

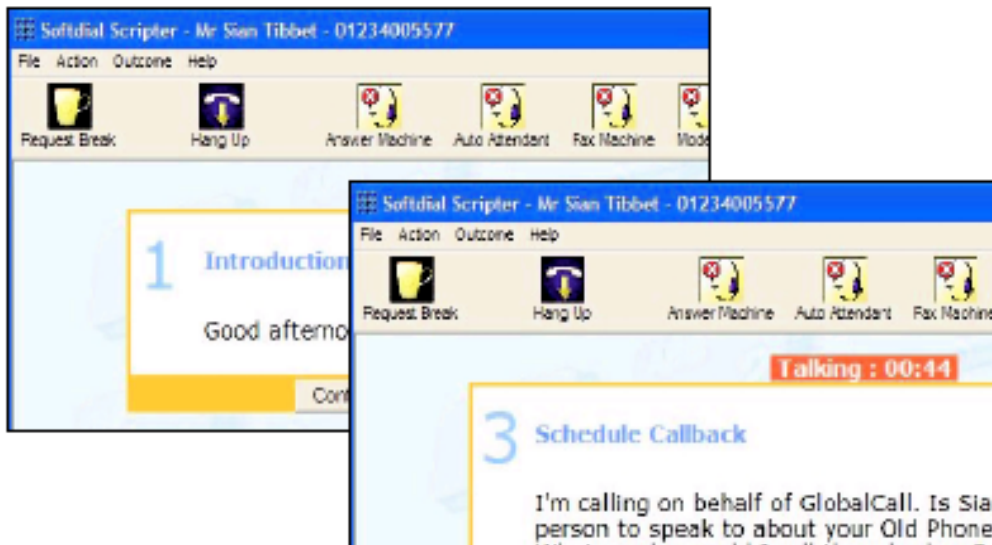
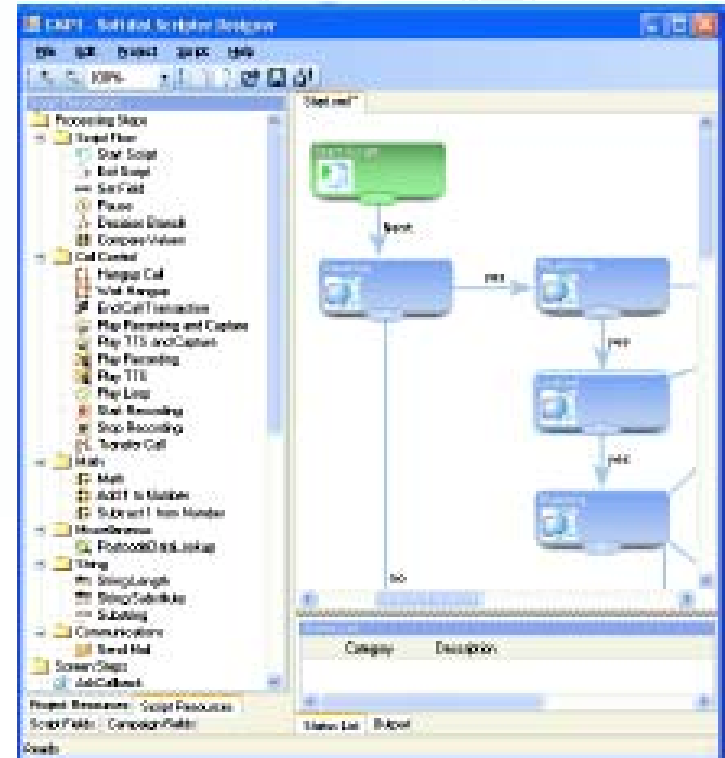


# Scripting

# Scripting

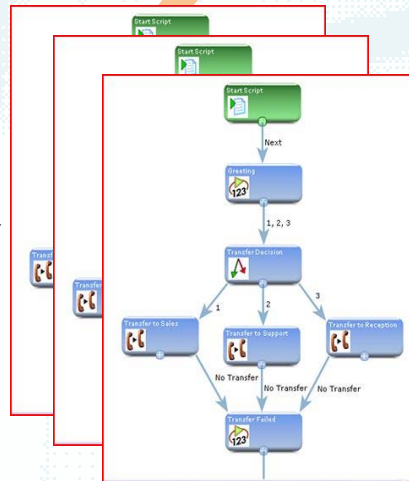
Sytel offers three flexible paths for the deployment of applications on the agent desktop. Sytel's telephony platform, supports call control applications such as transfer & conferencing, and also call recording options can be integrated at the agent desktop.

Browser based Scripts are easy to create using a graphical tool.



# Scripter 2.0 Script Design

## Scripter Designer



### Actions

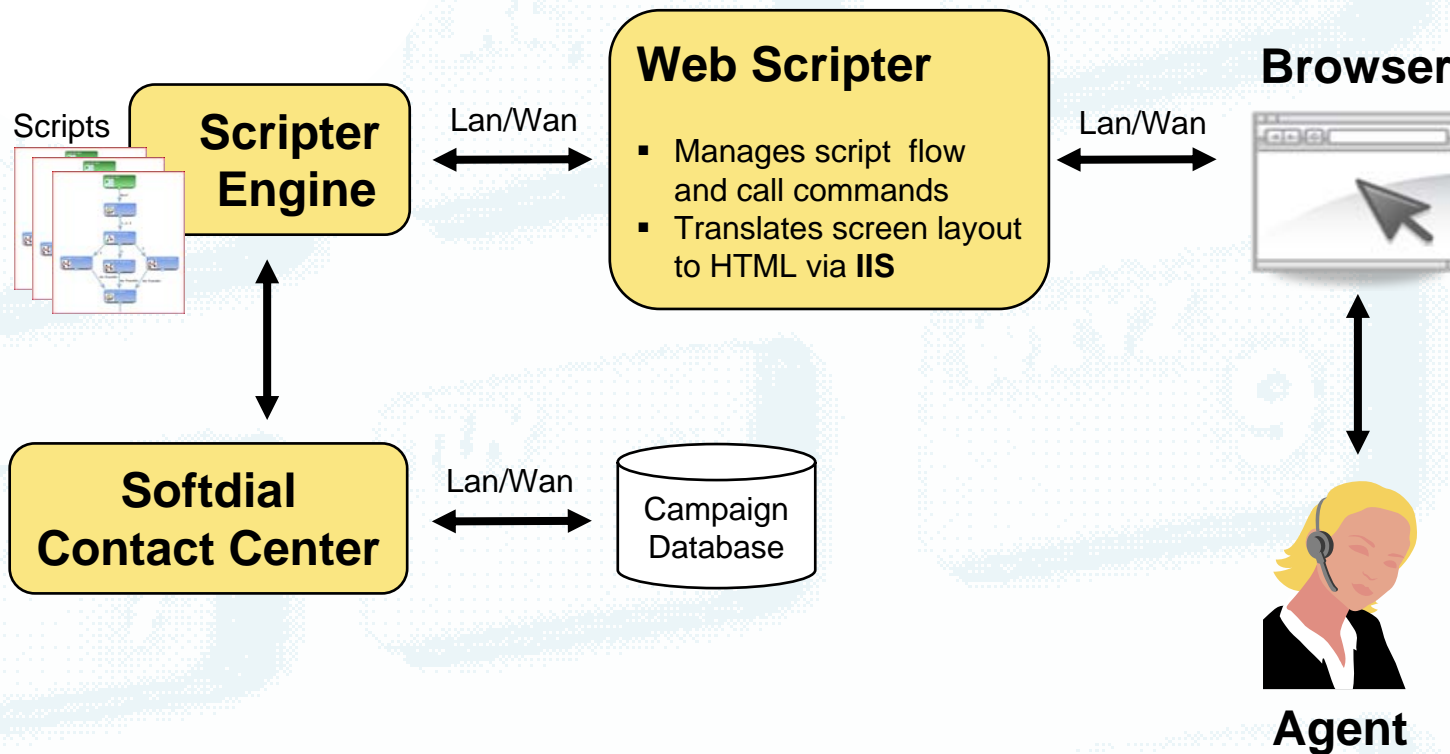
Design flow  
Layout screens  
Verify script links and external links

### Resources

Script steps  
Call controls  
Database links  
Third party apps  
Sounds/ images

**Scripter Engine**

# Scripter 2.0 Deployment





# Call Recording

# Call Recording

- Server, not PC-based
- Not a separate application; integral to Sytel telephony platform
- Using Aculab proprietary compression for optimum storage
- Codec supplied to support other multimedia applications
- Ability to tag call recordings
- Easy to implement archive strategy
- Retrieval and playback via Softdial viewer application

