# Smart Scripting

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a broadvoice Company

Smart Scripting

Build the Script on a Web interface!

Our advanced scripts' building system allows, through its configuration and in a simple and fast way, a strong and explicit conversation between the agent and the customer.

Functionalities

- Horizontal browsing between the different pages of the Smart ScriptVertical browsing along the Smart Script page
- Conditioned browsing, showing certain fields or browsing between pages, depending on the answers collected in the script
- Several response and data collection elements during the interaction (call).
- Mutually exclusive response options
- Multiple response options
- Free text boxes
- Selection boxes
- Conditioned multi-level selection boxes
- Data entry fields with validation: E-mail; TIN; BBAN; Date/time fields; Calendars; external validation, other
- Browsing buttons
- Provision of URLs on the script design through specific elements for that purpose
- File downloads in various formats
- Text uploads with formatting option
- POST, GET, REQUEST functionalities (consulting and writing in external tools)
- Configuration of rules to send/create e-mails and tickets by scripting rules
- Preview option for verification/validation of the developed/designed script
- Consultation/Update of existing data on hiring databases
- Database search, enabling the automatic filling of one or more elements with prestored data (example: Knowledge Base)
- Search on scripts, allowing the creation of a knowledge base or access to history data on previously filled scripts
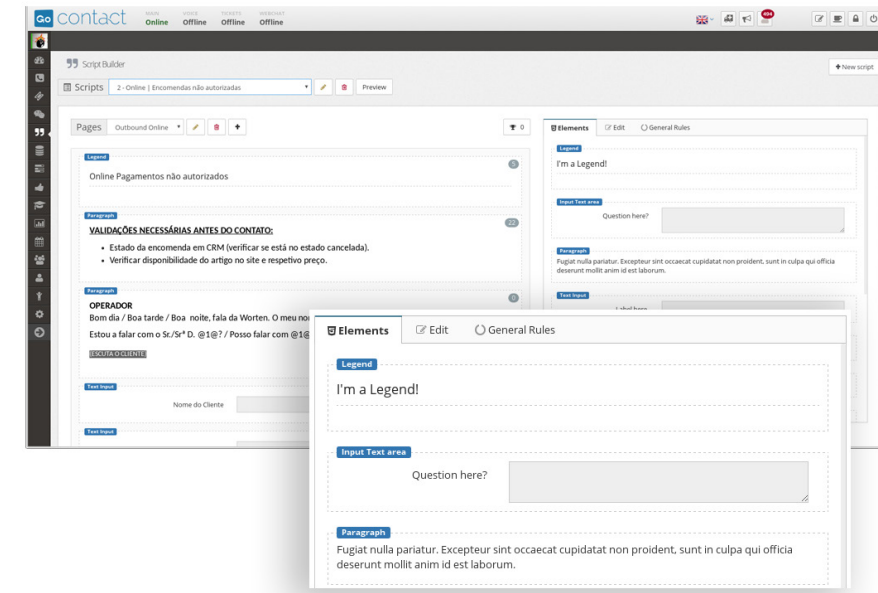
By using the script technology, we have enhanced quality of service:

- Reduction of service time
- Uniformity of agent interactions
- Possibility of cross-selling
- «On-the-go» training
- Productivity optimization
- Ease of use, full control
- Statistics, Analytics and Reporting
- Scripts in minutes. Online immediately!

Dynamic Script

The script is configured to adjust the reaction based on the customer's answer. The service is dynamic and not static.

Unified Service

Ability to configure scripts for a unified inbound/outbound service, thus ensuring that the agent's speech is consistent and identical in all contacts.

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