

# OPX ScriptFlow

OPX ScriptFlow is like sat-nav for your people, guiding them through the complexities and nuances of different products, clients and regulatory requirements.

Gone are the days where users must juggle flashcards, manuals or traditional call scripts, on top of handling the customer call or case page; ScriptFlow guides users through the interaction and presents them with only relevant questions to ask or statements to read.

- Improved and consistent call handling, even for complex requests.
- Empower agents to handle more Back-Office work on the call.
- Confidently refer complex calls to Back-Office knowledge workers.

## | ScriptFlow is all about empowerment

ScriptFlow broadens the base of tasks, on and off the phone, that your users can handle. Where activities are complex, ScriptFlow reduces the time and effort of training; where tasks are specialist or infrequent, ScriptFlow helps users complete them consistently, every time, with confidence.

With ScriptFlow, your people can focus on being just that, people. Having a natural conversation with the customer, safe in the knowledge that they're asking the right questions and keeping to the letter of the law.

In ScriptFlow, operations superusers paint customer interactions or Back-Office activities, where the steps are executed in real-time, sequentially and concurrently by different team members. Leveraging a powerful matrix of rules and decisions, ScriptFlow will guide the administrator through a service request with features like:

- Providing verbal statements.
- Providing questions that need to be answered by the customer.
- Prompting users to gather more detailed data.
- Decision making either manual (providing options) or automated rule base.
- Get data or perform actions by calling server or client-side programs, web-services and robotics

All appropriate to the process and task, and in the real-time context of the interaction as it progresses.