

Creating Custom Text Scripts in the ContactCenter@nywhere Administration Manager

Creating Your Text Script:

1. **Log into** your Contact Center Administration Manager
2. **Click URLs** from the Navigation Pane
3. **Enter a Name** for this new script in the URL Name field
4. **Enter a description** for the script in the Description field. This field is optional, but it is recommended you enter a description to better manage your scripts and associating them to a project.
5. **Enter a URL** in the URL window.
NOTE: This is a required field. If you are only using the Opening Script, you may enter anything; i.e., <http://abcdefg>. **However**, if are using a true script, then enter the real URL address. If you do not have a URL, Promero support can provide you with one. (support@promero.com).
6. **Select Script** in the Select the type of URL section.
7. Enter your text in the Opening Script window.
NOTE: You are limited to **256 characters** max.
8. **Click OK.**
9. **Repeat** above steps until you have entered all of your scripts.

Options

Company
Skills
Agents
Workgroups
URLs
Project Menus
Projects
Schedules
Customer Priority
Proxies
Mail Manager
Call Blocking

Libraries

System Prompts

Reports

URLs >> Inbound1 Help

URL Name
Inbound1

Description
Sample inbound script

URL
http://sdfsdfsdf View

Select the type of URL

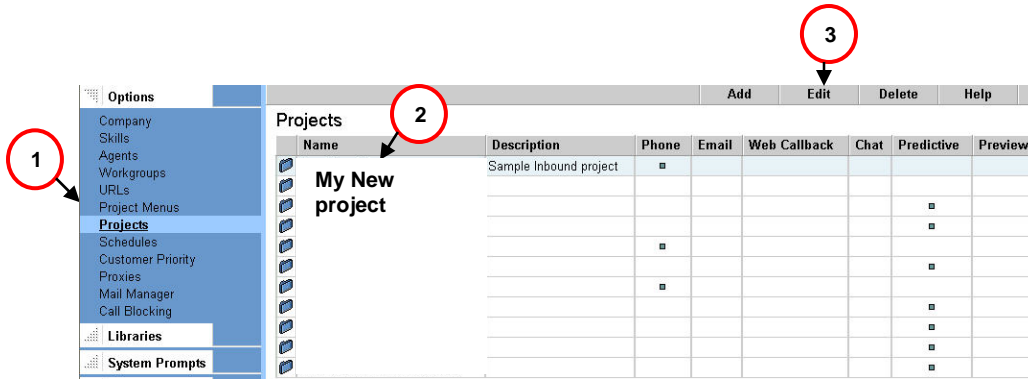
FAQ
 Chat Push Page
 Web Callback
 Intelligent Email
 Script

Opening Script (255 characters maximum)
This is where you would add the pop up message that would identify the company for this inbound call to the operator

OK Cancel Apply

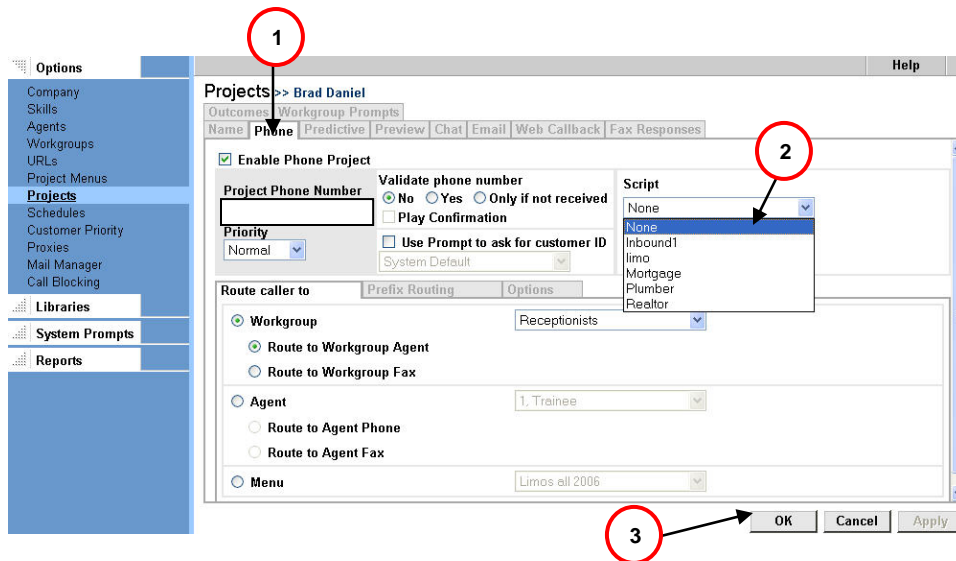
Associating Script with Project:

1. Click **Projects** from Navigation Pane
2. Select a **Project** to add a Text Script to
3. Click **Edit** (**Note:** In step 2, you can also double click on Project Name to edit.)



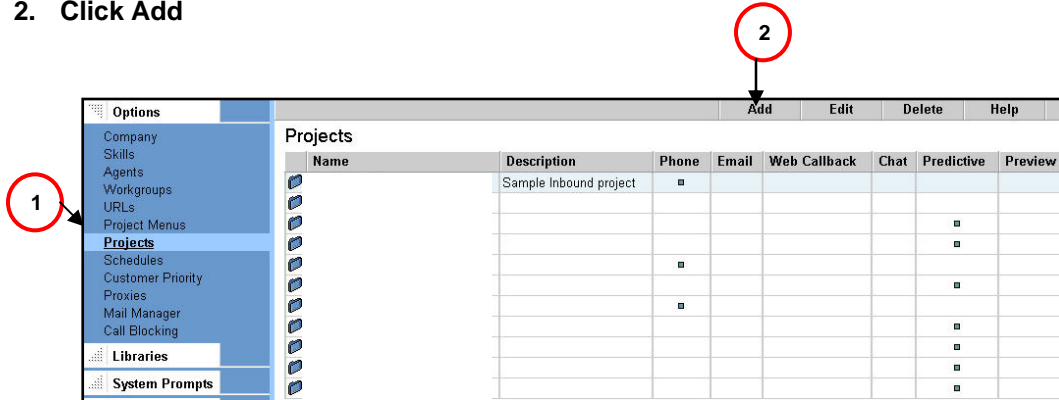
Identifying Phone Number for Project:

1. Select **Phone tab** from Projects window.
2. Select **Script** from Script drop down menu.
3. Click **OK**.
4. Repeat steps 1 through 3 until you have associated all scripts with a project.



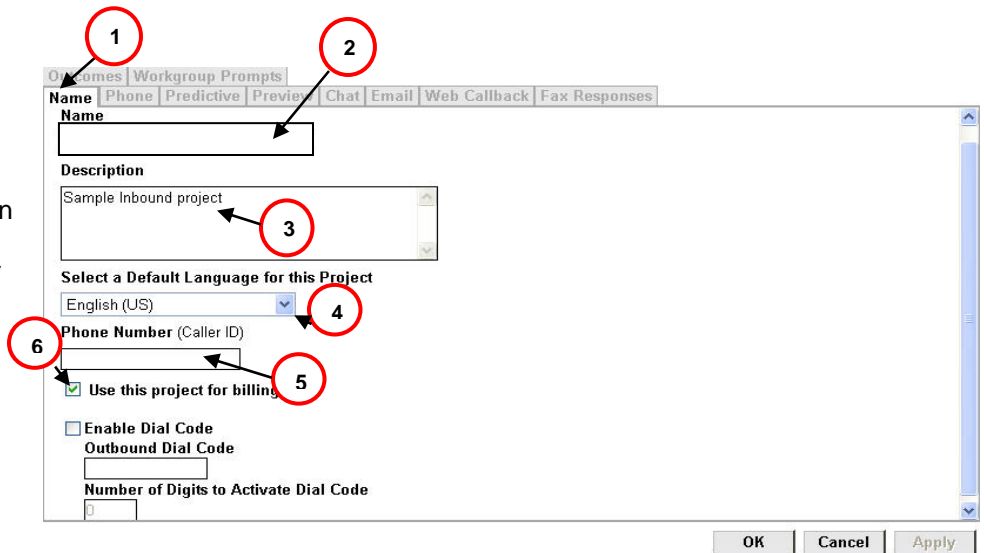
Creating a new Phone Project:

1. Click Projects from Navigation Pane
2. Click Add



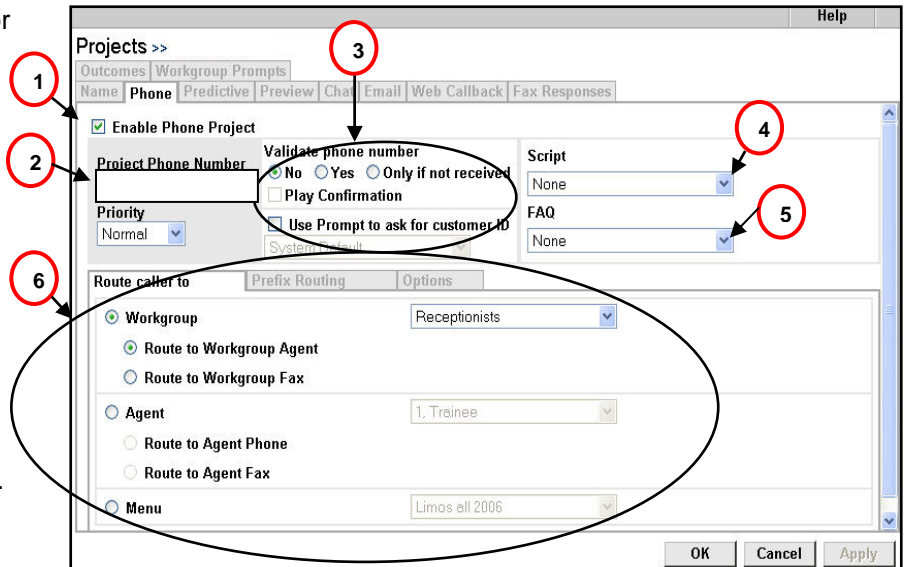
Identifying Name of New Phone Project:

1. Click Name Tab
2. Enter a project name in Name field.
3. Enter a description for the project.
4. Select the Language from drop down menu.
5. Optional: Enter phone number. This will be number the customer will see when called.
6. Select Use this project for billing.



Click Phone Tab:

1. **Click enable phone project.**
2. **Enter a phone number** for this Project
3. **Optional:** Select Validate Phone number options
4. **Select Script** from Scrip drop down menu; if are to be assigned to this project.
5. **Select FAQ** from FAQ drop down menu; if any are to be assigned to this project.
6. Select Workgroup, Agent or Menu options in **Route Call To** section.

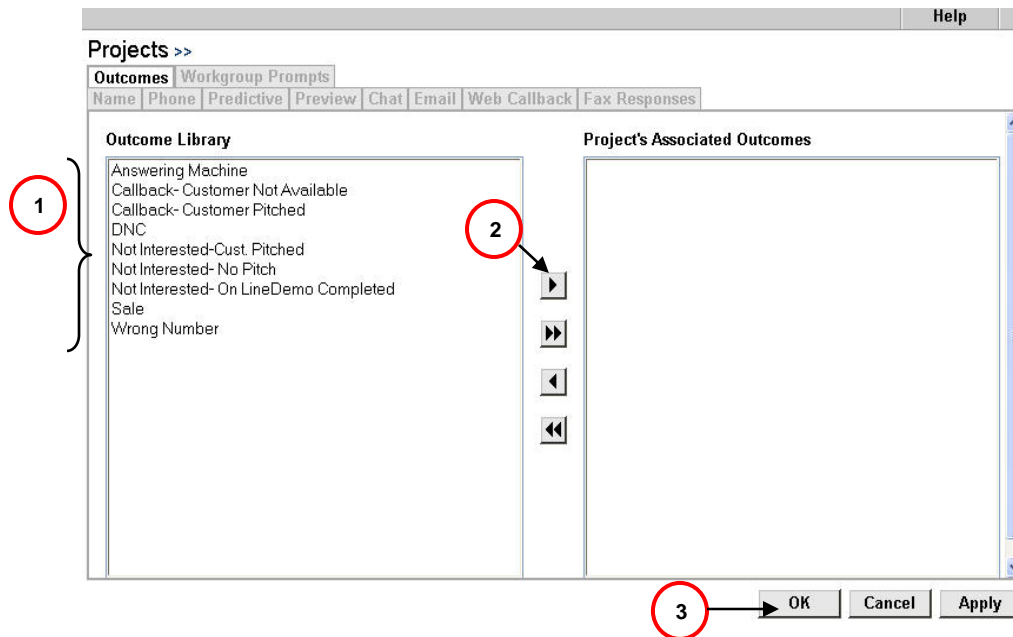


Associating Outcomes to Phone Projects:

This assumes you have already created your outcomes in the Outcomes Library.

1. **Highlight the Outcomes** in the Outcome Library window.
2. **Click right arrow** to copy them into the Projects Associated Outcomes Window.
3. **Click OK.**

NOTE: If you want all outcomes associated, click the two right arrows.



Using the New Scripts:

When agents make/receive calls associated with the project, the script you associated with that project, will display on their Call Control Screen.