

Nixxis Contact Suite

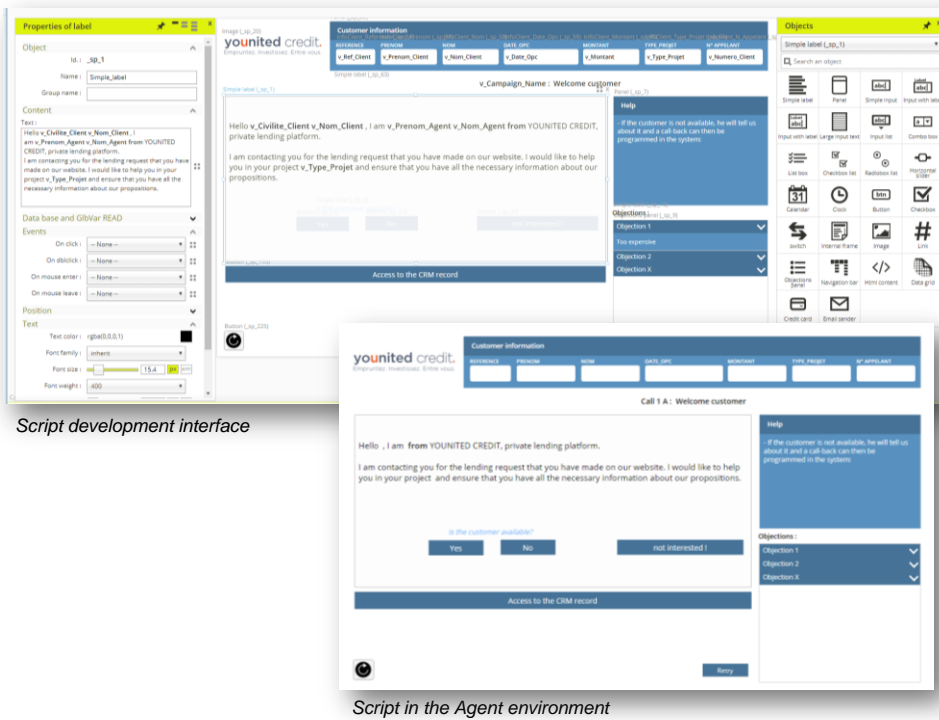
Scripting

Next Generation Ultimate Customer Experience Solutions

Nixxis Contact Suite Scripting module integrates some of the best Call scripting tools available today. eScript™ and CallScripter™. You can port your campaign scripts from one platform to another in no time.

A lot of call centres have been confronted with following dilemma:

the built-in scripting tool for their call centre solution is too complex for non-IT people and does not allow trained IT people to create scripts with all the complexity that they would like to use.



Script development interface

Script in the Agent environment

That's why Nixxis has created 2 scripting environments: an integrated scripting tool for non-IT people and a complete set of templates built in Microsoft Visual Studio for advanced IT-staff.

The **Visual Studio tools** offer the advanced IT-staff the capability to extend the standard templates to their needs.

The **built-in scripting tool** has direct access to the **campaign** and **activity** definitions as they are defined using the standard Nixxis Administrator.



Key Benefits

- **Inbound and outbound manager modules**
- **Workflow systems:** Follow-up actions are automated to ensure that the correct sequence of post-call events happen within defined timescales
- **Real-time capabilities:** Users can send reports, emails and SMS messages from the script; with contact details and FAQs available at all times
- **Sophisticated web reporting module:** Real-time data visibility and transparency
- **Productivity monitoring application:** Agent time and activity log will show exactly what your agents spend their time on
- **Multi-lingual and cross-channel.**

All database fields and campaign qualifications are **available in the scripting environment**: no need to change the script when an additional qualification is defined on the campaign level!

In addition, the **complete set of appointment** scheduling functionality needs only to be parameterized in the Nixxis Administrator.

The script will **automatically recover all definitions** and will take all administrator modifications into account without having to modify the script.

The Visual Studio Templates **allows developers to program** complete programs without having to integrate the Nixxis features campaign per campaign.

The different libraries can be easily used and re-used for different campaigns.

Nixxis provides its customers with **sophisticated scripting tools** and allows them to choose the best suited tool, whether for the **advanced computer user** or for **users having little understanding** of computer technology.

Innovative solutions

Our mission is to develop innovative customer interaction solutions.

These solutions will allow organizations to quickly meet the changing communication needs and behaviour of the customers and prospects that are becoming more and more demanding.

In this way Nixxis Customers can take a leading edge over their competitors by continuously improving customer loyalty and reducing operational costs.

And this stands as well for simple call centre solutions as for complex customer interaction solutions.

Nixxis Interaction Engine

The Nixxis Interaction Engine delivers the whole range of interaction tools for your present and future business solutions.

Based on IP-technology and open interfaces, the Nixxis Interaction Engine is designed to function in a **truly distributed and virtual mode**, offering unmatched productivity, flexibility and security and turning your Customer Contact Centre into a **virtual IP Interaction Centre**.

The solution is available for private deployment (intranet) or in ASP mode in hosted carrier class data centres.

The complete web-based solution allows easy deployment of home workers and new sites.

Agents, authorized supervisors and administrators can get access through simple IP connections.

How can you help optimize your Customer Experience?



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