



CallScripter

revolutionising your customer communications

CallScripter is an intuitive Agent Scripting application designed by contact centre specialists. The application guides your agents through complex interactions using a mechanism of conversational prompts and peripheral applications. Agents are able to view information such as customer history, company websites and geographical information, providing them with a complete picture of the customer, allowing them to guide the interaction to the optimum outcome.

Originally developed for our own outsourced contact centre, CallScripter has evolved to meet the demands of today's dynamic contact centres and is one of the most comprehensive solutions on the market. Whether your focus is on Sales, Customer Services, Retention, Collections, Telemarketing or Fundraising, CallScripter will provide your people with the toolkit to revolutionise your customer communications.

Who are we?

Quality and Compliance

The challenge to remain compliant is common to businesses in many industries and markets. The regulatory bodies may differ by industry and territory but the same basic problem affects all; that companies need to implement processes, control and auditing into operations, whilst delivering high standards of service.

The last 5 years have shown ever tightening regulations in many sectors; Healthcare, Financial, Telemarketing for instance. This change is likely to continue and whilst the cost of implementing change is real, the penalties for not doing so are equally real.

Taking advantage of the flexibility offered by CallScripter can keep you ahead of the competition. Regulation will evolve and it is vital to use a solution that can cope with change seamlessly. Use the strengths of CallScripter to give your business both protection and a competitive advantage.

One of CallScripter's key features is our ability to integrate with your telephony platform as well as your CRM and other applications through a simple wizard driven configuration or using standard APIs. CallScripter bridges the gaps between your existing applications, by providing your agents with a single consolidated desktop interface.

Your agents now have all the information they need in one place with an application specifically designed to support the customer interaction from start to finish, yet still retain the use of existing systems that are embedded in your business process.

Learn more about integration and deployment options overleaf...

Integration

Deployment

We offer a number of options when it comes to deploying our software. Our team will discuss your requirements in depth, to make sure you choose the package that works best for you. Take a look at our 'at a glance' buying options below'.

Step One

Choose your buying method.

1

CHOICE

Outright
Purchase
(capex)

£

2

CHOICE

Monthly
Rental
(opex)

£

£

£

Purchasing

CallScripter licensing is based upon the number of concurrent agents you have, there are two options when it comes to purchasing CallScripter. The first choice is to buy the software outright. The second choice would be to rent over a fixed period contract.

Additionally, we offer the opportunity to combine these options in a mix and match format for ultimate flexibility. By doing this, you are able to commit to a fixed number of licenses with the ability to rent additional licenses on a monthly basis. This allows you to handle those seasonal spikes without wasted expenditure.

Step Two

Choose your deployment method.



CallScripter uses Amazon Web Services (AWS) as our trusted Hosting Partner. AWS provides trusted, cloud-based solutions to help meet your business needs. Running solutions in the AWS Cloud can help you get your applications up and running faster while providing the same level of security that organizations like Pfizer, Intuit, and the US Navy rely on. AWS also provides resources around the world, so you can deploy your solutions where your customers are. The AWS Cloud makes a broad set of services, partners, and support options easily available to help make sure that you can focus on what will make your solution a success.

A

CHOICE

On
Premise

📍

Hosted by
CallScripter
(AWS)

B

CHOICE

☁️

Host in
your own
data centre

🏠

C

CHOICE

