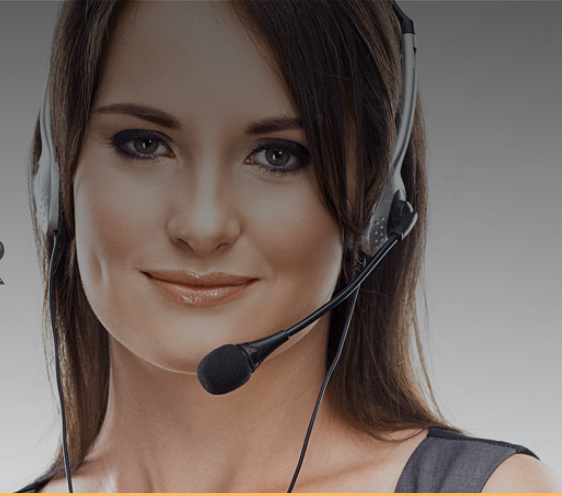# DYNAMIC SCRIPTING FOR YOUR CONTACT CENTER

What's the point of a great message if it can't be replicated across your entire contact center? Regardless of the situation, client, or initiative, guide your agents to provide consistent, high-quality service during every customer interaction with 3CLogic's real-time dynamic scripting engine. Accuracy, uniformity, and quality each and every time.

WHAT IT MEANS FOR YOU:

Training and Guidance: Whether your agents are new or seasoned, your processes existing or just getting started, ensure every customer interaction goes exactly how you want it to. With the ability to create, edit, and update time, offer guidance to every rep in any situation.

First Call Resolution: With 3CLogic's dynamic scripting tool, guide reps seamlessly in real-time through every client interaction while successfully addressing each customer inquiry on the first go-around.

Agent Productivity: The right scripting solution can increase agent productivity by as much as 36%! Stay ahead of customer needs with real-time agent prompts driving the customer experience while meeting company goals and initiatives.

Cross-Sell Opportunities: With 3CLogic's dynamic scripting engine, uncover, alert, and guide reps through any additional sales opportunities in real-time when it counts – during the customer interaction.

Adherence to Company/Industry Protocol: Ensure compliance with company and industry standards with step-by-step agent fields guiding customer service representatives throughout every interaction.

DYNAMIC SCRIPTING FEATURES:

Customizable: Build any script to fit your exact needs. 3CLogic's powerful scripting engine empowers supervisors to fully modify codes and sync scripts with any database management system (CRM, WFM, or Ticketing system) to create personalized, data-driven interactions.

Real-Time Updates: Create, edit, and update dynamic scripts in real-time, keeping agents aware of any changes to company goals, initiatives, and needs without impacting the daily workflow.

Dynamic Branching: Easily create uniquely catered scripts for any scenario with 3CLogic's dynamic branching, providing the right decision matrix for agents to follow during any call.