

Scripts

Topic	Detail
Navigation	Admin → Contact Center → Scripts
Purpose	Guided UI forms presented to agents during interactions — collect data, enforce workflows, ensure compliance
Channels	Primarily voice; also supports chat and messaging workflows
Deployment	Must be Published before agents can use them; assign to queue or Architect flow

Overview

Scripts are agent-facing forms that pop on the agent desktop when an interaction begins. They guide agents through structured workflows, collect customer information, enforce compliance steps, and integrate with backend systems via interaction attributes.

Script Components

Component	Description
Labels	Static instructions or text displayed to agents
Text Input	Free text data entry field
Number Input	Numeric value field
Dropdown List	Selection from predefined options
Checkbox	Binary selection (Yes/No)
Buttons	Trigger actions such as form submission or navigation to next step
Page Sections	Organize the script layout visually
Data Bindings	Connect script fields to interaction attributes for use in Architect flows or reporting

Implementation Steps

Step	Action
1	Navigate to <code>Admin → Contact Center → Scripts</code>
2	Click Create Script
3	Define script name and interaction type (Voice, Chat, Email, etc.)
4	Design the layout using UI components
5	Bind fields to interaction attributes
6	Apply conditional display logic if needed
7	Publish the script
8	Assign script to a queue (via queue's Default Script field) or Architect flow

“ ⚠ Scripts must be **Published** before they can be assigned or used by agents. Unpublished scripts are not available for selection.

Conditional Logic

Scripts support conditional display — fields appear or hide based on previous selections:

Condition	Result
Issue Type = Billing	Display billing section only
Issue Type = Technical	Display troubleshooting checklist
Issue Type = Sales	Display sales workflow and offer prompts

Script Data Integration

Integration	Description
Interaction Attributes	Stores collected data during the interaction — accessible in reporting and Architect

Integration	Description
Architect Flows	Scripts pass captured data into flow logic for routing decisions or automations
CRM Systems	Data entered by agents can be pushed to external CRM systems via Data Actions
APIs	Scripts can trigger backend processes through integrations

Example Agent Workflow

Step	Agent Action
1	Customer call arrives
2	Script automatically opens on agent desktop
3	Agent verifies customer information
4	Agent selects issue category
5	Script dynamically displays relevant fields
6	Agent collects required information
7	Data stored in interaction attributes
8	Agent selects wrap-up code

Best Use Scenarios

Scenario	Benefit
Customer Verification	Ensures identity checks are completed consistently
Sales Calls	Guides agents through offers and upsell prompts
Technical Support	Provides structured troubleshooting steps
Compliance Workflows	Ensures required regulatory statements are delivered
Case Creation	Collects structured data for CRM tickets

Best Practices





Practice	Recommendation
Keep scripts simple	Avoid excessive fields that slow agents during live calls
Use conditional logic	Display only fields relevant to the current issue type
Integrate with CRM	Auto-populate customer data where possible
Reuse templates	Maintain standardized workflows across teams
Test before deployment	Validate with real call scenarios before publishing
Publish before assigning	Scripts must be published to appear in queue or flow assignment dropdowns

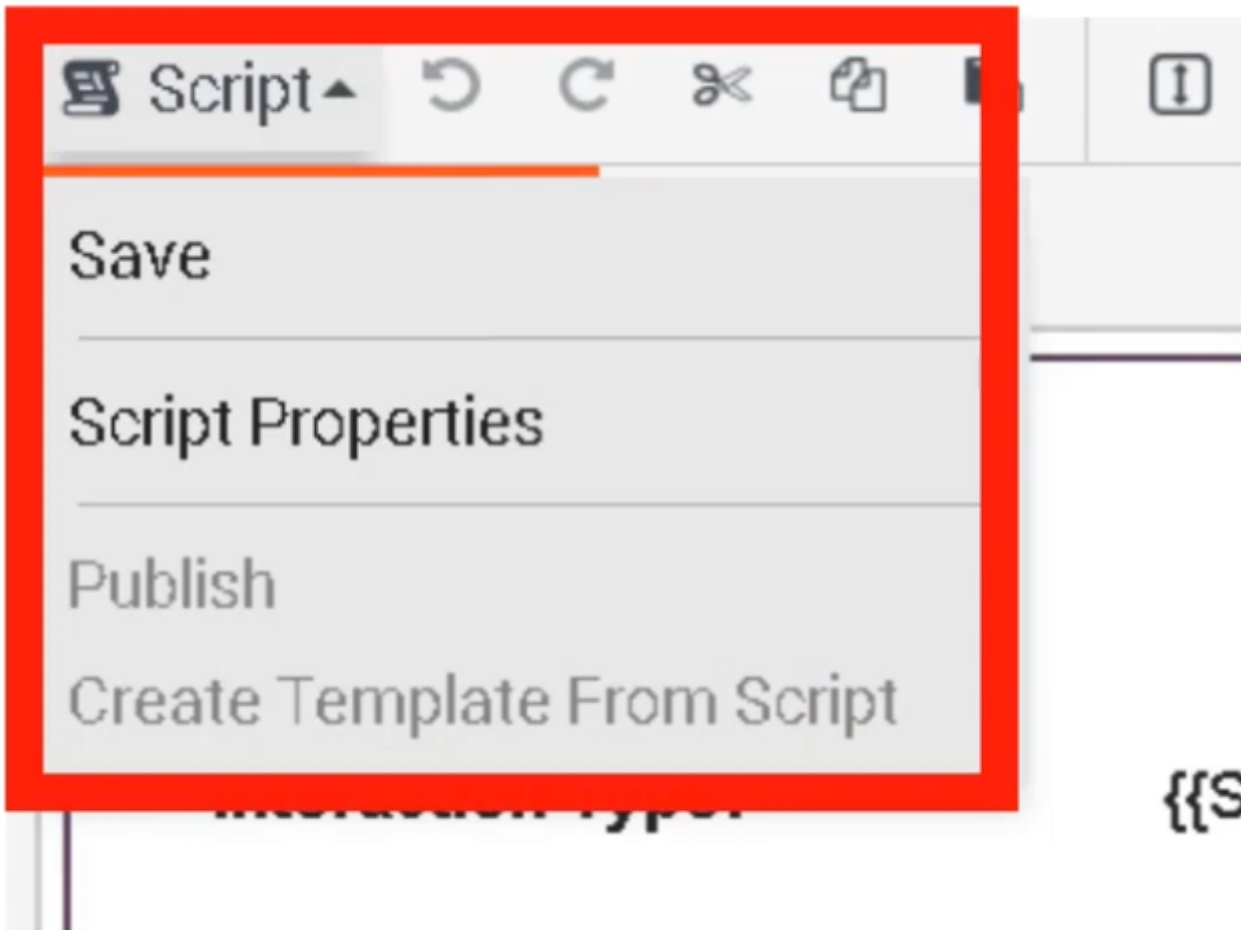
Delete
+ Create
Import
Export

<input type="checkbox"/>	Script Name	Last Modified
No data available		

New Script Name

[Global Templates](#)
[User Templates](#)

<p>Blank Script</p> <p>A blank template for scripts</p> 	<p>Default Callback Script</p> <p>The default script that pops for callbacks if no other script is specified</p> 	<p>Default Inbound Script</p> <p>The default script that pops for inbound calls if no other script is specified</p> 	<p>Default Outbound Script</p> <p>The default script for outbound calls: contains a control for updating contact...</p> 
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Interview Cheat Sheet

Question	Answer
What is a Script in Genesys Cloud?	A guided UI form that pops on the agent desktop during interactions
What must happen before a script can be used?	It must be Published
Where can scripts be assigned?	To a queue (Default Script field) or Architect flow
What are Data Bindings?	Connections between script fields and interaction attributes
What does conditional display do?	Shows or hides fields based on previous agent selections
What channels support scripts?	Primarily voice, also chat and messaging

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