

b+s Contact Center Business Intelligence (CCBI) for Webex

Empower Your Insights: elevate contact center performance with cloud-based intelligence.



Introducing b+s CCBI for Webex: the ultimate cloud-based business intelligence and reporting solution for Webex.

Tailored for Cisco's Webex Contact Center and Calling solutions, this platform leverages the advanced analytics of Microsoft Power BI to offer an unparalleled Software as a Service (SaaS) experience. Designed for both historical and intraday reporting, it integrates directly into your workspace, equipped with an extensive collection of pre-defined report templates suitable for various organizational roles, including supervisors, admins, and management.

b+s CCBI for Webex revolutionizes data analysis within contact centers, enabling effortless visualization of key metrics. From customer interactions and task activities to agent performance and critical business KPIs, b+s CCBI ensures that

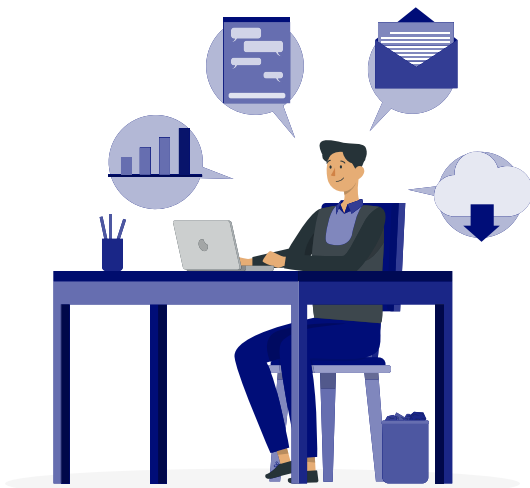
vital data is easily accessible and immediately actionable. Step into a world where data drives decisions, optimizes your contact center's performance and guides strategic agent and customer experiences.

Advantages at a Glance

- Comprehensive and ready-to-use contact center data analysis.
- Instant, visual data filtering across all metrics.
- User-friendly interfaces designed for flexibility.
- Accurate insights on granular to global scales.
- Compatible across devices for remote accessibility.
- Cloud efficiency eliminates the need for extra server space.

Behind the Scenes

b+s CCBI for Webex is Software as a Service (SaaS) published into your Power BI workspace. It brings your data to life in the Microsoft cloud without requiring extensive server modifications. Set your update schedules with ease, ensuring your data is always current and accessible.



Operational Insights

- Custom dimensions from global variables.
- Multiple time zone support.
- User groups and locations included from control hub.
- Data-independent calendar for consistent reporting.

Data Integration and Analytics

- Insights on contact center inbound, contact center outdial, agent state activity, Webex Calling (Incoming & Outgoing)
- Comprehensive KPI coverage.
- Interactive reporting for improved decision making.

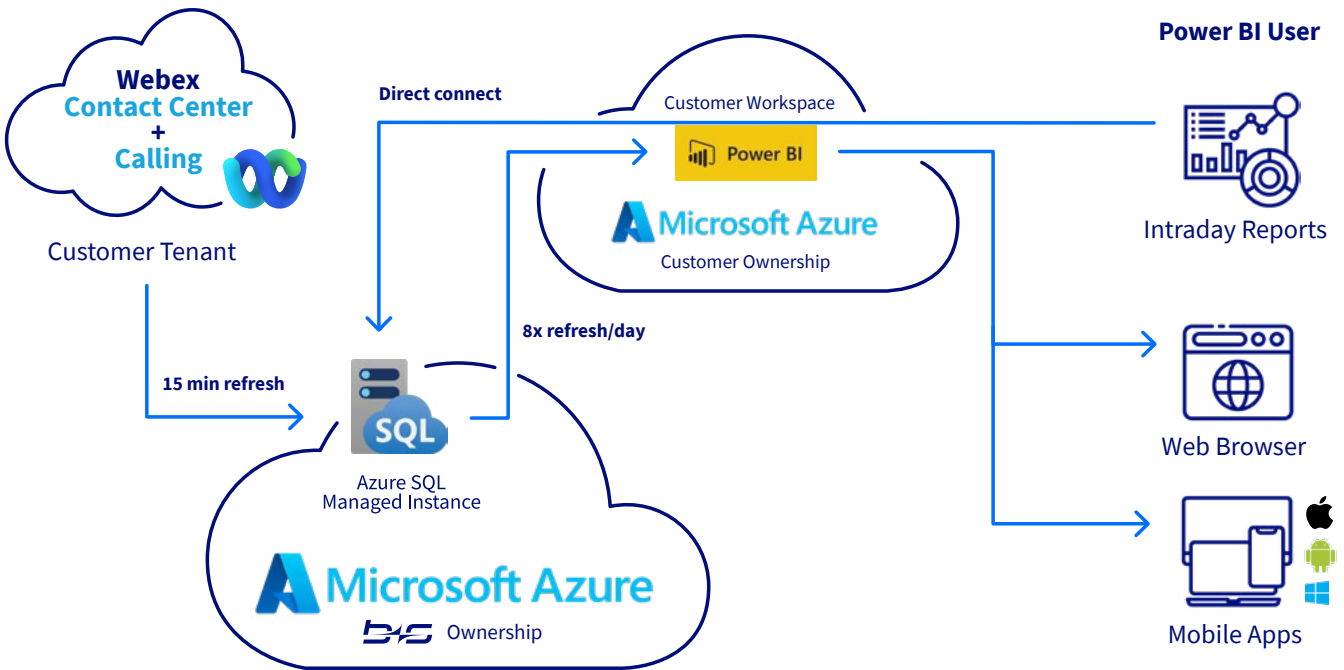
Roles and Authorization

Safeguard your insights with role-based access and row-level security. Data models and reports are securely housed within your workspace, ensuring controlled access and compliance with data protection laws.

Scope and Limitations

While b+s CCBI for Webex significantly amplifies your analytical capabilities, it respects the boundaries of your Microsoft Power BI licensing. It's designed to grow with you, offering scalable solutions that adapt to your evolving business needs.

Architecture



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 technology investments and to take your customers' experience beyond their expectations.

Differentiate from your competitors with extraordinary customer experiences.

With b+s CCBI for Webex, you get an advanced business intelligence solution, in-depth reporting and data visualization across contact center and collaboration operations, that enhances your business communication decision-making and performance.



Get in touch

Ready to discover what b+s CCBI and Bucher + Suter can do for your customer experience strategy?

We're ready when you are!

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