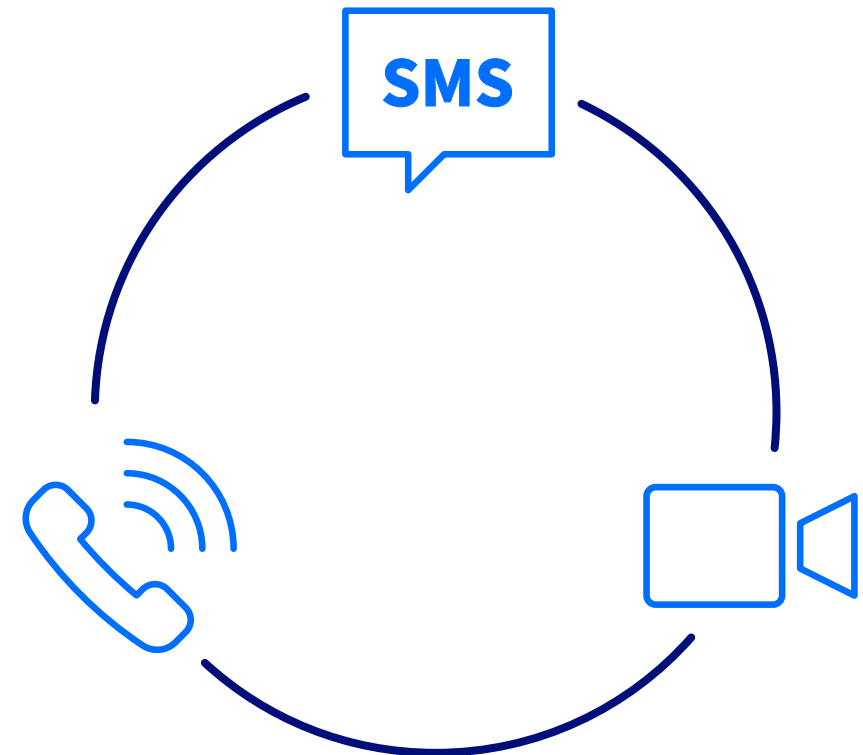
The Webex App

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

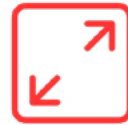


Webex Meetings

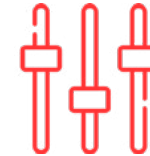
Complete teamwork with Webex Meetings

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!**



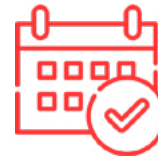
HD video and video



**Powerful meeting
control**



**Recordings and
transcripts**



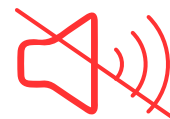
Calendar integration



**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!

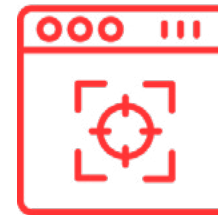
Webex Workforce Optimization

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.

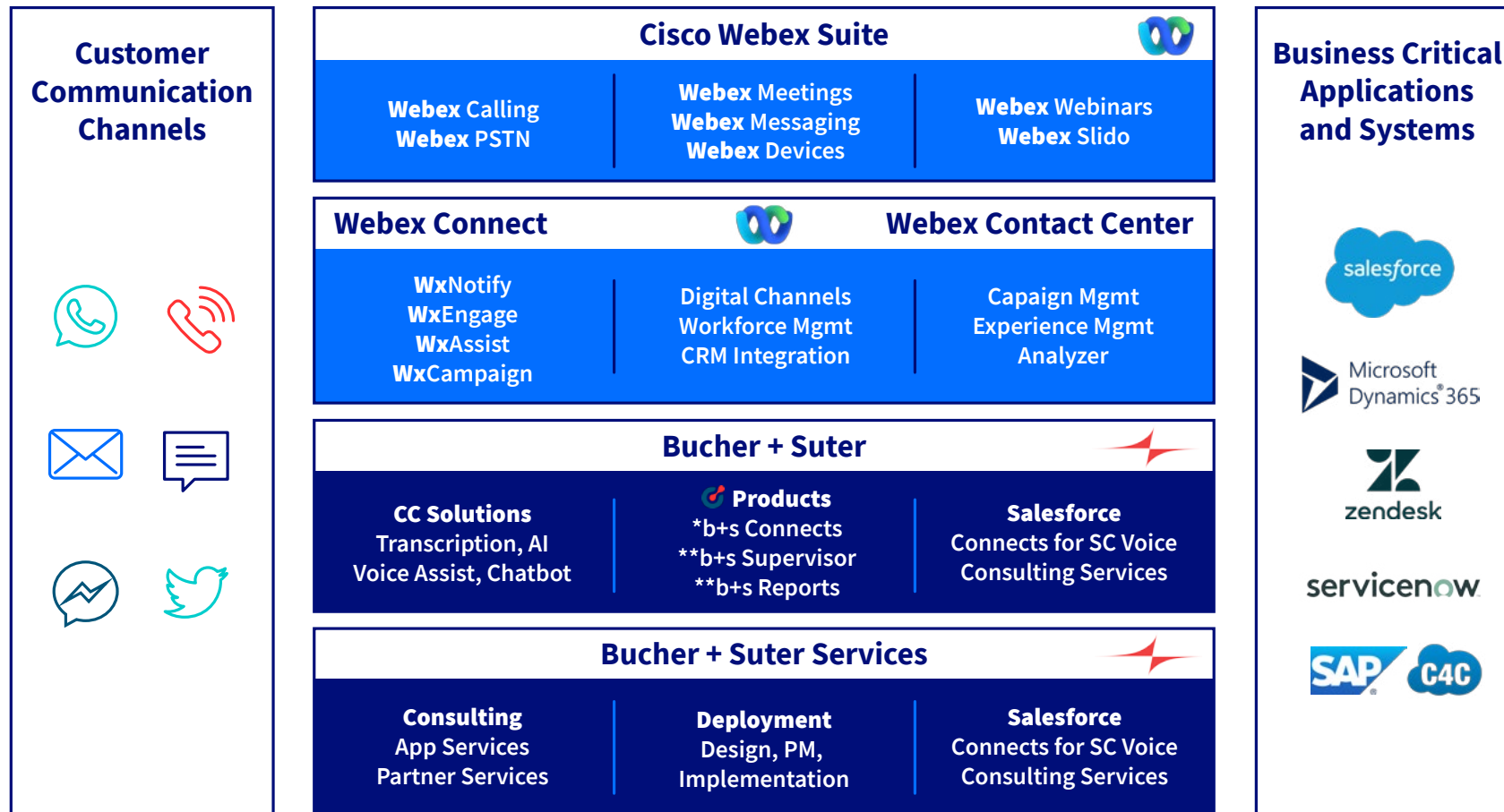


WFO Analytics

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

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 Collaboration and Bucher + Suter can do for your customer experience strategy?

We're ready when you are!

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