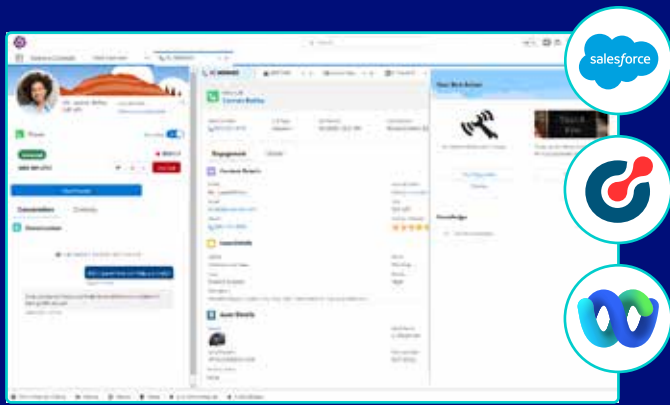
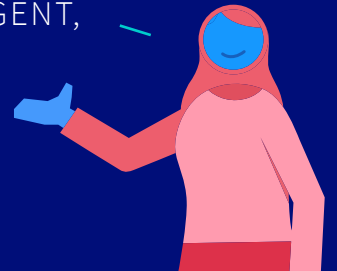




YOUR ONE-STOP INTELLIGENT CUSTOMER COMMUNICATION SUITE, BUILT FOR SALESFORCE WITH CISCO WEBEX

FROM \$169 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.

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

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.

SCV features

salesforce

EMPOWER THE SALESFORCE ECOSYSTEM

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**. 📈😊

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**.

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. 📊

Contact Center

Security

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

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.

OUR VALUE

b+s SMC

A dashboard for managers to oversee contact center operations.

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.

BUCHER + SUTER

salesforce

PARTNER

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.

