

b+s SMC (Supervisor Management Console)

User friendly administration and
configuration tool for Webex and Cisco
Contact Center supervisors.

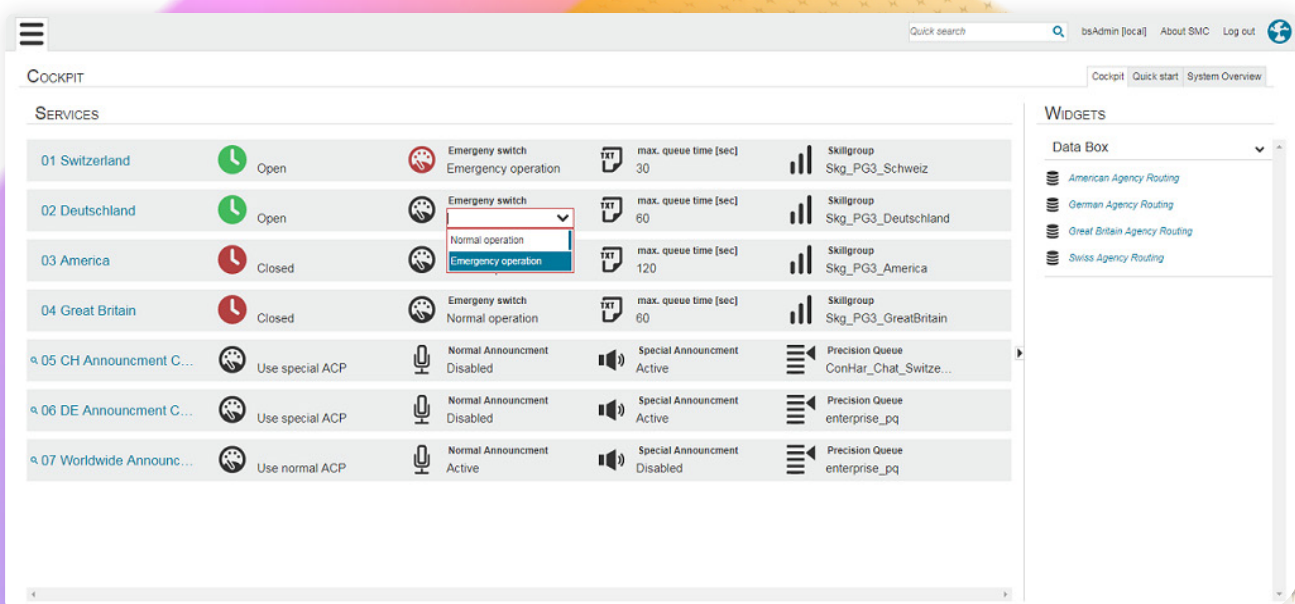


Bucher + Suter's Supervisor Management Console (SMC) is a highly intuitive Graphical User Interface for the non-technical supervisor who is responsible for contact center administration and management. Supervisors can use the b+s SMC modules to manage routing, system access, security levels, holiday schedules, hours of operation, announcements, agent re-skilling etc. SMC's intuitive Cockpit navigation allows supervisors to instantly view all services and easily make changes.



Key benefits

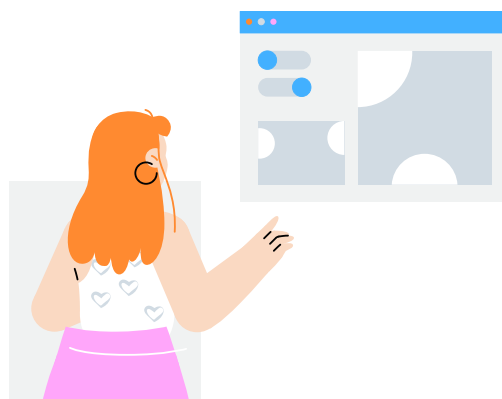
- Helps prevent configuration errors
- Highly scalable
- Multiple time zone support for decentralized contact centers
- Real-time configuration
- Multilingual
- Tracks and reports all user changes
- Set access rights and security levels
- Multi-tenant capability with organizational units (perfect for outsourcers)
- On-the-fly routing adjustments
- Manage states, time layers, and time checkpoints
- Ad-hoc announcement recording
- Select and reskill multiple agents simultaneously
- IVR control through SMC GUI
- Announcements easily managed from anywhere





Product highlights

- Clearly laid out user interface tailored to the needs of contact center supervisors
- Browser-based application with no client installation required
- User-friendly modules for simple management of configuration data



On-Call Duty Function

The On-Call Duty Function makes it possible to deploy and manage small, mobile on-call groups without the need to connect as a UCCE agent.

Business Hours Function

The Business Hours Function allows administrators and supervisors to create, edit, and delete holiday and contact center schedules for each department, group or division. Specific events or time series can be easily defined and managed.

Announcement Manager

The Announcement Manager allows administrators and supervisors to insert time-controlled activation or deactivation of announcements at points in a call flow. Announcements can be recorded ad hoc or via TTS.

Switch Function

The Switch Function allows supervisors to control the behavior of CCE call flows via radio buttons without having to manipulate the scripts. Examples include directing calls to overflow groups, transferring calls in case of emergency, redirecting voice mails, configuring queue overflow times, toggling between preview, and predictive dialing campaigns, etc.

Proficiency Function

The Proficiency Function allows administrators and supervisors to add, edit, and view all agent skill group assignments. Within the same matrix attributes can be assigned to one or more agents. Supervisors can filter agents, attributes, skill groups, and agent teams and change assignments in an intuitive manner.

Service Point Dispatcher

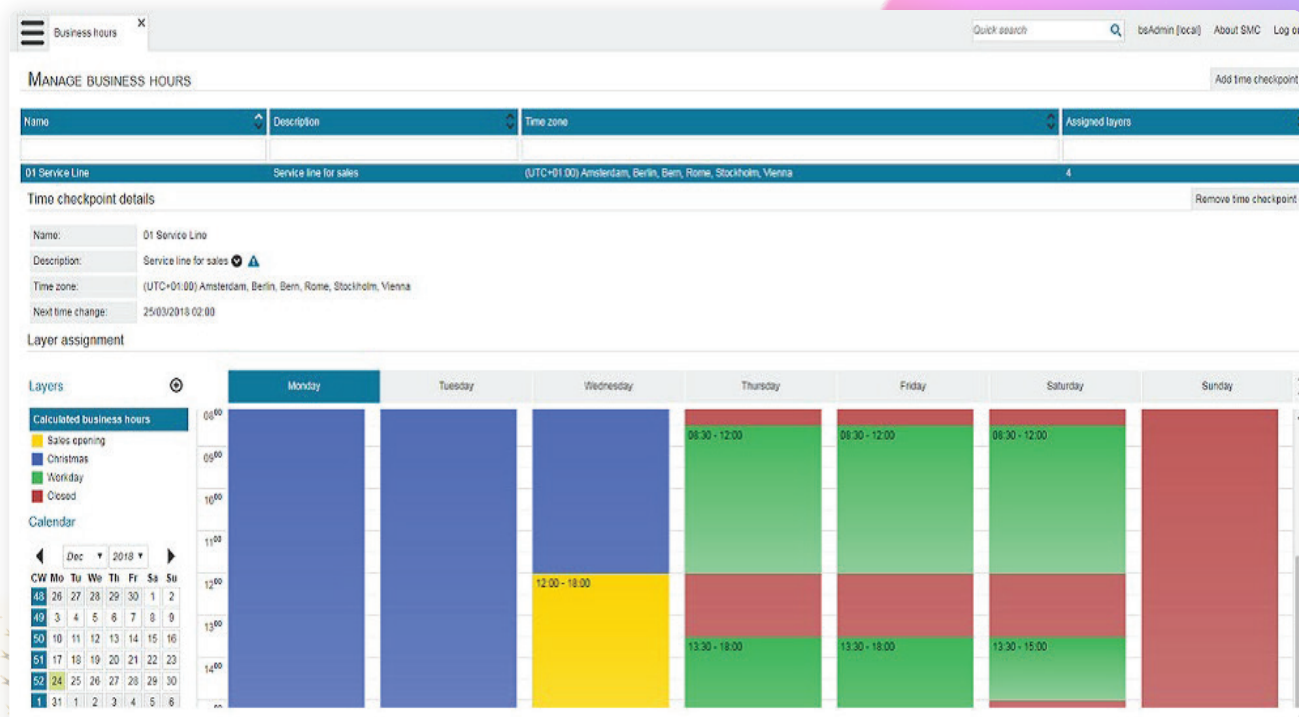
The purpose of the Service Point Dispatcher is set up company-wide hotline numbers for internal and external use. This module forwards the callers to the appropriate agents (professionals) based on their phone number.

SMC Package Options

b+s offers three distinct, scalable SMC packages to meet your specific business needs. These tools are certain to provide exactly the features your business needs today, with the option to enhance each toolset to add further control tomorrow.

Inbound Campaign Function

Using the Inbound Campaign Function, a client can reserve phone numbers for campaigns and determine time limits. The supervisor can manage the campaign data independently and in a userfriendly way without additional configuration in the Call Manager.



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.

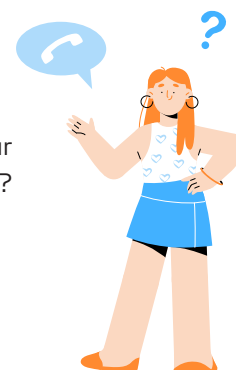
✓ Global presence, local touch

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