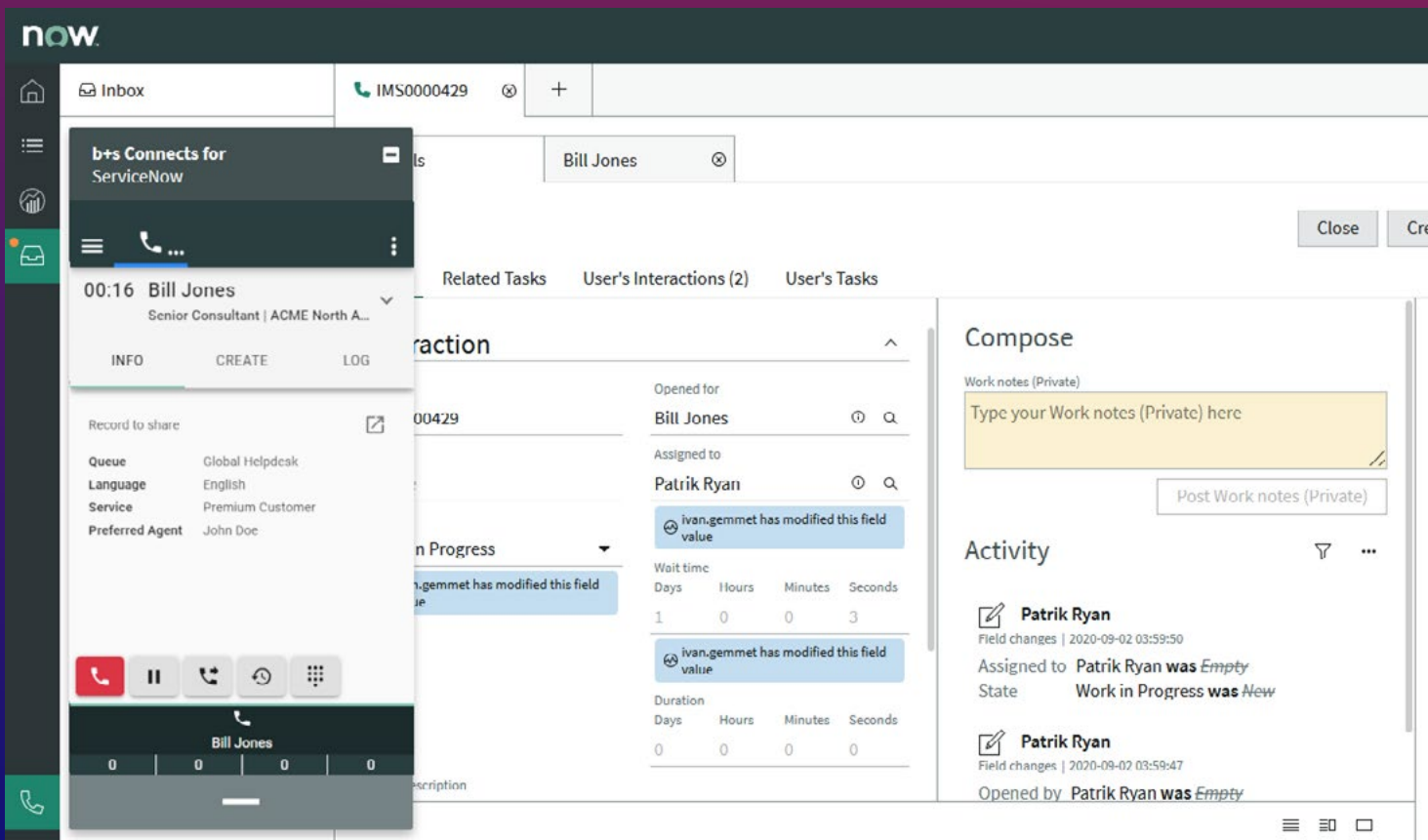


Webex Contact Center Edition

b+s Connects for ServiceNow

Streamline agent experience and reduce customer workload by integrating Webex Contact Center with ServiceNow.



b+s Connects enriches the ServiceNow interface with direct access to Webex Contact Center functionalities, empowering agents with a comprehensive view of customer interactions. This integration simplifies the agent's workflow by centralizing tools and customer information in a single interface, preventing the need to switch between multiple applications.

Elevating contact center operations, b+s Connects for ServiceNow transforms your agent's work environment by integrating a comprehensive set of functionalities directly within the ServiceNow platform. This dynamic combination of realtime interaction management and meticulous automated interaction logging means that every detail of customer conversations is captured, creating a wellspring of insight for future interactions.

The integrated ServiceNow gadget streamlines the agent's workflow, allowing them to focus entirely on the customer by consolidating the tools they need into one place. The integration's screen-pop capability does more than streamline processes; it provides a conduit for delivering customized experiences to each customer.

Agent experience

- Single pane of glass for ServiceNow integration
- Real-time display of Webex Contact Center controls within ServiceNow
- Automated interaction logs and record creation within ServiceNow
- Activity comment field integrated into the ServiceNow gadget



Agents receive the information they need exactly when they need it, enabling them to respond with the kind of personalized attention that builds trust and cultivates positive customer relationships. For supervisors, b+s Connects for ServiceNow is a revolution in contact center oversight. It furnishes them with an extensive array of tools that go beyond simple supervision, including comprehensive monitoring that offers an overarching view of the center's operations and proactive intervention tools to uphold service quality and consistency.

Enhanced team messaging facilities improve the efficiency of internal communications, fostering a collaborative workspace.

Supervisor experience

- Detailed interaction oversight within ServiceNow
- Ability to change agent states and monitor interactions
- Silent Monitoring and Barge-In capabilities
- Team messaging within ServiceNow



Product features

- Integration API
- Screen-pop with transfer capabilities
- Click-to-dial from ServiceNow records
- Customizable agent dashboards
- Single Sign-On for simplified access
- Advanced call management
- Intelligent routing based on customer data
- Supports criteria-based routing of

- omnichannel work items
- Omnichannel task and state control within ServiceNow
- Integrated ServiceNow email and chat features

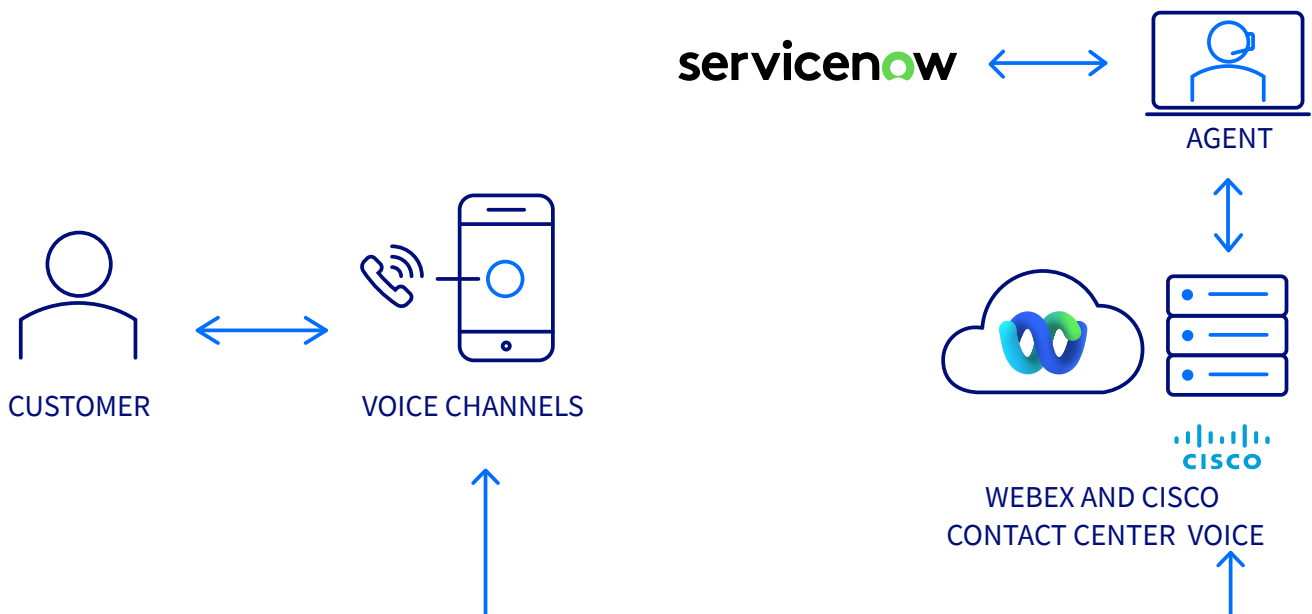
Compatibility

- **Webex Platform**
 - Cisco Webex Contact Center
- **ServiceNow**
 - San Diego, Tokyo, Utah, Vancouver
 - UI16, Agent Workspace, Next Experience
- **Browser**
 - Firefox, Google Chrome, MS Edge

Platform

- High availability and reliable integration
- Easy installation & configuration

Architecture



Why Bucher + Suter?

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.

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.

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.

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.

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.

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.

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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