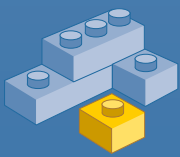




Altitude Fast Script Builder



Enabling Non-Technical Users
To Create and Demo Campaigns, and
Get Instant Customer Sign-Off

Altitude Fast Script Builder key features

- ✔ Scripts for inbound, outbound, e-mail, and data capture campaigns.
- ✔ Simple non-technical interface
- ✔ Create new campaign scripts quickly and efficiently
- ✔ Make rapid changes to existing campaigns
- ✔ Visual Editor allows scripts to be adjusted as flow diagrams
- ✔ Pre-defined Node and Script Templates allow complex tasks to be carried out without programming knowledge
- ✔ Wizards guide inexperienced users through script configuration options
- ✔ One click step to generate documentation of script flow and screen-shots
- ✔ Dry run of new campaigns

Save Time and Resources

Ease of use - offers an intuitive interface with a graphical layout and visual design tool

Pre-defined templates

Wizards for template configuration

Increase Reutilisation

Based on templates, promotes best business practices and consistency.

Existing templates can be and should be extended, to incorporate company's know-how. With Altitude Script Developer templates are created with ease.

Increase Revenues

Shorter definition and approval cycles

Dry run of new campaigns

One click option: to generate documentation with script flow and screen-shots that can be used for scripting approval with client.

Overview

Altitude Fast Script Builder saves time and resources when building or modifying campaigns while dramatically shortening the sales cycle for CRM outsourcers.

The Altitude Fast Script Builder is an intuitive but powerful interface for creating campaign flows. It enables non-technical users to create and run campaigns while facing the customer.

A configuration wizard enables less experienced users to be guided through the script customisation options, increasing usage and reducing training time.

Users can test or demonstrate the campaign with a "dry run" system. Additionally, campaign script documentation takes one click to generate flow and screen-shots.

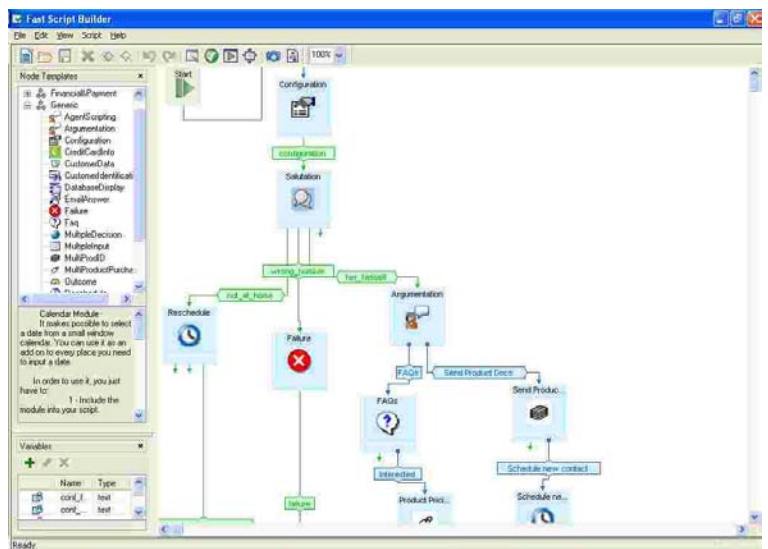
Furthermore, ready-made templates allow building and amending the most complex campaign scripts in a matter of minutes.

“ Altitude Fast Script Builder enables business managers to create and maintain campaign scripts in a visual and intuitive manner. This allows Transcom to be even more responsive with less reliance on IT resources. ”

Florence Orzakiewicz
Business Improvement Manager
Transcom

Altitude Fast Script Builder

A business-user tool that enables quick and easy creation or modification of full contact centre multimedia interaction flows with simple drag and drop operations.



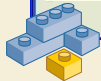
Windows-based drag and drop designer enables business managers to develop sophisticated interaction flows.

Altitude Fast Script Builder Benefits

Less reliance on IT

Altitude Fast Script Builder empowers Business Developer Managers, such as Telemarketing Account Managers, Project Managers, Team Leaders, and Operational staff to develop their own interaction handling scripts, through a programming free environment.

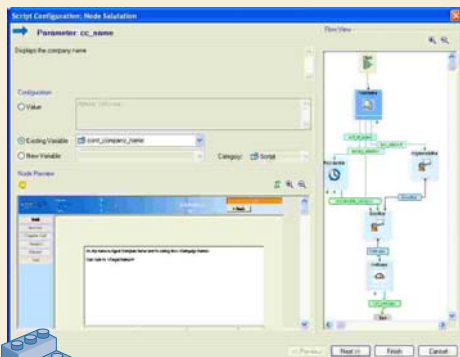
Agent scripts are rapidly created by a non-technical user with no programming to reducing reliance and expenditure on costly IT resources and enabling rapid response to changing campaign demands.



Altitude FSB comes with ready-made script templates for multimedia interactions.



The Simulation engine incorporated in Altitude FSB determines and activates the next step in a flow to simulate a working environment.



A Telemarketing Script being customized through the Configuration Wizard.

Faster Responses

Agent scripts developed with Altitude Script Developer are fully compatible with Fast Script Builder and vice-versa, allowing users to amend or adapt any existing script.

Altitude Fast Script Builder allows you to build and customise any script, from simple telemarketing scripts, to inbound, multimedia, data-collecting scripts, to the most complex of scripts.

Web and Windows environments

Altitude Fast Script Builder is an option available with Altitude uAgent web and uAgent Windows interface. The resulting script runs simultaneously in both environments.

Rapid Development

Pre-defined Node and Script Templates allow complex tasks to be carried out faster and without any programming knowledge.

Nodes are parts of the script, commonly a screen. Scripts are composed by several nodes. There are no limitations on the number of nodes a script can have.

When creating a new campaign script, you can choose the most appropriate ready-made script templates for multimedia interactions. Then you can delete nodes, add nodes, adjust the flow or simply configure it.

The template set can be easily extended at any time. It is the perfect tool to promote and improve reusability by extending existing scripts templates to incorporate business know-how.

Simulation Environment: "dry run of new campaigns"

Altitude Fast Script builder may work independently from the Altitude uCI instance. Simulated execution environment is very useful and convenient both for testing and demonstrating purposes.

Scripts guide agents through a series of screens that help manage the Conversation and give agents a full array of data capture tools, information prompts, and help pages. The interactive script branches into routes, and the path taken depends on decisions made about captured data. This way, agents are supported in their conversations, and follow a path of conversation that has been designed according to best practice and business rules. The Simulation engine incorporated in Altitude FSB determines and activates the next step in a flow to simulate a working environment.

Wizards

Altitude FSB Wizards guide inexperienced users through script configuration options. This way, even the most inexperienced user is able to create a new script from an exported template. The Wizard follows the template flow and asks users for the configuration options. When editing a script users are given the option of using the Standard Editor or the Wizard. They can also switch between options at any time during the process.

Documentation on the Spot

After choosing a template or creating a script, the user can simply click a button to document the script flow and the screens for the campaign script.

