



DATASHEET

# Smart Scripting

 **contact**  
a broadvoice Company



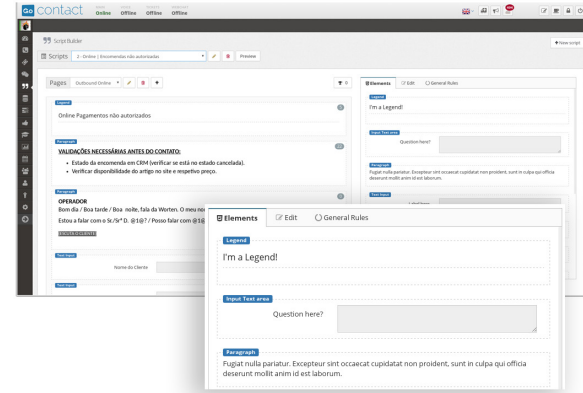
# Smart Scripting

## Build the Script on a Web interface!

Our advanced scripts' building system allows, through its configuration and in a simple and fast way, a strong and explicit conversation between the agent and the customer.

## Functionalities

- Horizontal browsing between the different pages of the Smart Script/Vertical browsing along the Smart Script page
- Conditioned browsing, showing certain fields or browsing between pages, depending on the answers collected in the script
- Several response and data collection elements during the interaction (call).
- Mutually exclusive response options
- Multiple response options
- Free text boxes
- Selection boxes
- Conditioned multi-level selection boxes
- Data entry fields with validation: E-mail; TIN; BBAN; Date/time fields; Calendars; external validation, other
- Browsing buttons
- Provision of URLs on the script design through specific elements for that purpose
- File downloads in various formats
- Text uploads with formatting option
- POST, GET, REQUEST functionalities (consulting and writing in external tools)
- Configuration of rules to send/create e-mails and tickets by scripting rules
- Preview option for verification/validation of the developed/designed script
- Consultation/Update of existing data on hiring databases
- Database search, enabling the automatic filling of one or more elements with prestored data (example: Knowledge Base)
- Search on scripts, allowing the creation of a knowledge base or access to history data on previously filled scripts



## By using the script technology, we have enhanced quality of service:

- Reduction of service time
- Uniformity of agent interactions
- Possibility of cross-selling
- «On-the-go» training
- Productivity optimization
- Ease of use, full control
- Statistics, Analytics and Reporting
- Scripts in minutes. Online immediately!

## Dynamic Script

The script is configured to adjust the reaction based on the customer's answer. The service is dynamic and not static.

## Unified Service

Ability to configure scripts for a unified inbound/outbound service, thus ensuring that the agent's speech is consistent and identical in all contacts.



contact

a broadvoice Company

[www.gocontact.com](http://www.gocontact.com)