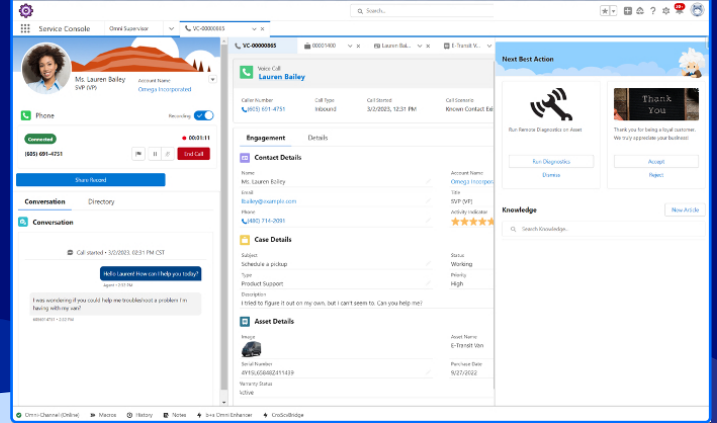


SERVICE CLOUD VOICE FOR BANKING AND FINANCE FROM BUCHER + SUTER

Elevate your client, customer, and member service with a secure and compliant, cloud-hosted contact center solution for Salesforce.



Available for Service Cloud and Financial Services Cloud

OFFER STREAMLINED BUT TAILORED OMNICHANNEL FINANCIAL SERVICES FROM YOUR CONTACT CENTER

Specialized solution for banks, investment firms, and insurance companies to simultaneously enhance client interactions and operational efficiency.

BE PRESENT DURING EVERY STEP OF YOUR CLIENTS' FINANCIAL JOURNEY, EXACTLY WHERE THEY WANT TO BE MET

The robust cloud-based communications platform supports managing client interactions across multiple channels.

SEAMLESS SALESFORCE INTEGRATION FOR TAILORED CLIENT CARE

Integration with **Salesforce** enables real-time personalization and actionable insights based on customer data.

SAFEGUARD YOUR CLIENTS AND THEIR FINANCIAL DATA

Compliance with high industry standards, including **GDPR** and **ISO 270001**.



A focus on customer trust and data security, critical in the strictly regulated financial sector.

b+s Connects for Service Cloud Voice Integration for Webex and Cisco Contact Center

- Screen pop with caller record
- Agent state control (voice)
- Call data display
- Simple administration
- Real-time display of contact center data
- WCCA support
- b+s Integration API
- Cisco CCE mobile agent support
- Transcription & Einstein support
- Salesforce as the unified agent desktop
- Support for Salesforce High Velocity Sales

b+s Cloud The complete Webex Contact Center solution

- b+s Connects for Service Cloud Voice
- Webex Contact Center
- Supervisor Management Console
- Support

