



Improve service delivery through flexible and efficient communication on any device

Adopting solutions that enhance communication are a key service differentiator in today's always-on digital world. To address this growing business priority, BCX has created a Voice Integrated Social Cloud Application (VISCA).

What is Voice Integrated Social Cloud Application (VISCA)?

VISCA is a scalable solution that provides seamless and effortless communication across all platforms by integrating voice, social media and customer service processes into a single packaged product.

As a cloud-based solution powered by SAP Service Cloud, it can be tailored to best suit your unique business requirements.

Features and Benefits of VISCA

FEATURES

- Telephony integration
- Social integration
- Sentiment Analysis
- Email integration
- Ticket logging
- Routing
- SLA management
- Reporting

BENEFITS

- Pre-identify incoming voice calls
- Access to integrated social media channels for auto-ticket creation
- Automatic incoming mail ticket generation
- Monitor service efficacy with real-time reporting and SLA monitoring
- Create self-service opportunities with integrated chatbots
- Leverage a flexible architecture to allow integration to other systems