

webex
by CISCO

BS
bucher+suter


CISCO
Partner

Solution Partner
Gold Provider
Premier Integrator
Webex Contact Center Specialization

One Platform · One Partner

Webex Contact Center

CRM integration

Cisco Webex Contact Center connectors make it easy for your agents to deliver exceptional customer experiences, by creating a fully optimized agent desktop inside your CRM or service app...

Cisco's Webex CRM connectors are available as standard for the following applications...



servicenow



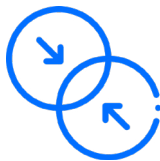
Bucher + Suter's advanced "Built for Webex" connectors arriving late 2022.

How CRM integration helps your agents provide better service, today



Ready out-of-the-box

Setting up your agents was never easier! The process is super fast - with a simple download and installation you can be up and running in no time!



Your agents have everything they need in one place

No app switching, screen-pop, and automated record updates means higher productivity. Making it possible to offer faster, more personalized service!



Empowering analytics and actionable insights

With all your customer interactions being tracked inside your business app, you have everything in one place: where your customer resides! Draw valuable insights from your reports and see exactly where improvements can be made!

No extra fee!

Standard Cisco Webex Contact Center Connectors are included in your subscription!

Webex Contact Center - built for your customers

Webex Contact Center lets your customers' interact with your brand on the channel of their choice while providing agents complete control of inbound and outbound interactions, from wherever they're based. A host of **routing options** and **intelligent call distribution management**, mean customers have their enquiries handled by the agent best suited to the interaction, every time. While AI **virtual agents**, provide tangible ROI, and improved customer experience for those routine, high cost, low value customer interactions.

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 new cloud contact center investment and take your customer experience strategy to the next level.

Differentiate from your competitors with extraordinary customer experiences.

<https://cloud.bucher-suter.com/>

Get in touch

Ready to discover what Webex Contact Center and Bucher + Suter can do for your customer experience strategy?

We're ready when you are!

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