CallScripter™
Agent scripting
Next-generation agent scripting for Genesys PureConnect

Enhancing usability and user experience—simplifying agent scripting

CallScripter™ is the market-leading agent scripting and process-building software solution. The application provides the easiest-to-use, most powerful tool set to build and deliver processes to contact center agents enabling them to better serve customers. The relationship between CallScripter and Genesys was formally established in 2005 with Interaction EasyScripter™. To replace Interaction EasyScripter, CallScripter has developed new and creative agent scripting capabilities that are fully integrated to Genesys PureConnect and Interaction Dialer® 4.0.

Delivering dynamic customer engagement

CallScripter is fast, flexible and easy-to-deploy. It can handle both simple and sophisticated script designs to suit all industries and markets. The unified desktop provides the agent with fully configurable interactive scripts that cater for customers’ needs, wants and requirements. The business process-driven scripts empower contact center agents with knowledge and information in order to perform tasks efficiently and successfully whilst complying with rules and regulations.

Flexible yet compliant—smart simple scripting

Non-technical users can build scripts and campaigns quickly and easily using a library of over 70 drag & drop controls and ready-made templates. Empower your in-house team to rapidly implement new campaigns or adapt existing campaigns to changing business needs and legislations.

Streamlining complex process with scripting

CallScripter streamlines complex business processes acting as a unified agent desktop. Built on standard, familiar technology and offering flexible APIs, CallScripter can be integrated to multiple systems in order to seamlessly transfer and transform data. In presenting a single rich interface the agents will focus on the customer, not the technology.

Why use CallScripter?

• Reduce call handling time and agent training requirements
• Increase adherence for compliancy, auditing and process consistency
• Integrate to other databases and applications
• Use drag and drop controls to integrate advanced PureConnect and Interaction Dialer 4.0 functionality into agent scripts
• Remove reliance on IT to develop scripting and enabling in-house contact center teams to do more
• Extract extracts in various formats.
• Email from screen
• Take advantage of an established and proven partnership with Genesys

Highlights

• Fully integrated to PureConnect and Interaction Dialer 4.0
• Works with PureConnect or PureConnect Cloud configurations
• Business, not IT-driven solution
• Reduces call handling time and agent training requirements
• Ensures business and regulatory compliance
• Improves consistency
• Provides multilingual, highly configurable scripting
• Offers competitive pricing with significantly higher functionality
• CallScripter is the replacement agent scripting solution for Interaction EasyScripter

Technical information
• CallScripter is a web application built on the .NET platform and SQL
• No thick client install
• Runs in Internet Explorer
• Integration uses Interactive Intelligence IceLib

Key features
New integration for PureConnect and Interaction Dialer 4.0
• Uses the new CallScripter Communication Toolbar, part of the CallScripter Next Generation Agent Desktop
• Screen pop when a call is presented to an agent
• Full call control, the same features available in the PureConnect Interaction Client® .NET Edition
• Operates with inbound, outbound and Interaction Dialer campaigns
• Controls agent status, call recording, secure pause, Interaction Dialer 4.0 staging, call reschedules and dispositions
• All CTI functions available as buttons in Communication Toolbar or dynamically controlled within an agent script behind the scenes
• Read/write PureConnect Attributes and interact with PureConnect Handlers to bring about a powerful combination of PureConnect and CallScripter functionality

Agent desktop
• Supports inbound, outbound and Interaction Dialer campaigns
• Flexible dynamic scripting presents a slick interface to agents
• Displays personal script statistics and performance levels
• “Toast” messages presents system- and context-sensitive script-driven information to the agent
• Seamlessly transfers script information between agents using mid-call transfer
• Full screen scripting. Maximizes the screen space available in order to improve agent scripting and business processes
• Split screen. Side-by-side scripting combines web content into one screen
• Task Management for dispatch processes

Statistics and reporting
• Easy creation of data extract reports using drag & drop functionality
• Support for a variety of extract formats supported
• Scheduling of automated extract reports
• Filtering and customizable data manipulation during extract process
• Suite of management reports using SSRS as standard
• Standard reports include agent activity, call outcome analysis, activity trends and detailed summaries including drill down functionality

Migration path for Interaction EasyScripter and CallScripter users
• Supported Genesys/CallScripter upgrade path
• Use of existing Interaction EasyScripter scripts
• Familiar look and feel for an easier migration
• Option for in-place migration in order to preserve data
• Access to the CallScripter roadmap
• CallScripter users can migrate to the PureConnect platform

ABOUT GENESYS
Genesys® powers more than 25 billion of the world’s best customer experiences each year. Our success comes from connecting employee and customer conversations on any channel, every day. Over 10,000 companies in more than 100 countries trust our #1 customer experience platform to drive great business outcomes. Genesys on-premise and cloud solutions are built to be fluid, instinctive and profoundly empowering. Combining the best of technology and human ingenuity, we work the way you think.

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