

The Specialists in Agentforce Contact Center and business telephony

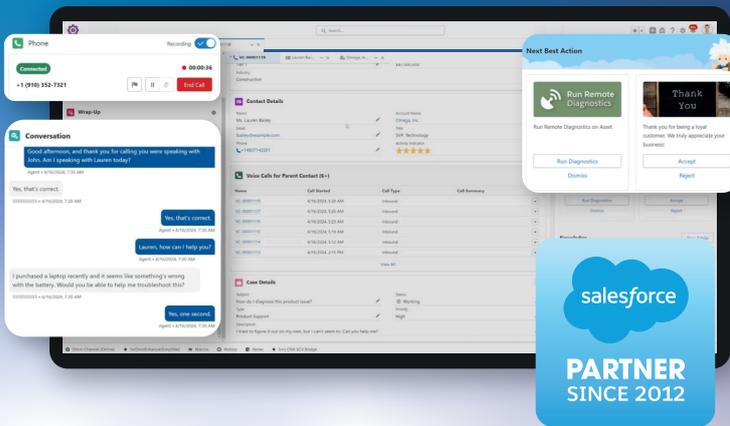
We're **transforming complex contact center infrastructures** with Agentforce Contact Center.



Our team helps customers securely and smoothly replace **existing voice and omnichannel solutions with Salesforce.**



This allows you to go live and **scale faster with Agentforce Contact Center**, with an **expert partner at your side** from the beginning.



With Agentforce Contact Center, Salesforce offers further platform advantages and a crucial **strategic piece of the puzzle for customer service**. But contact centers are complex, high-volume, business-critical environments. Working together with Salesforce, **Bucher + Suter offers you the necessary advice, support, and security** before, during, and after a migration, both in terms of the essentials and the details:

Bucher + Suter – the experienced Salesforce & contact center partner

Salesforce ISV-partner since 2012, with 180,000+ contact center agents using Bucher + Suter connectors.



400+ enterprise customers in 60+ countries, ranging from mid-sized regulated environments to global enterprises with 25,000+ agents



Headquarters in Germany and Switzerland with **120+ certified contact center engineers**. Extensive 24/7 support and managed services (Development, MACD, ...) available in German, English, and French.



- How can we **migrate** our existing setup with routing, workflows, and reporting **without interrupting operations**?
- How can we scale with **Agentforce Contact Center** and benefit more from voice automation, omnichannel customer communication and consolidation?
- How are **security, compliance, and our quality requirements** met?

Take off with **Agentforce Contact Center and Bucher + Suter!** >>



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Book a Meeting
qrco.de/bg8SfK

Your contact person at Bucher + Suter!

Getting started with

AGENTFORCE CONTACT CENTER

salesforce

PARTNER
SINCE 2012

We help Salesforce customers migrate securely to Agentforce Contact Center and scale their operations.

Start preparing now and be among the first to benefit!

- ✓ We assess your existing architecture to analyze your current infrastructure. (PSTN, SIP, call flows, routing, IVR, KPIs, dashboards, processes, AI readiness, ...)
- ✓ Through discovery workshops, we define goals, milestones, and KPIs.
- ✓ We deliver a proof of value: an Agentforce Contact Center implementation using your data in a secure sandbox. Agentforce Voice (Voicebot) is also included with a standard use case.
- ✓ You'll receive prioritized recommendations on how to migrate to Agentforce Contact Center while your contact center remains operational and how to optimize your business telephony—including a roadmap and budget estimate.
- ✓ Based on this, you can plan your transformation journey with confidence.

Let's get started

