Genesys Engage cloud Administrator's Guide

Agent Scripting Administration

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Agent Scripting Administration

Agent Scripting Administration (Echoscripting) is a scripting tool used to prompt agents through the call-handling process with customers. It can be used for either inbound customer service or outbound telemarketing calls. Agent Scripting is a powerful tool that supports branching to guide agents through different paths of the script, depending on the customer's answers to scripted questions. Additionally, agents can capture information about customers and update the customer database, process orders, or track ongoing customer service calls.

Agent Scripting (Echoscripting) User Guide