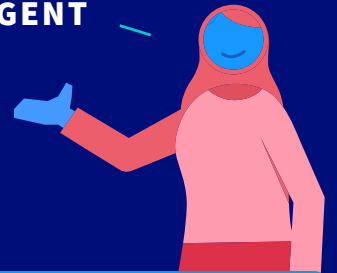# b+s ELEVATE
from Bucher + Suter

YOUR ONE-STOP INTELLIGENT CUSTOMER COMMUNICATION SUITE, BUILT FOR SALESFORCE WITH CISCO WEBEX

FROM $149 PER AGENT PER MONTH

b+s Elevate by Bucher + Suter harmoniously blends **Webex Contact Center** and **Salesforce Service Cloud Voice**, offering a comprehensive, AI-enhanced communication and contact center solution within Salesforce for superior customer engagement and efficient contact center management.

Service Cloud Voice brings digital telephony natively to Salesforce. With Service Cloud Voice empowered by Webex Contact Center, our customers can get started fast with cloud telephony embedded within the Salesforce platform and the agent workspace.

Intelligent routing and AI capabilities, enable smart call distribution and AI-driven insights for **enhanced customer interactions** and streamlined service efficiency.

SCV features

Contact Center

EMPOWER THE SALESFORCE ECOSYSTEM

b+s has delivered the complete end-to-end service for contact centers for over 20 years. With 10+ years as a Salesforce partner, our expertise is now available in a unified experience and a truly unified agent and customer experience on the platform from the global leader in contact center. This fully cloud solution is secure, scalable, and brings immediate speed to value, with the ease and familiarity of the CRM system your agents use today.
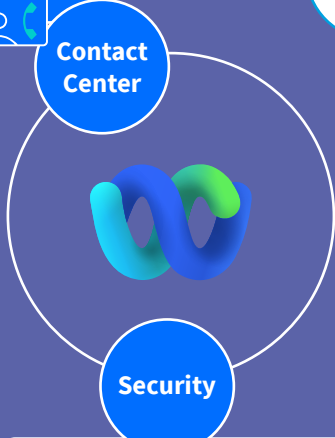
Einstein
Unlock Salesforce's Einstein AI and use your customer interaction data, incl. voice transcript data to drive advanced analytics, predictive insights, and **automated customer service actions**, enhancing decisionmaking and personalizing interactions for **better customer experiences.**

Service Cloud Voice

OUR VALUE

b+s SMC

A dashboard for managers to oversee contact center operations.

Security

Webex facilitates robust data protection, secure communication, and compliance with industry standards for a **safe and reliable** customer interaction environment.

Omni
Understand your customers' complete journey by **integrating voice**, email, chat, and social media within the Salesforce platform for a cohesive and responsive customer communication experience **across multiple channels.**

24/7 Support

Full contact center support for all systems from a single partner, Bucher and Suter will handle any issues with b+s Elevate including Cisco Webex, Salesforce Service Cloud Voice, and our connector.

Data Cloud
Integrating voice channel data enhances Salesforce Data Cloud, enriching customer profiles with **comprehensive interaction histories**, enabling deeper insights and more **targeted, data-driven** decision making across customer touchpoints.
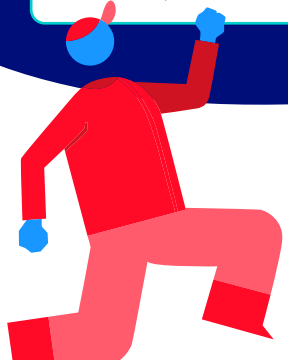
BUCHER + SUTER

Time for a demo?

→ CONTACT US

Bucher + Suter has been developing cutting-edge contact center solutions using Cisco technology for more than two decades. Bringing together Webex with Service Cloud Voice, we're leading our customers to data readiness and efficient, intelligent customer service solutions that take advantage of the world's leading CRM and communication technology.