Script Designer

Authority Software's Script Designer builds on your existing telephony technology to provide a unified desktop, delivering customer experience intelligence from all available sources, all in one place.

The Authority On Workforce Optimization

Script Designer

UNIFIED DESKTOP
Leveraging the native integrations with your existing telephony technology, Authority provides the agent with all of the relevant data that they will need to efficiently manage every interaction. A single set of credentials log the agent in and all transactions are handled right within a single frame.

BRANCHED LOGIC SCRIPTING
Boost agent performance and customer satisfaction by creating branched logic scripts that follow the natural flow of the call, minimize the possibility of human error, and provide consistency in every interaction.

SCHEDULED TASKS
Free up valuable time by automating routine tasks to run on a predefined schedule. Everything from sending a batch of performance report emails to backing up your files can be accomplished without manual intervention.

WORKFLOW OPTIMIZATION
Every transaction follows a sequence of tasks to guide your workflows and business processes. Authority gives you the tools necessary to create efficiencies throughout the process, whether it is a simple milestone driven process, or a complex series of rules that lead to multiple paths and points of escalation.

CONFIGURABLE TEMPLATES
Quickly deploy new scripts, forms and reports by configuring the templates that come with your Script Designer, or create your own templates with reusable elements that can be applied to one or multiple scenarios.

IMPORT AND EXPORT
Create secure automatic feeds to and from any third party data source, or define data elements for the manual import or export of all pertinent agent, customer and campaign data.

EXTENDED CONTACT MANAGEMENT
Use Authority's Script Designer to configure a one-of-a-kind CRM that is unique to your business. Or integrate it with your existing CRM to take advantage of the additional functionality offered through its configurable contact management, scripting, and reporting features without losing or altering your existing assets.

ONE-CLICK CTI
Through its native integration capabilities, Authority does not require any third party CTI enabler for browser-based applications. The entire CTI process can be achieved within minutes, in just a few clicks.

RAPID APPLICATIONS DEVELOPMENT
The contact center is the ideal home for a Rapid Applications Development tool. The Authority Script Designer infrastructure can take any real-world customer exchange imaginable and convert it into applications that are unique to your business and customers in a fraction of the time needed for custom programming. Without the incremental expense.

UNLIMITED DATA STORAGE
Authority Script Designer offers unlimited data storage, without any restrictions on the number of tables or fields, and no limitations on data retention periods.

REPORTING AND DASHBOARDS
Standard, as well as fully configurable reports, make it easy to access, view and export any available data generated inside your contact center. Authority's web services API also makes it possible for you to directly access data for analysis in third party applications. Interactive drill-down dashboards provide high level visualization of your performance indicators, as well as more in-depth views of the information that drives your business.

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Authority