

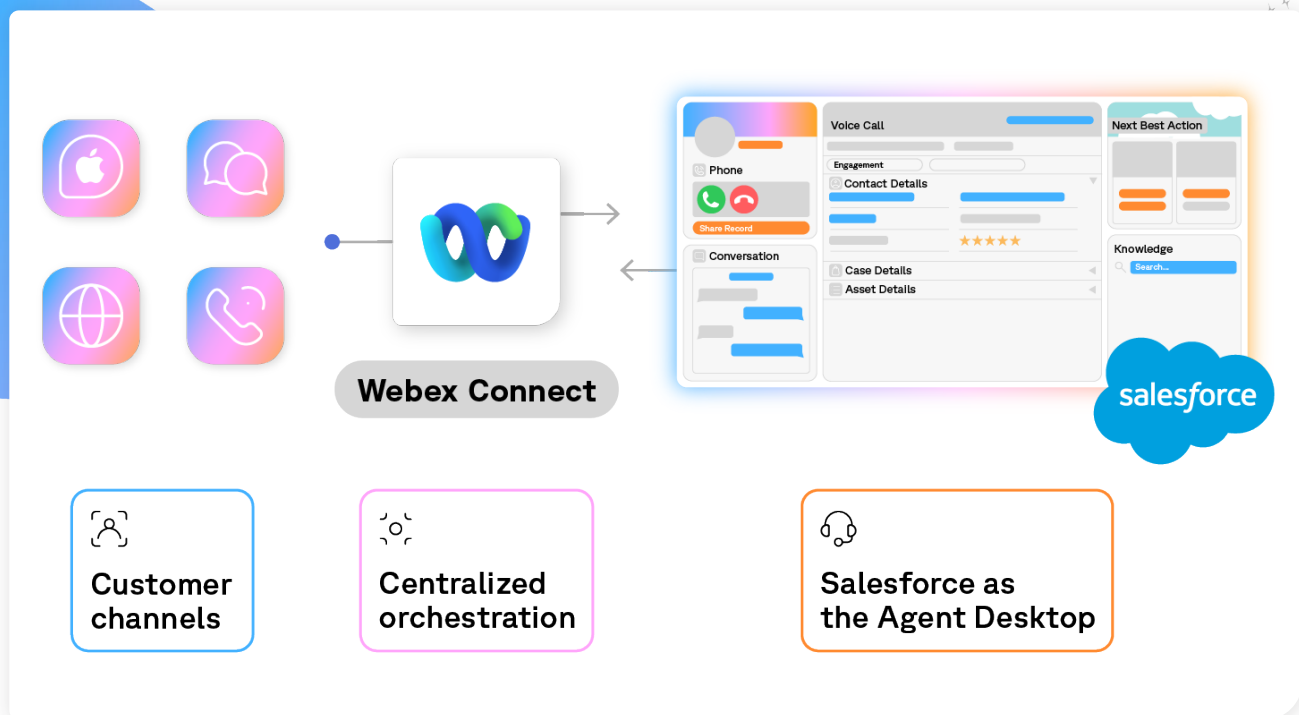
b+s Connects: Elements

Freedom to choose your digital and AI
experience—without compromising
your agent desktop

elements

b+s Connects: Elements is a powerful add-on to the b+s Connects integration app that enables organizations to unify customer digital engagement across Webex Connect and Salesforce, via Salesforce's Bring Your Own Channel (BYOC) for Messaging. It empowers enterprises to maintain Salesforce as the agent desktop while routing digital customer interactions through Cisco's global-grade orchestration layer.

With Elements, digital channels like web chat, SMS, and Apple Business Chat, delivered through Webex Connect and Webex Contact Center, can be handled directly in Salesforce Omni, creating a seamless, scalable, and future-proof digital experience.



Customer choice without compromise

It's the freedom to choose the best technology for your business, without fragmenting operations.

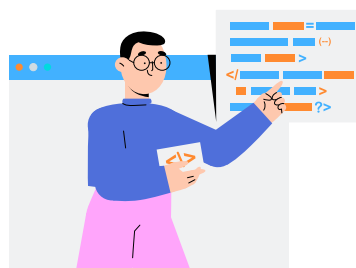
Many enterprises want best-in-class digital orchestration, but without losing the Salesforce experience their agents rely on. Elements delivers the flexibility to:

- Use **Webex Connect or Salesforce** as the digital front door
- Centralize digital channel orchestration in **Cisco's ecosystem**
- Preserve a **single, consistent UI** for agents working in Salesforce



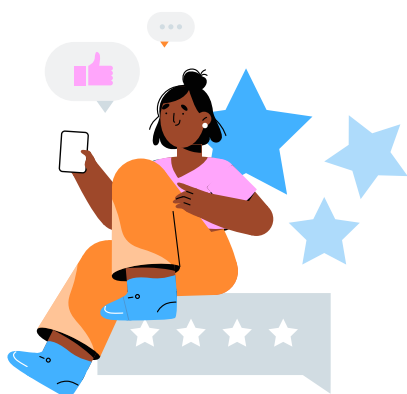
Compatibility

- Salesforce Omnichannel
- Cisco Webex Connect
- Cisco Webex Contact Center
- Cisco UCCE 12.6+
- Salesforce Digital Engagement license required



Key product features

- Wide variety of real-time messaging channels (chat, SMS, WhatsApp Business, Apple Business Chat, etc.)
- Embedded **Webex Connect digital interactions inside Salesforce Omni**
- Unified agent desktop using Salesforce, with **no tab-switching** or retraining
- Compatible with Salesforce Service, Sales, Health, and Government Clouds
- Centralized orchestration and routing via **Cisco UCCE or Webex Contact Center**
- Secure, compliant architecture with global scalability



Key benefits

- A **unified digital platform** for both Salesforce and non-Salesforce agents
- Support for hybrid or transitional environments
- Leverage Cisco's global channel and compliance strengths
- Avoid duplicate tooling and reduce operational overhead

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!

info@bucher-suter.com



+1 800 917 9060



+49 6251 8622 500



+41 31 917 52 00

CISCO
Partner