webex by CISCO | bucher+suter

CISCO Partner — Solution Partner / Gold Provider / Premier Integrator / Webex Contact Center Specialization

One Platform · One Partner

Webex Connect

Intelligent proactive communication

Omnichannel — multi-platform

Webex Connect empowers end to end communication across the entire customer journey.

It's enterprise CPaaS built for everything and everyone!

How can Webex Connect help you?

In a world saturated with communication, your customers want they want their interactions with your company to be as fast and easy as reaching out to their friends. In the same manner, they also want all their interactions with you to be highly relevant and personalized

Adapting to consistently evolving technology and the ever-changing demands of your customers and is about to get a whole lot easier!

Webex Connect will help you to deliver intelligent, personalized omnichannel interactions and digitally transform your customer relationships at scale.

Why is it so important?

It's not always easy for companies to meet customers' expectations. Customers want to be able to communicate via multiple channels, and they expect proactive, connected, and personalized service across their whole journey.

In fact...

76%

of consumers expect consistency no matter how they're interacting with a brand

One platform. Thousands of unique solutions.

With Webex Connect, you can use a single, cloud-based platform to seamlessly integrate disparate and disconnected systems and channels, to deliver richer, smarter, and more rounded interactions.

Plus, as part of the Webex platform, Webex Connect works harmoniously with your contact center, collaboration and experience management platforms to create a uniquely powerful, yet efficient customer engagement solution.

Source: **Salesforce's "State of the connected customer report"**

What makes Webex Connect so special?

Complete customer journeys

By connecting the dots between your customers' channels, your communication platforms, and your business applications, Webex Connect facilitates highly personalized, proactive and reactive interactions across the whole customer lifeycycle.
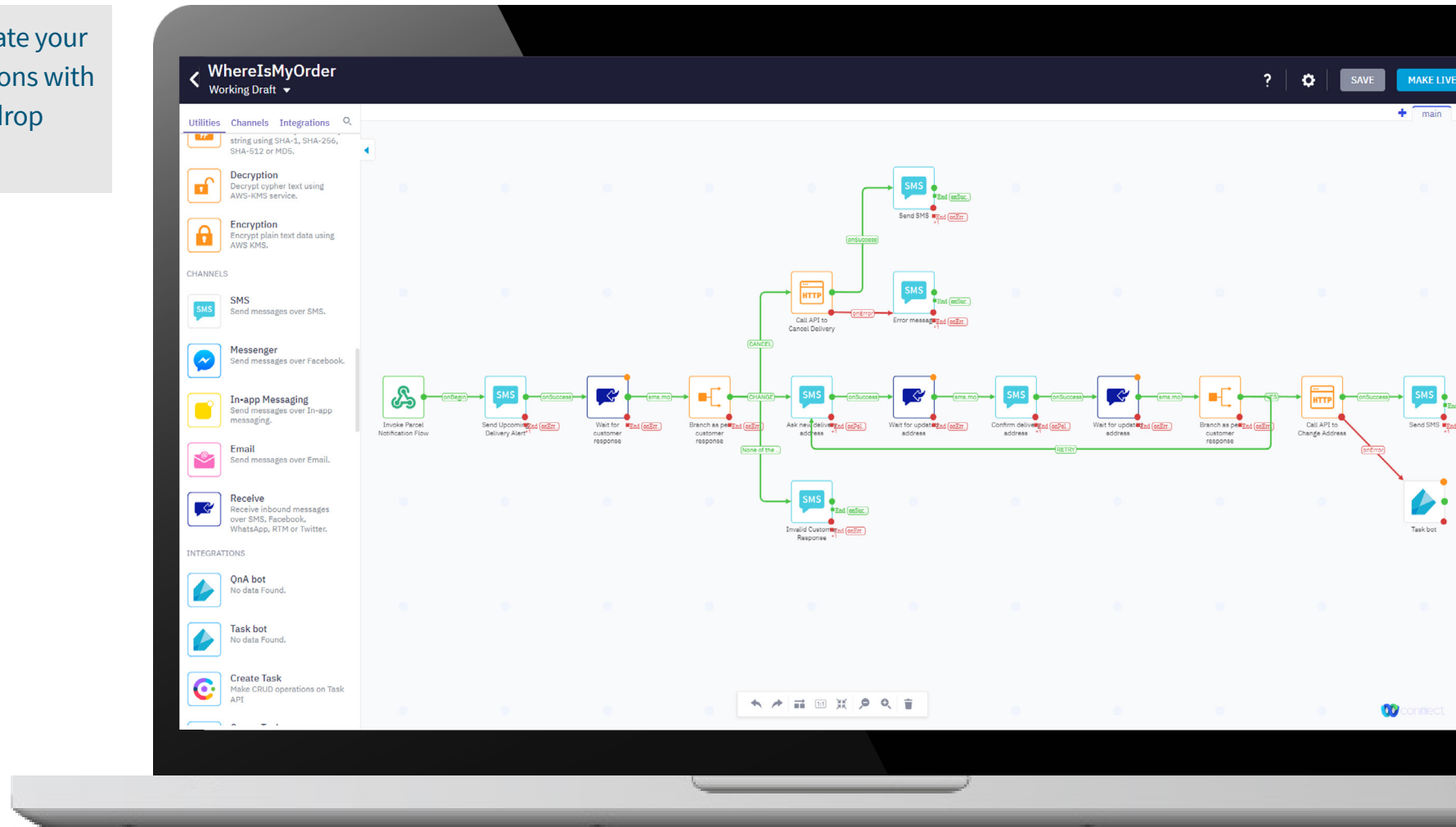
Built for everyone

While Webex Connect is enterprise-grade and utilized by some of the world's largest organizations, it's low-code tools, including the visual flow builder, means there is a low barrier to entry and a smooth learning curve for your developers and CX professionals.
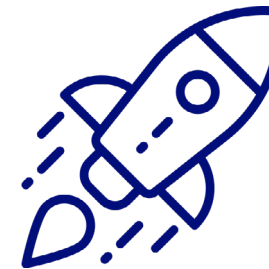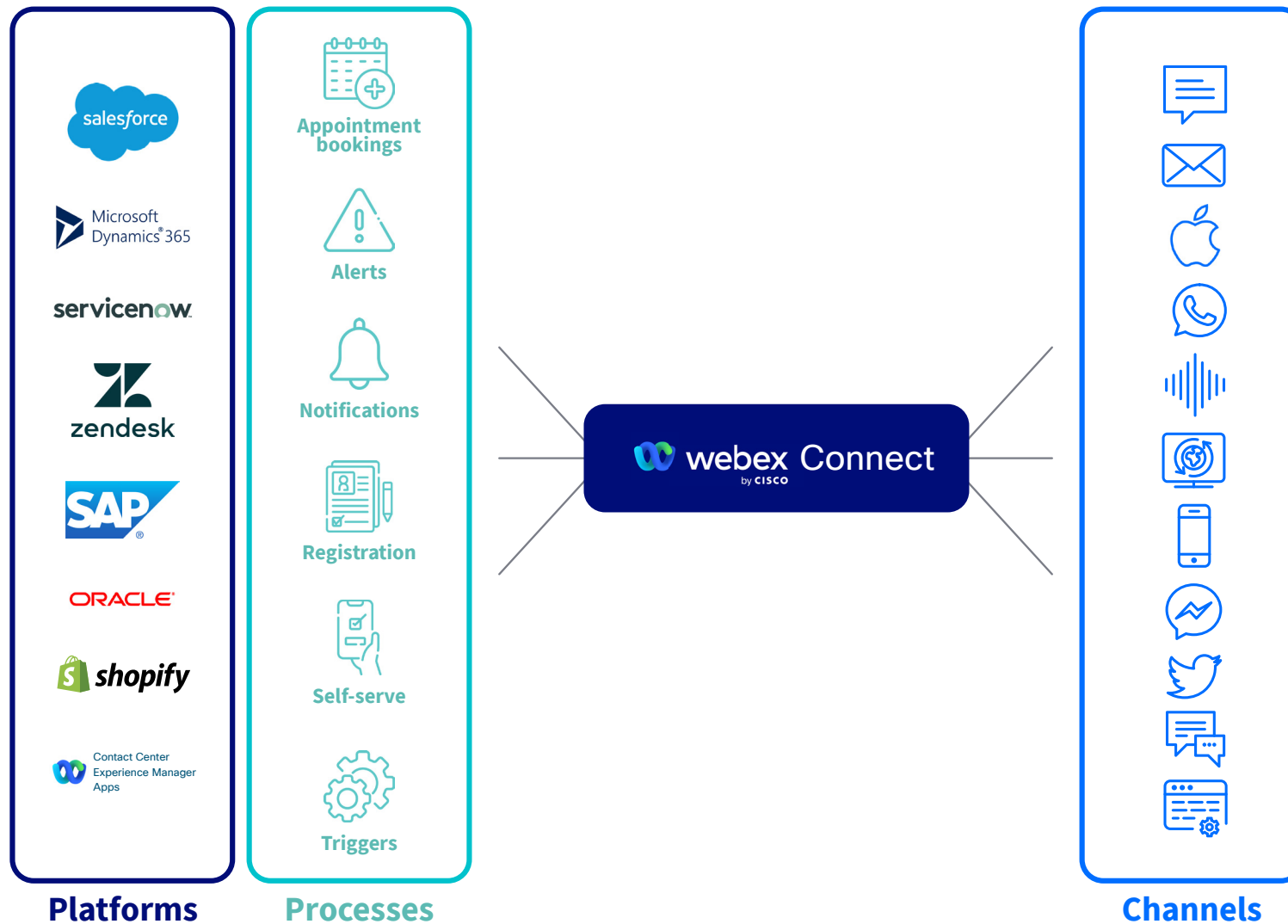
Up and running in no time

Building bridges between your platforms, apps, and channels to help automate your communcation processes sounds time consuming and complicated. But with Webex Connects' APIs and pre-built functions, you'll soon be delivering unified, personalized experiences.

Automate and orchestrate your customer communications with the intuitive, drag and drop Flow Builder.

Platforms

- salesforce
- Microsoft Dynamics 365
- servicenow
- zendesk
- SAP
- ORACLE
- shopify
- Contact Center Experience Manager Apps

Processes

- Appointment bookings
- Alerts
- Notifications
- Registration
- Self-serve
- Triggers

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Channels

Webex Connect lets you meet your customers on their preferred channel with smart, automated pro-active and re-active communication by integrating your most vital backend business apps into one platform.

With Webex Connect you get an easy-to-use automation platform that reduces your costs, integrates your business critical applications with your communication platforms, helping you to a new plain of customer care.

Why Bucher + Suter?

For over 20 years, Bucher + Suter have been developing and implementing tailored Cisco Contact Center solutions, that help our clients deliver on their customer service vision. Our Webex and Cisco Contact Center engineers have the skills to help you make the most of your technology investments and to take your customers' experience beyond their expectations.

Differentiate from your competitors with extraordinary customer experiences.

Get in touch and order

Ready to discover what Webex Connect and Bucher + Suter can do for your customer experience strategy? We're ready when you are!

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