

webex
by **CISCO**



Solution Partner
Gold Provider
Premier Integrator
Webex Contact Center Specialization

One Platform · One Partner

Webex Connect

Intelligent proactive communication

Omnichannel — multi-platform

**Webex Connect empowers end to end communication
across the entire customer journey.**

It's enterprise CPaaS built for everything and everyone!

How can Webex Connect help you?

In a world saturated with communication, your customers want their interactions with your company to be as fast and easy as reaching out to their friends. In the same manner, they also want all their interactions with you to be highly relevant and personalized

Adapting to consistently evolving technology and the ever-changing demands of your customers and is about to get a whole lot easier!

Webex Connect will help you to deliver intelligent, personalized omnichannel interactions and digitally transform your customer relationships at scale.





Why is it so important?

It's not always easy for companies to meet customers' expectations. Customers want to be able to communicate via multiple channels, and they expect proactive, connected, and personalized service across their whole journey.

In fact...

76% of consumers expect consistency no matter how they're interacting with a brand

Source: [Salesforce's "State of the connected customer report"](#)

One platform. Thousands of unique solutions.

With Webex Connect, you can use a single, cloud-based platform to seamlessly integrate disparate and disconnected systems and channels, to deliver richer, smarter, and more rounded interactions.

Plus, as part of the Webex platform, Webex Connect works harmoniously with your contact center, collaboration and experience management platforms to create a uniquely powerful, yet efficient customer engagement solution.

What makes Webex Connect so special?



Complete customer journey

By connecting the dots between your customers' channels, your communication platforms, and your business applications, Webex Connect facilitates highly personalized, proactive and reactive interactions across the whole customer lifecycle.



Built for everyone

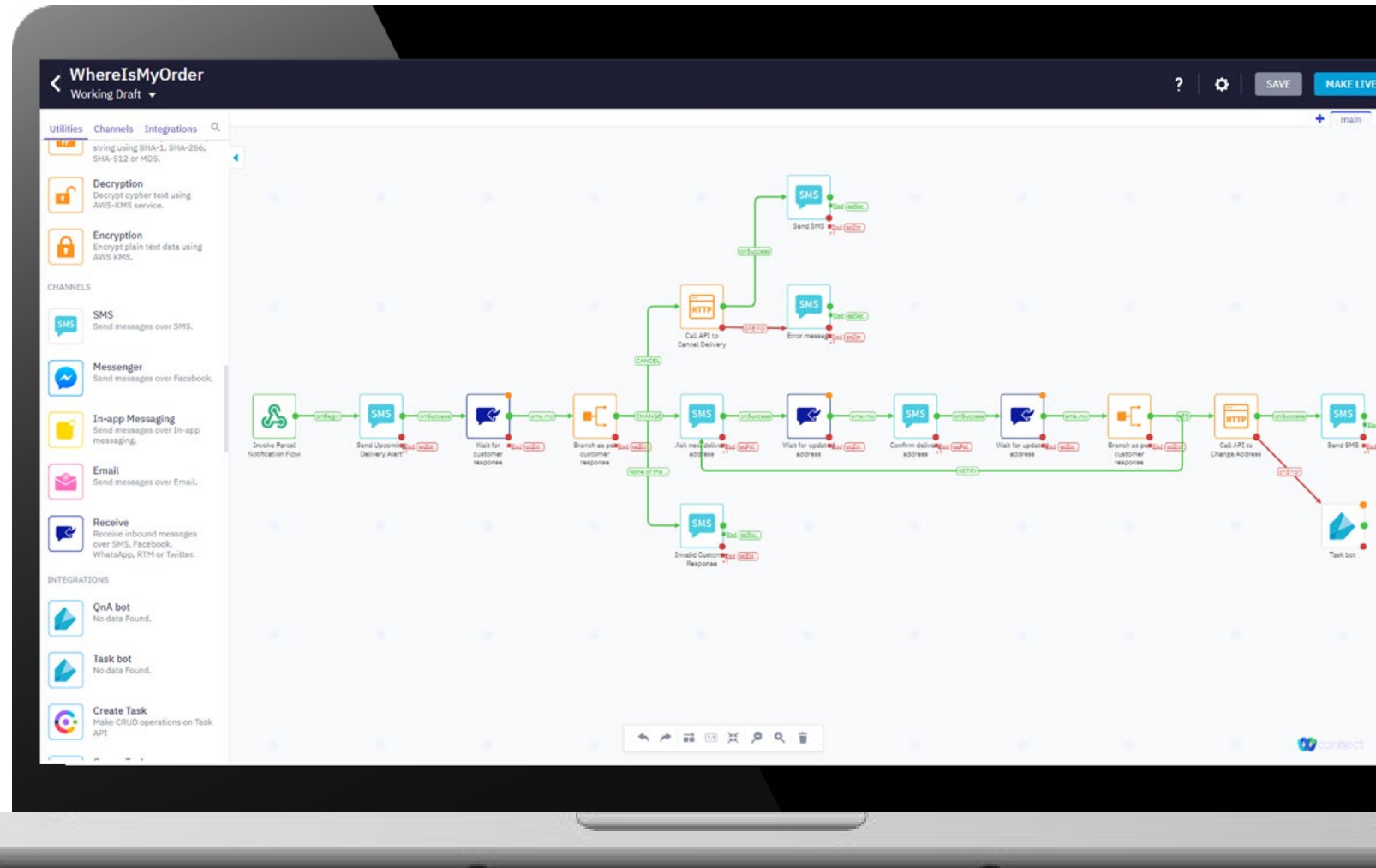
While Webex Connect is enterprise-grade and utilized by some of the world's largest organizations, its low-code tools, including the visual flow builder, means there is a low barrier to entry and a smooth learning curve for your developers and CX professionals.

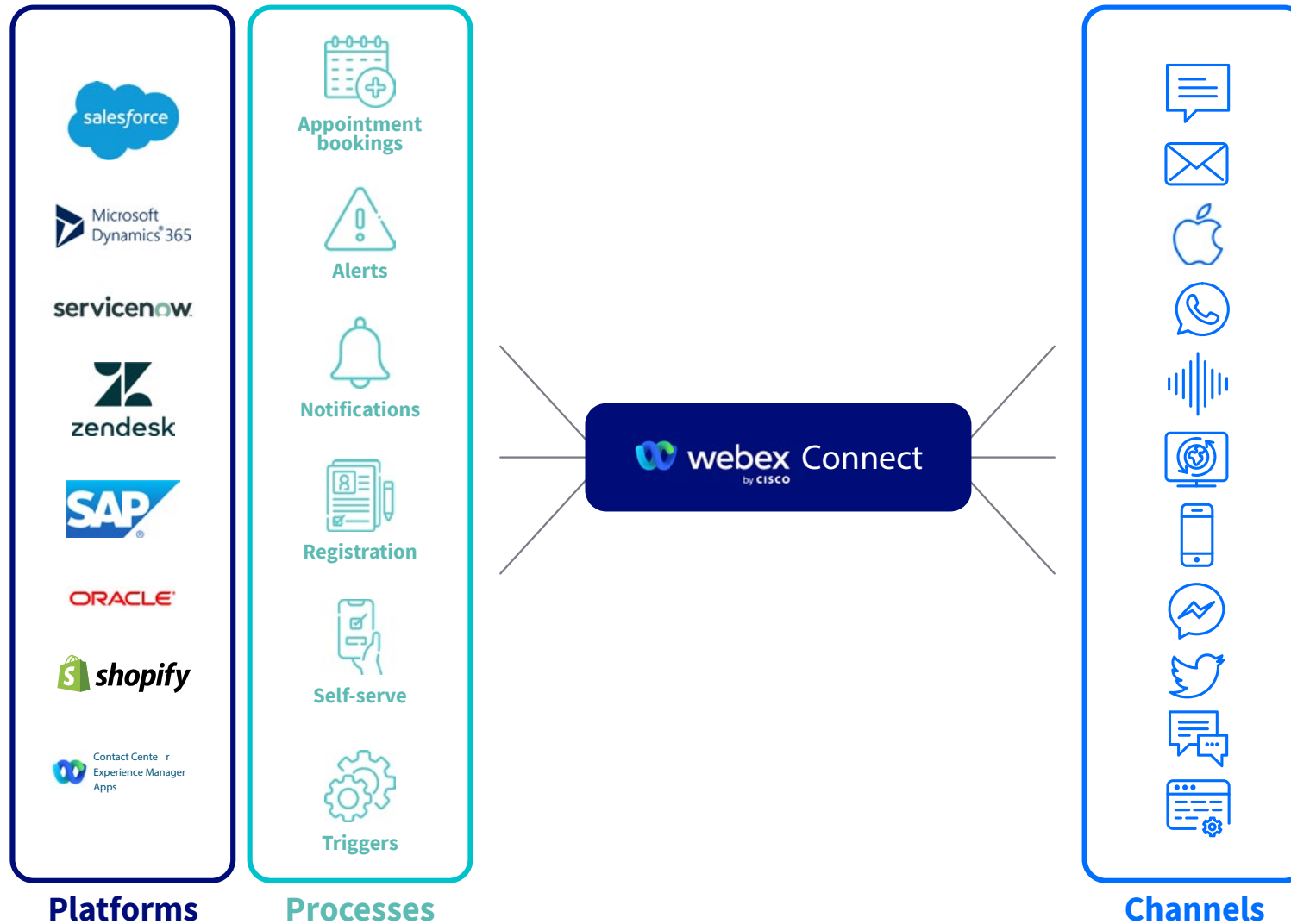


Up and running in no time

Building bridges between your platforms, apps, and channels to help automate your communication processes sounds time consuming and complicated. But with Webex Connect's APIs and pre-built functions, you'll soon be delivering unified, personalized experiences.

Automate and orchestrate your customer communications with the intuitive, drag and drop Flow Builder.





Webex Connect lets you meet your customers on their preferred channel with smart, automated pro-active and re-active communication by integrating your most vital backend business apps into one platform.

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

Phone:



+1 800 917 9060



+49 6251 8622 500



+41 31 917 52 00

