



Solution Partner
Gold Provider
Premier Integrator
Webex Contact Center Specialization

One Platform • One Partner

Work and Collaboration

One Platform - for Everything

Improving your agent and team experiences for the benefit of everyone, all the time.

The Webex App

Making the world your workspace

Webex - a single app for teamwork, customer care, and everything in-between.

The benefits of the Webex App:

- 1 One centralized, cloud-based platform for all your internal and external communication
- 2 Integration with >100 productivity and enterprise apps
- 3 A suite of tools that encourage focus, support inclusivity, and reward productivity





Webex Meetings

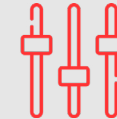
Complete teamwork with Webex Meetings

Webex Meetings connects teams from around the world and makes communication a breeze. Webex Meetings is suitable for companies of any size and includes features that make the meeting experience unique, and encourage higher engagement and productivity.

**Your teams deserve the best work environments,
wherever they are!**



**HD video
and video**



**Powerful meeting
control**



**Recordings and
transcripts**



**Calendar
integration**



**Easy sharing of
screen content**



**Individual and
group messaging**



Noise suppression



Automatic transcripts



Gesture recognition

Webex Calling

The best in cloud calling

With Webex Calling you have all the benefits and features of traditional phone systems, but with the addition of some indispensable collaboration tools, all at attractive rates, that scale easily to meet the demands of your business.

What's included?

- 1 Simply managed, scalable VoIP cloud calling
- 2 Call features (hold, transfer, conference, forwarding...)
- 3 Digital voicemail
- 4 Instant device switching
- 5 Quick transition from call-to-meeting
- 6 Detailed call histories
- 7 Click-to-call
- 8 Support for Cisco multiplatform IP phones, devices and headsets

...and much more!

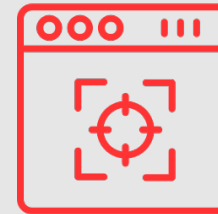
Webex Workforce Optimization

Capturing the perfect experience for your customers, agents, and contact center managers

Webex Workforce Optimization (WFO) provides smart tools that help you continuously optimize your contact center and measure the improvements.

Managers can now focus on coachings and trainings because their teams' evaluations are automated and interactions examined across all channels.

With Webex Workforce Optimization you can make the most of your contact center and every customer interaction!



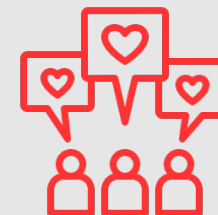
Post-call and real-time monitoring

Record calls and agent screens for post-call assessment and use monitoring to observe interactions in real-time



Report and analyze

Post call, interaction data can be analyzed and reported on, while you can use surveys to obtain first-hand customer insights



Motivate your teams

Dashboards, collating data, and evaluating work in real-time, help simplify your teams' ongoing development

The components of Webex Workforce Optimization



Workforce Management

Schedule your workforce to meet your service level agreements, every time! With Webex WFM, you can forecast, plan and automatically adjust your operations, to get the most out of your teams, efficiently and effectively.



Quality Management

With recording and reporting from the WFO QM components, you can make sure your teams consistently meet your quality standards, as well as intuitively help them, when their execution lands a little wide of the mark.



WFO Analytics

Use your interaction data wisely, and make automated decisions based on thresholds and forecasting that help you continuously improve the customer and agent experience. It's data-insights, done at scale, for better overall productivity.

Webex from Bucher + Suter

Customer Communication Channels



Cisco Webex Suite



Webex Calling
Webex PSTN

Webex Meetings
Webex Messaging
Webex Devices

Webex Webinars
Webex Slido

Webex Connect



Webex Contact Center

WxNotify
WxEngage
WxAssist
WxCampaign

Digital Channels
Workforce Mgmt
CRM Integration

Campaign Mgmt
Experience Mgmt
Analyzer

Bucher + Suter



CC Solutions
Transcription, AI
Voice Assist, Chatbot

Products
*b+s Connects
**b+s Supervisor
**b+s Reports

Salesforce
Connects for SC Voice
Consulting Services

Bucher + Suter Services



Consulting
App Services
Partner Services

Deployment
Design, PM,
Implementation

Salesforce
Connects for SC Voice
Consulting Services

Business Critical Applications and Systems



*Connects for WxCC coming in Q3

**SMC/Reports for WxCC coming in H2

The complete Webex stack plus a host of products and services built for Webex, are available from Bucher + Suter



The Webex platform is built for your teams to help ensure your customers' success. By combining engagement, collaboration, and communication apps in one platform, you have everything you need to deliver outstanding service, efficiently and effectively.

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.

Get in touch and order

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

We're ready when you are!

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