CallScripter™
Next Generation Agent Scripting

for Interactive Intelligence®
Deliberately Innovative

We provide technology, you enjoy simplicity
Unified Agent Desktop
Enforce Compliance
Enhance Customer Interactions
Innovator Alliance Partner
CallScripter™ Agent Scripting

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. CallScripter’s relationship with Interactive Intelligence® 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 Interactive Intelligence Customer Interaction Center® (CIC) 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 are able to build scripts and campaigns quickly and easily using a library of over 70 drag & drop controls and ready-made templates. By empowering the in-house team, they can 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?
- Reducing call handling time and agent training requirements
- Increasing adherence for compliancy, auditing and process consistency
- Integration to other databases and applications
- Use of drag and drop controls to integrate advanced CIC and Interaction Dialer 4.0 functionality into agent scripts
- Removing reliance on IT to develop scripting and enabling in-house contact center teams to do more
- Data extracts in various formats. Email from screen
- An established and proven partnership with Interactive Intelligence

Highlights
- Fully integrated to CIC and Interaction Dialer 4.0
- Works with premise or Interactive Intelligence Communications as a Service™ (CaaS) configurations
- Business, not IT-driven solution
- Reducing call handling time and agent training requirements
- Ensuring business and regulatory compliance
- Improve consistency
- Multi-lingual, highly configurable scripting
- Competitively priced offering significantly higher functionality
- CallScripter is the replacement agent scripting solution for Interaction EasyScripter
Key Features

New Integration for CIC and Interaction Dialer 4.0
- Using the new CallScripter Communication Toolbar, part of CallScripter’s Next Generation Agent Desktop
- Screen pop when a call is presented to an agent
- Full call control, the same features available in the CIC’s Interaction Client® .NET Edition
- Operating with inbound, outbound and Interaction Dialer campaigns
- Controlling 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 CIC Attributes and interact with CIC Handlers to bring about a powerful combination of CIC and CallScripter functionality

Agent Desktop
- Supporting inbound, outbound and Interaction Dialer campaigns
- Flexible dynamic scripting presenting a slick interface to agents
- Displaying personal script statistics and performance levels
- ”Toast” messages offering system and context sensitive script driven information to be presented to agent
- Seamlessly transferring script information between agents using mid-call transfer
- Full screen scripting: Maximizing the screen space available in order to improve agent scripting and business processes
- Split screen: Side-by-side scripting to combine web content into one screen
- Task Management for dispatch processes

Statistics & Reporting
- Data extract reports created easily using drag & drop functionality
- 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 Interactive Intelligence/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 Interactive Intelligence platform

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