

b+s Connects for Salesforce

Enabling Cisco Contact Center to route multichannel interactions to agents using Salesforce.

The screenshot displays the Salesforce Lightning Service Console interface. On the left, the 'All Cases' sidebar shows a list of cases, including an 'Incoming call' from 'Mr. Bill Jones' with a phone number '41319175206'. The main console area shows the 'Contact' record for 'Mr. Bill Jones', with a 'Pop-up matched contact' annotation pointing to the contact information. Below the contact record, the 'RELATED' section shows 'Cases (6+)' with a 'Matched Contact' annotation pointing to a case. The 'ACTIVITY' section on the right shows a timeline of activities, including 'Email' and 'Next Steps'.

Pop-up matched contact

Incoming call

Call attached data from Cisco Contact Center

Matched Contact

Bucher + Suter's Connects for Salesforce is an out-of-the-box integration between the Cisco Contact Center (CCE/CCX) and Salesforce that allows agents to handle multichannel interactions and manage their state within a gadget embedded in Salesforce.

Placing interaction control inside of Salesforce where client data resides gives agents a 360° customer view. It also streamlines contact handling, provides quick access to agent tools, and means that agents don't have to waste time tabbing between applications, searching for information, while their customers wait.

b+s Connects for Salesforce improves contact center efficiency by enabling Cisco Contact Center Enterprise (CCE) to act as the single routing engine for all interaction types (voice, email, case, chat and social posts). It allows to track agent availability and multichannel interactions for Unified Queuing and reporting.

This approach ensures that all interactions, regardless of type, are queued to the most appropriate agent. This increase in efficiency translates into savings and improved customer satisfaction.

When it comes time to choose an integration technology for contact centers, management demands a solution that is feature rich, simple to use and cost effective. Similarly, IT managers seek solutions that are easy to implement and simple to maintain. b+s Connects for Salesforce is a pre-integrated package that is easy to install and offers the functionality demanded by today's most forward-thinking contact centers.

Key benefits

→ Configurable screen pops with customer and interaction history. The b+s gadget reduces handle time, speeds issue resolution and enables faster processing of customer requests by providing agents with flexible screen pops of customer information at the time the interaction arrives. This cost savings alone can provide a rapid return on investment (ROI).

→ Seamless integration with the Salesforce GUI streamlines agent workflow and reduces training by allowing agents to handle customer interactions without being forced to switch between applications.

→ Pre-integrated solution provides rapid and reliable deployment and lowers implementation costs.

→ CCE support for CCAI transcription empowers Salesforce Einstein to provide real-time Next Best Action/ Recommendations, so your agents always know what to say.

Product highlights

- Designed for multichannel contact centers
- Browser-based gadget means no desktop installation required.
- Voice and Omni-channel Federation implementation requires no additional hardware.

Product features

- Agent state control
- Search contacts by typing in part of a name or number inside gadget
- Configurable toolbars inside the gadget provide additional functionality (e.g. call history, call recording, RTDs etc.)
- Pop up window outside of the gadget allows agents to view/answer calls even when Salesforce is minimized or hidden
- Real-time display of contact center data
- Supervisor controls, views, and team messages
- Single Sign-On (SSO)
- Support for Salesforce High Velocity Sales
- Support for Service-, Sales-, Health- and Government Clouds

Voice features

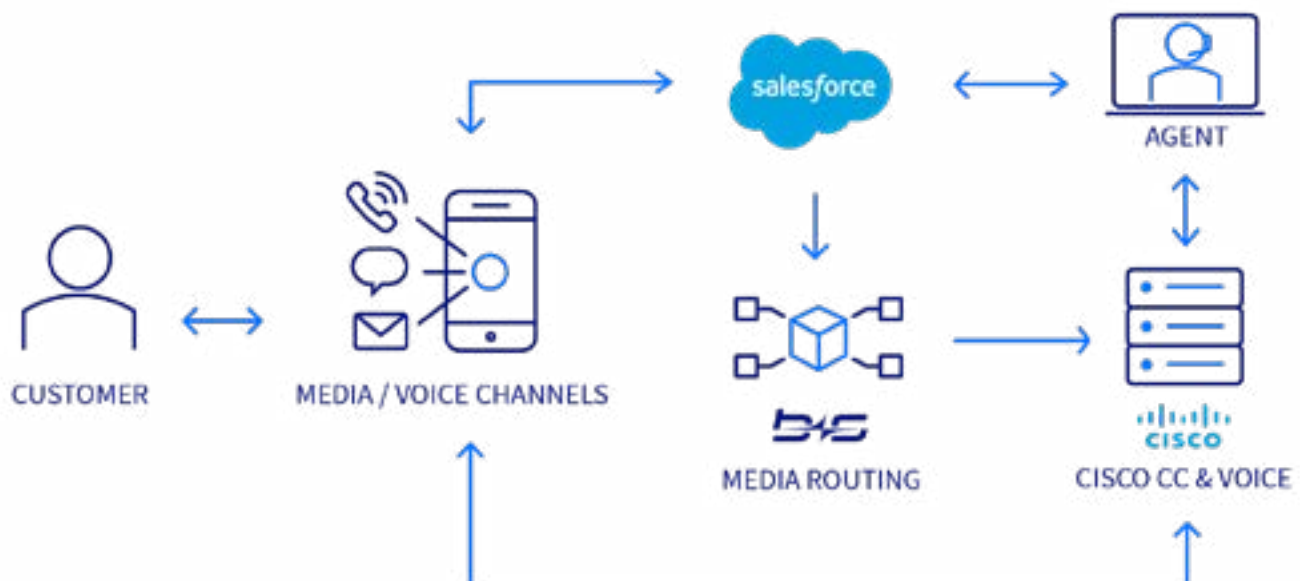
- Call control
- Screen pop on transfer
- Share record with another agent
- Call detail logged inside of Salesforce
- Activity comment field in gadget
- Auto wrap up and wrap up with reason
- Click to dial phone numbers in Salesforce records
- Speed dial buttons
- CCAI Transcription (CCE)
- Support for Cisco Outbound Option
- Support for Cisco Mobile Agent

Multichannel features

- Utilize CCE to route Salesforce email, chats and cases
- Unified CCE reporting for multichannel Salesforce interactions
- Manage multiple, simultaneous Salesforce emails, chats and cases
- Support for Salesforce Omni-Channel interaction and state control

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Architecture



Why 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.

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.

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.

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.

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.



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



+1 800 917 9060



+49 6251 8622 500



+41 31 917 52 00

