



Manage more contact cost effectively with **Presence Scripting**

The Presence Scripting module focuses on the definition and creation of Agent Scripts for telemarketing services, product sales, customer support, and data collection. Presence Scripting allows Contact Centers to have custom applications up and running in mere hours or days, enabling the implementation and deployment of services, with complex management requirements, in record time without affecting campaigns in progress. Presence Scripting is a powerful tool for creating and publishing scripts. This tool provides the ability to build complete business applications with Computer Telephony Integration (CTI) really quickly, without previous knowledge of programming or database management. Although its graphic user interface is very intuitive and easy to use, it does not limit the application creation capabilities for your Contact Center, such as CRM, surveys, debt collection tools, business appointment manager, workflow design, or sales management tools.

Presence Scripting Lets You

- ▶ Simplifies and guides the agents, managers and supervisors to make campaigns more effective and Contact Centers as a much more productive.
- ▶ Combined with the capabilities of the Presence Outbound Dialer, Presence Scripting improves contact center effectiveness, and facilitates: back-office, sales, collection, validation, approval, quality control and verification processes.
- ▶ Makes the agent experience more integrated and consistent across communication channels when used in conjunction with any other Presence Suite module.
- ▶ Optimizes workflow by automating actions that agents can then execute according to specific rules and conditions. Presence Scripting is the tool innovative companies are turning to for faster first call resolution, increased agent productivity, and a significant decrease in average handling time (AHT).

Presence Scripting Fully Integrated With

Voice Inbound	Easy way to collect customer data and guide the agent work
Outbound dialer	Increase Agent productivity and effectiveness by reducing call handling time
Mail Interactions	Provides more information about the client and previous interactions, ensuring consistent answers by email/fax/sms channels
Recording	Access to recordings for quality evaluation or legal verification avoiding complexities and simplifying the operative management
Intelligent Routing	Human error reduction: displays the information captured by the system to the agent

Presence Scripting With Benefits That Only a Complete Contact Center Solution Can Offer

As part of a comprehensive, fully integrated platform, Presence Scripting helps improve the productivity and profitability all contact center activities:

- › Requires no development skills. Simple, user-friendly interface for non-technical-users.
- › Streamlined script implementation in record time.
- › Simulation mode for testing/preview.
- › WYSIWYG designer interface.
- › Version control, which allows to restore any previous script version.
- › Changes can be made on the fly without needing to stop services or campaigns.
- › Lower total cost of ownership; no need for dedicated development staff.
- › Substantial reduction of human error.
- › Significant decrease in agent training time.
- › Consolidates applications through a common interface that boosts agent productivity
- › Features wizards for reporting and tools to import records.
- › Available as a fully integrated Presence Suite module, or as a standalone application, which can be integrated with any other contact center solution.
- › Fat and Web based front ends
- › Automatic application distribution.

The All-In-One Solution for Better Business Performance

Presence Suite is contact center technology designed by professionals with hands-on experience managing contact center operations.

We provide the tools necessary to simplify how to do business, saving time, money and resources so organizations can focus on what matters the most - the customers.

Business

- More responsive to client demands
- Increased Contacts per Hour
- Reduced AHT (Agent Handling Times)
- Improved agent accuracy, efficiency and increased productivity
- Improved customer experience
- Reduced Time-to-Market
- 24x7 customer support when you need it

Technology

- Concurrent licensing model for lower total cost of ownership
- More responsive to client demands
- Eliminates data and system isolation
- Less dependant on IT for system management
- Intuitive UI reduces training time, speeds campaign development, launch and fine-tuning
- Easily integrated with third-party business apps

Contact us today to learn how Enghouse Interactive can transform your Contact Center in a Mission-Critical function within your organization.

Enghouse Interactive's integrated suite of solutions includes omni-channel contact center, self-service, attendant operator consoles and workforce optimization. This wide portfolio places us in the unique position to offer customers and partners a complete, fully featured solution from a single vendor. These solutions support the full range of deployment methods from premise-based to private, public or community cloud and hybrid requirements.