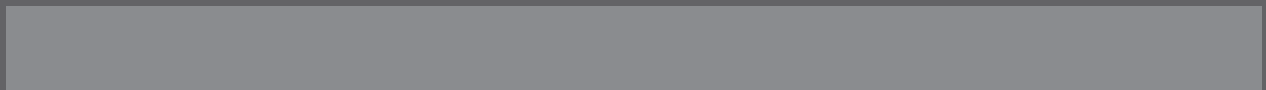




Quick Scripts



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Quick overview

QuickScripts is a drag and drop workflow based interface that allows users to create and manage call scripts. The software application is easily customised with existing PBX platforms and integrates with CRM solutions. The call guides provided by QuickScripts are easily deployed with simple navigation providing an intuitive method of managing scripts and improving customer service.

Understanding the importance of customer service is vital to the success of a company. Repetition in calls can lead to frustrated customers and a poor customer journey. Incorporating these scripting tools into Contact Centres increases agent productivity and improves First Call Resolution.

Quick benefits

Customisable Scripts

The scripting tool allows for powerful and dynamic scripts to be built. Customisable input forms provide flexibility for all companies.

Scripting tools allow for reduced agent training time for both new staff and additional skills for current agents.

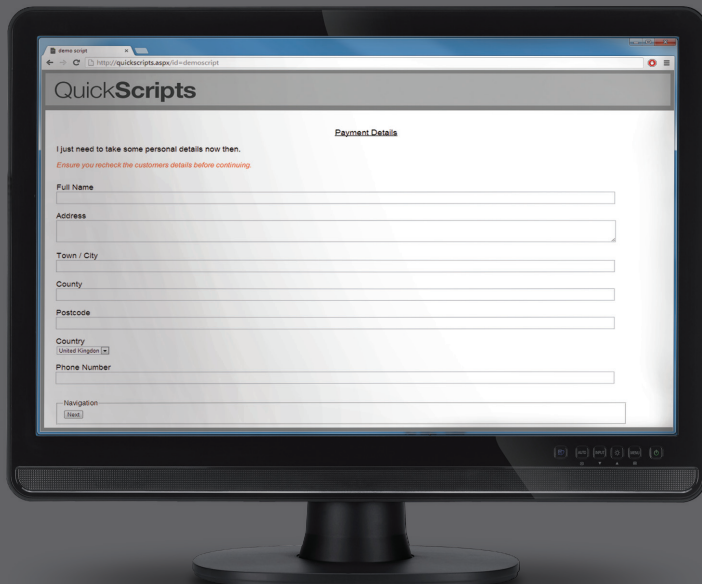
The graphical interface takes the inputs and outputs to create dynamic webpages that lead the agent through a contact flow.

Agent view

The Agent view is made up of the visual call guide, along with a second view, which can be configured to match the needs of the company.

Common uses of this page are a company's CRM page or a custom application through a web browser.

The layout of the page can be adapted and changed to suit the needs of the campaign, queue or department.



Conditional Navigation

Conditional Navigation allows for all scripts to flow in the correct direction based upon data provided in input forms, databases or web services. This in turn reduces call times and ultimately improves the customer journey.

Managers view

The Managers view of QuickScripts is the workflow based section in which the scripts are made. This area allows for template scripts to be created, customisable colours for different sections and multiple script management.



Quick Scripts

Agent Analysis

QuickScripts is able to track the flow of every script an agent handles. Reporting integration allows for easy comparison of script usage and progress.

User Friendly Functionality

By utilising the drag and drop functionality, users can quickly create scripts. These can be easily customised for each individual department, project or queue.

Full Integration

QuickScripts offers full integration into Web Services, Databases and CRM. Providing integration capabilities into outbound diallers allow for precise, measurable and standardised campaign management.

Field Validation

Textboxes provide powerful validation tools, ensuring precise data entry and accurate analysis via customisable regular expressions.

Dynamic Customer Engagement

Through static or dynamic scripts, agents are able to provide a better customer experience and journey through accuracy, improved first call resolution and reduced Average Handling Time.

Customisable Forms

All forms are customisable and can be manipulated to suit the needs of any company by utilising many different input types.



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