

Webex Contact Center Edition

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.

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



Advantages at a glance

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

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



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.

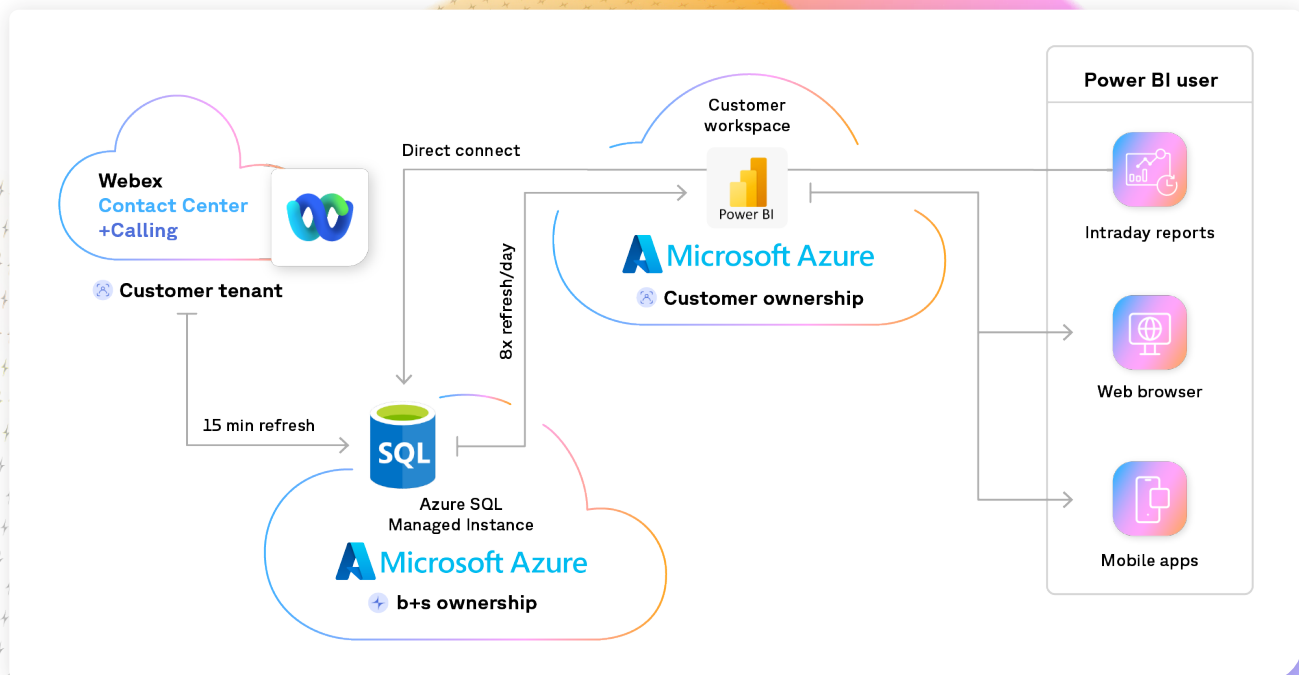
Roles and Authorization

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?

✓ 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.

✓ 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.

✓ 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.

✓ 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.

✓ 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.

✓ 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.

Get in touch

Ready to discover what Bucher + Suter can do for your customer experience strategy?
We're ready when you are!

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