

Cisco Contact Center Edition

b+s Private Cloud Services CCaaS

Great flexibility and scalability with the powerful Cisco Contact Center from our geo-redundant Swiss cloud.

⚡private cloud

As a direct point of contact for existing and potential customers, your contact center must provide excellent customer service. Internally, agents should be able to work as efficiently as possible. The b+s Private Cloud CCaaS makes this possible by streamlining complicated systems and infrastructure while simultaneously resolving internal operational issues.

Our offering

CCaaS is a comprehensive package for contact center that offers a centrally located, wrap-around service. Three different SLAs guarantee reliable business operation, including IT administration, upgrades, and lifecycle management, all based on your needs. CCaaS offers all standard features required to operate a **modern and target-oriented, multichannel contact center**. The modular offering also includes a wide range of additional applications, which can be integrated into the service. Since no additional 3rd-party applications are needed, setup, integration, and operation are all streamlined.

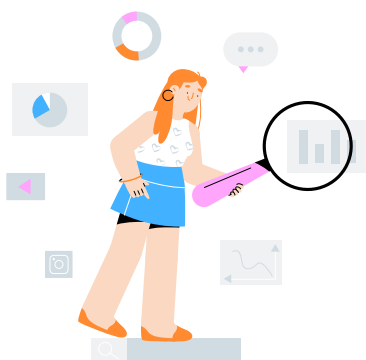


Product features

- Operation from two Swiss data centers
- High availability through geo-redundancy
- High scalability for contact centers with 50 or more agents
- Multichannel routing: Voice, email, chat
- Web-based agent desktop
- Web-based supervisor console
- Real-time reporting
- CRM integration
- Voice and screen recording
- Shift planning (WFM)

Your advantages

CCaaS reduces investment and maintenance costs, eliminates the need for renewals and upgrades, and frees resources for core business demands. High scalability provides greater agility and responsiveness to changing business requirements. With the **pay-as-you-use model**, only the services actually used are billed. Additionally, Bucher + Suter's integrated products and options, combined with many years of experience and proven expertise, ensure optimal service.

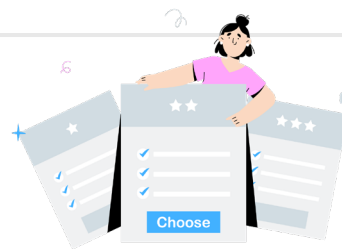


Advantages at a glance

- Operating costs delivered in a pay-as-you-use service model, with monthly billing
- No investment or maintenance costs
- Effortless lifecycle management and upgrades
- No recurring renewal projects
- Increased agility with rapid agent activation and function adaptation
- Broad portfolio of additional applications for streamlined implementation of the cloud strategy
- Easy integration into existing company infrastructure
- Certified service with FINMA-accepted audit report for financial service providers

The service

The service offers three function-based **profiles**:



Voice basic

Inbound agent workstation

- IVR & Skill-based routing
- Supervisor tools
- Predefined reports

Voice premium

Inbound & Outbound agent workstation

- Post Call Survey
- Silent Monitoring
- Timezone management
- Multilingual announcements
- Detailed reports

Multichannel

Add-ons to the Voice Premium profile

- Email function
- Chat function

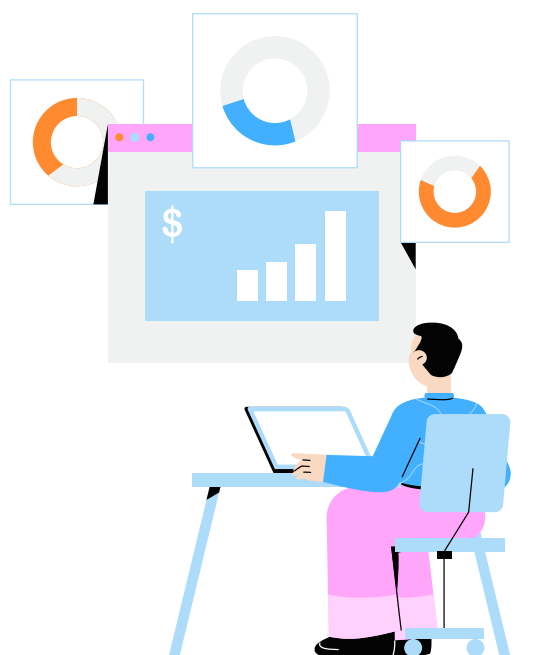
All profiles offer a wide range of options for increasing efficiency and quality. The wide range of additional applications includes, for example Voice- and Screen Recording (RaaS), Shift Planning (Workforce Management), and CRM Integrations.

Eco-system partners

Bucher + Suter offers and operates solutions together with IT partners who act as general contractors. All of these experts in modern collaboration solutions are certified by Cisco and are regularly audited.

Combination with UCaaS

If required, the telephone system functionality integrated on the same cloud platform may be used as UCaaS (Unified Communications as a Service). UCaaS also offers all employees outside the contact center a variety of functions **for modern and future-oriented business communication as a complete cloud solution.**



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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