CallScripter
revolutionising your customer communications

CallScripter
Synergy

CallScripter is an intuitive Agent Scripting application
designed for and used by contact centers all over the world

What is CallScripter Synergy?

CallScripter is a contact center scripting solution which enables non-technical personnel to build dynamic and customizable scripts to guide agents through complex customer interactions using screen pops and conversational prompts. CallScripter was formally established in 2003 as a reaction to a specific client need. Since then, we have continued to listen to the requirements of the contact center industry. This has allowed us to develop a new application that takes scripting to the next level. Synergy delivers an all new user interface and feature set making building your scripts easier than ever. Fully integrated with Interactive Intelligence, Genesys and Avaya plus many other telephony platforms, Synergy will take your contact center into the next generation of customer engagement.

CallScripter Synergy

Synergy integrates directly to your telephony system. It also talks to your specified business applications such as secure payment gateways, reporting tools and CRM systems to deliver one, Unified Agent Desktop. This allows your agents to lead their interaction to the best possible outcome whilst delivering some exceptional customer service to your clients.

The script editor is light and dynamic, meaning that non- technical personnel can whip up beautiful, bespoke scripts in no time at all.

We have also redesigned our user interface to be slick, clean and easy to navigate, making your script builder's job easier and quicker than ever.

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Why do our customers buy CallScripter?

We asked our customers what made them choose CallScripter over other scripting tools. The agent desktop was a big draw to many; the improved **navigation** and **user interface** reducing training times and making the agents jobs easier and more enjoyable. But the overwhelming response was the simplified usability of the **script editor** which allows for faster and easier design and deployment of scripts. The new smart controls enable script builders to create powerful campaigns with no coding required. Other highlights are the **CTI toolbar**, **agent messaging** and **SSRS reporting**.
As an application that supports the exact requirements of the clients business, regardless of industry, CallScripter can enhance the operations of in-house and outsourced contact centers alike.

New Features and Benefits

"Our contact center efficiencies improved by **520**%"

Global Health Organisation

"We experienced a **50%** reduction in training times"

UK Based Telemarketing Company

"We had a **25%** increase in contact center sales"

Merlin Entertainments

Additional Resources

Access to a full suite of self-paced training courses including videos and interactive quizzes on our Learning Management System. Learn about CallScripter at your own pace. Get access to CallScripter LMS by emailing training@callscripter.com.

We hold a number of webinars throughout the year. You are always welcome to attend these sessions or to request recordings of past sessions. Please contact marketing@callscripter.com for more information on webinars and other supportive material.

NEW   Social platform integration

NEW   Send HTML email from screen

NEW   Web services integration wizard

Full version control and script history for audit trail

Browser based for a lighter application

Customizable by user for brand continuity

No complex development required

Supports inbound and Dialer campaigns

Fully integrated to telephony or CRM applications

No client side deployment for quick set up

Simplified administration for enhanced usability

Conditional branching for more dynamic script builds

Your choice of on premise or hosted delivery

For more information: sales@callscripter.com