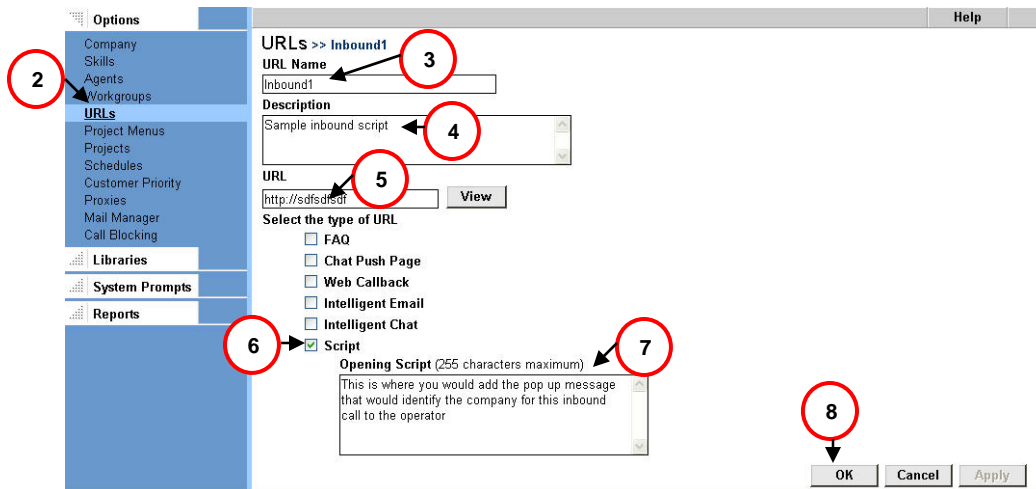


Creating Custom Text Scripts in the ContactCenter@nywhere Administration Manager

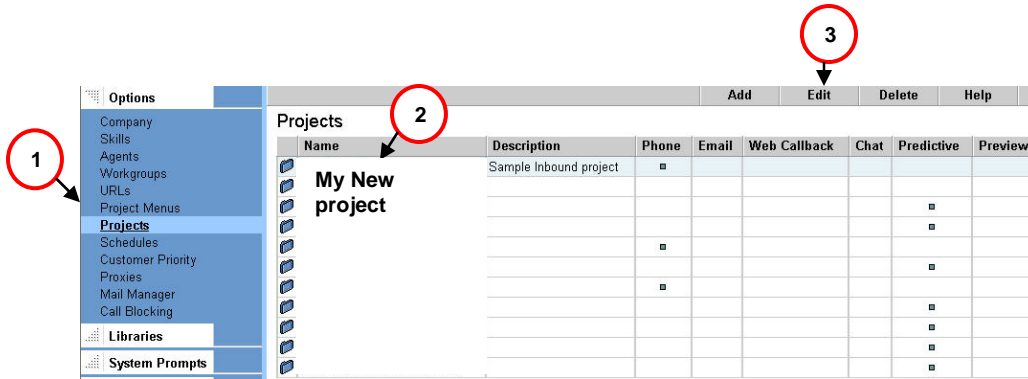
Creating Your Text Script:

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.



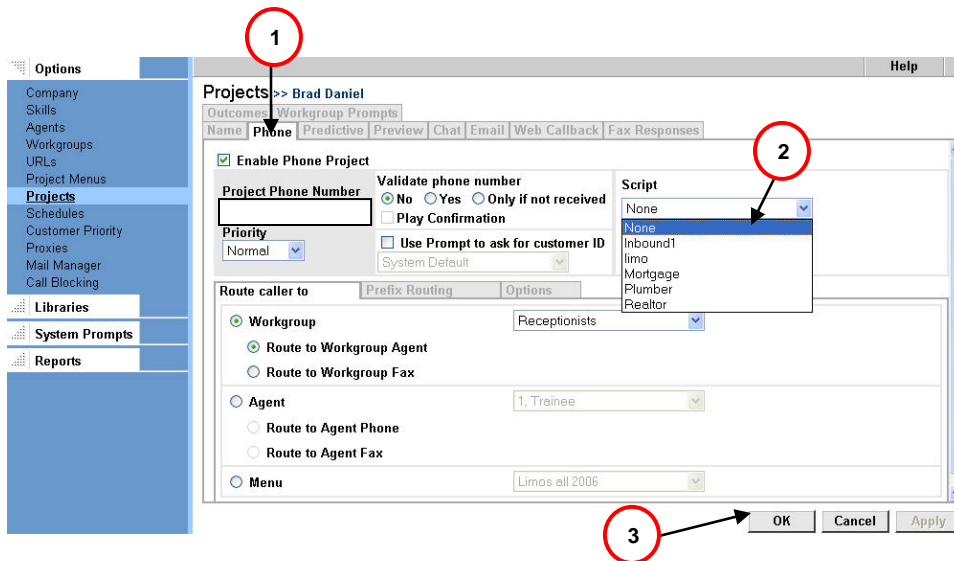
Associating Script with Project:

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.)



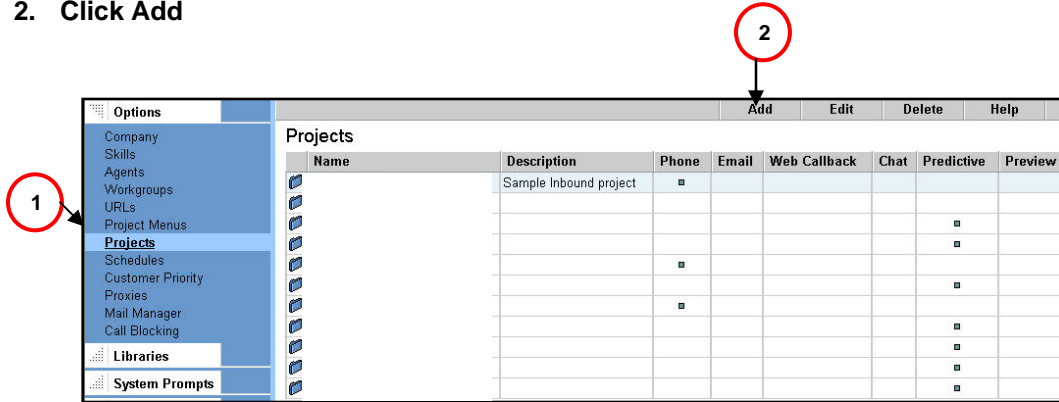
Identifying Phone Number for Project:

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.



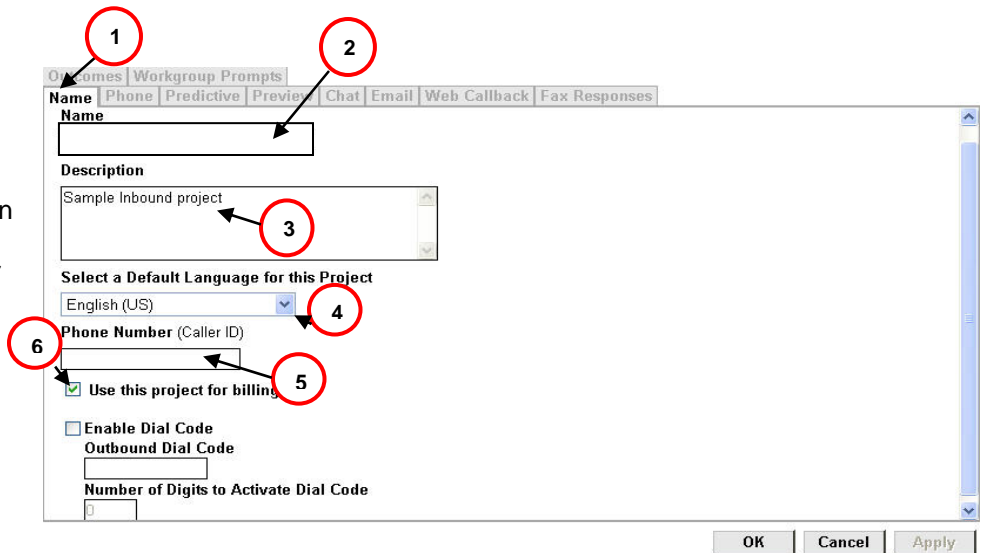
Creating a new Phone Project:

1. Click Projects from Navigation Pane
2. Click Add



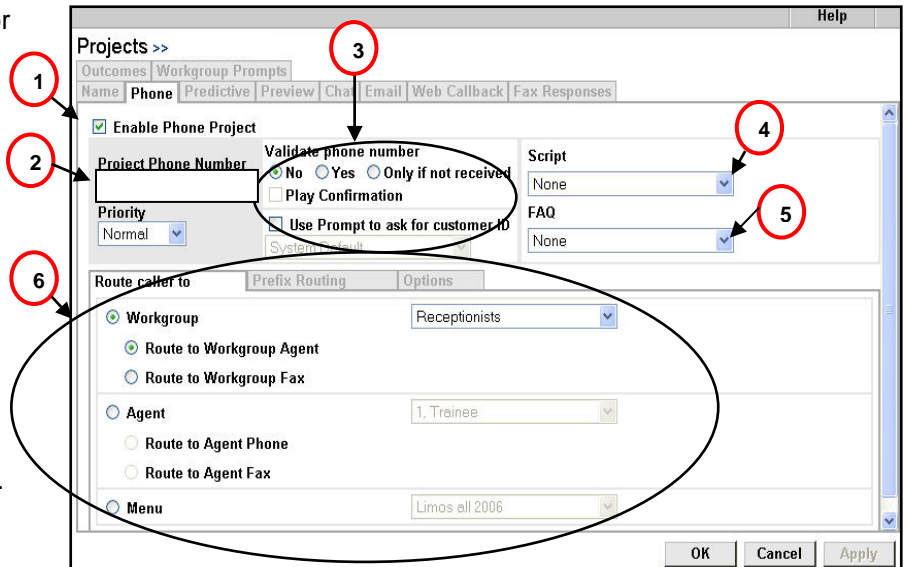
Identifying Name of New Phone Project:

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.

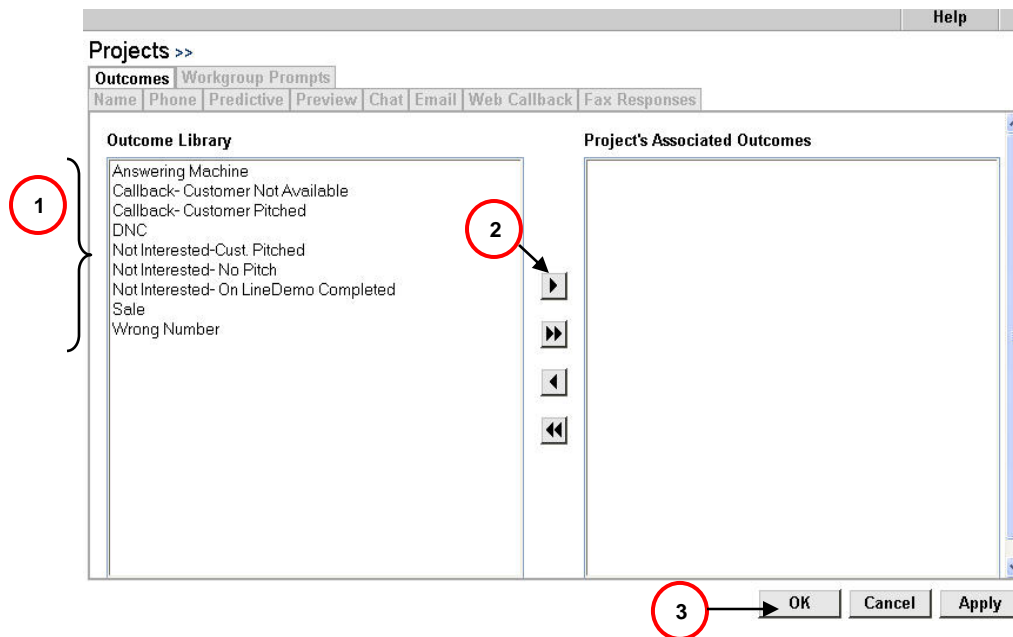


Associating Outcomes to Phone Projects:

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.