OPX Scriptflow

Transform your digital operations with OPX

OPX

Overview

OPX Scriptflow is a powerful tool for enabling companies to define their customer interactions in a consistent manner, ensuring control, quality, audit and guidance.

Scriptflow allows superusers to paint customer interactions as if they were a process diagram, where the steps are executed in real-time, immediately rather than sequential steps carried out by different team members over a period of time.

Features

Scriptflow will guide an administrator through a service request (previously painted in the Scriptflow editor). It helps the admin with features like:

- providing statements, e.g. "they should say…"
- providing questions that need answered by the customer
- data gathering using Scriptflow web forms
- decision making: either manual (providing options) or automated rule base
- Scriptflow can call both server-side and client-side programs to gather data or perform actions
- Scriptflow can call server-side web services and robotics scripts to get data or perform actions

Front Office Automation

Use Scriptflow to ensure consistent improved front office handling:

- ensure identification and verification of a caller
- gather data in an easy to enter manner to update complex back-end system(s)
- run server-side robotics scripts to get or to update information rather than hand off to back office

- provide consolidated information to the user, on a call or face to face, from multiple back-end systems
- ensure legal and guidance statements are being read to the customer and are not forgotten by staff
- provide a menu of scripts for front office staff
- start OPX back office handoffs

Use Scriptflow to ensure more back office work can be carried out by the front office:

- simplify the data entry for legacy systems
- run robotics on multiple back end systems
- guide through the series of steps or decisions where not automated

Back Office Customer Interactions

Where the back office is interacting with customers, Scriptflow can help ensure the interactions are identical to, or up to par with the front office staff by:

- Ensuring ID&V is carried out and logged least they forget
- Ensuring administrators know what to say when
- Guiding them through the choices and flow of the interaction
- Simplifying back end system interactions for speed

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