

Product Datasheet for

CallScripter Synergy

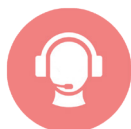
Deployed as a standalone scripting tool or a fully integrated agent desktop; CallScripter will provide your agents with the relevant information and guidance at the right time to ensure the optimum outcome for your business. All within a single application window.



Synergy

"The interaction & co-operation of two or more substances to produce a combined effect greater than the sum of their separate effects"

Is CallScripter Synergy right for me? YES!
Turn over to see why...



Highlights

- Productivity improvements
- Reduced average handling time (AHT)
- Ensuring empowered customer conversations
- Improving first contact resolution
- Delivering dynamic customer engagement
- Reducing deployment time
- Decreasing agent training times
- Adapting campaigns to changing business requirements in real-time

Key Features

Agent Desktop

- Support multiple channels of communication
- Integration to your existing telephony or dialer solution
- Display agent KPI's via virtual wallboards
- Validate addresses & bank details ensuring data integrity
- Seamlessly transfer script information between agents
- Update multiple data sources from a single interface

Campaign Creation & Management

- Rapid development of scripts using toolbox of pre-developed controls
- Roll out script changes in real-time with no agent downtime
- Enable changes and versions to be tracked and audited
- Create templates to use across multiple campaigns
- Integrate to 3rd party applications & databases to enrich scripting functionality
- Improving communication between Managers and agents via agent messaging (alerting to campaign updates, upcoming traffic spikes or daily memos)

Statistics & Reporting

- Creating reports using drag & drop features and script field lists
- Scheduling and filtering reports based on script values
- Report on all script related data to compare trends
- Monitoring productivity via agent activity statistics and reports
- Generating sales activity, sales value and revenue reports

To schedule a demo so that we can demonstrate Synergy's full functionality, contact us at info@callscripter.com or visit www.callscripter.com