

Overview

Many companies have either or both of these requirements that the Scripts feature addresses:

- They want a standard script to be used by their operators when talking to their clients so that they represent the company in a specific manor and to prompt the operator to capture the required information from the client.
- They want instructions provided specific to each field that will help new users know what to do and how to do lookups and such. This is a training tool for new operators.

The Script program provides a means for your company to create pre-defined text dialogs that can be used for specific fields on specific forms.

The most common place that scripts are used is in the Call Taking form, but they can be added to most forms. You can set various aspects regarding the script text, such as Font, Font size, style (regular, bold, italic, underline) and color.

Assumptions

- Scripts are common to all users. You can't have a different script for different users.
- Scripts can be turned on or off by user, not by form.
- Every Ascente user record has a Display Option – Scripting that can be turned on or off.

Observations

Some companies and operators have mentioned that the scripts are more beneficial for new operators and then disabled for the operator after they learn how operations are to be done.

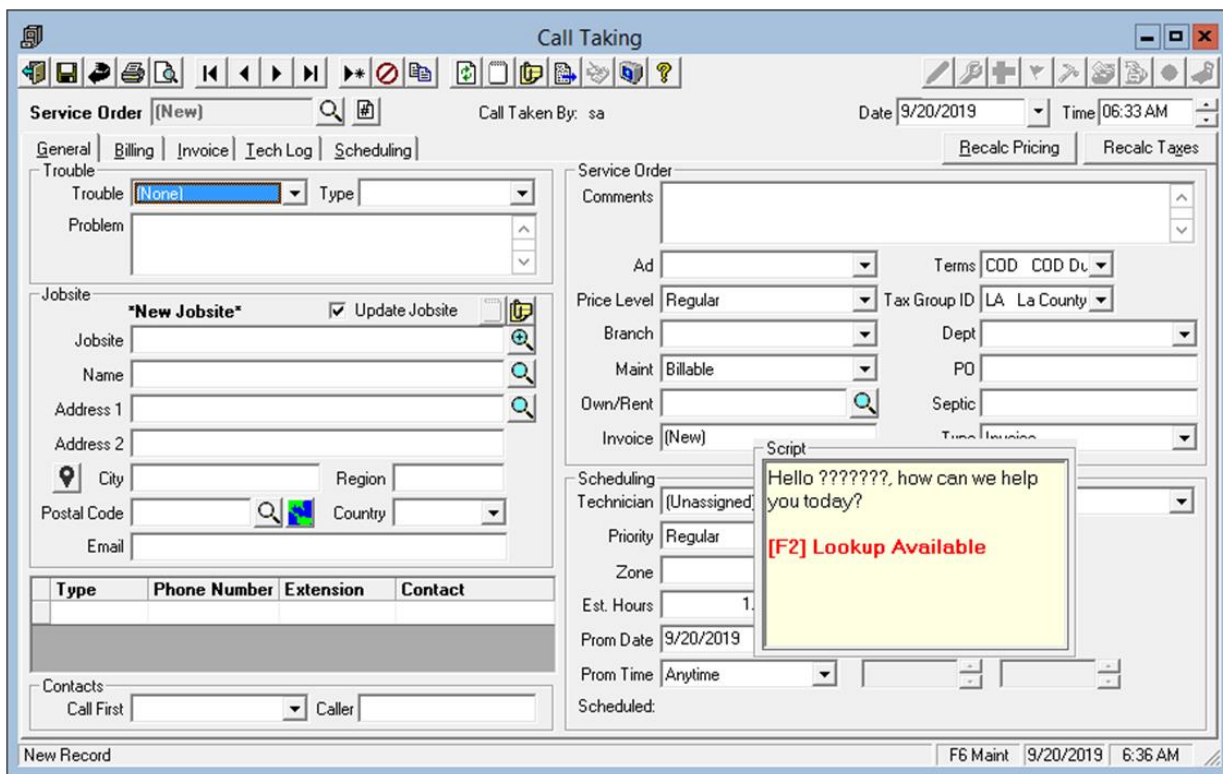
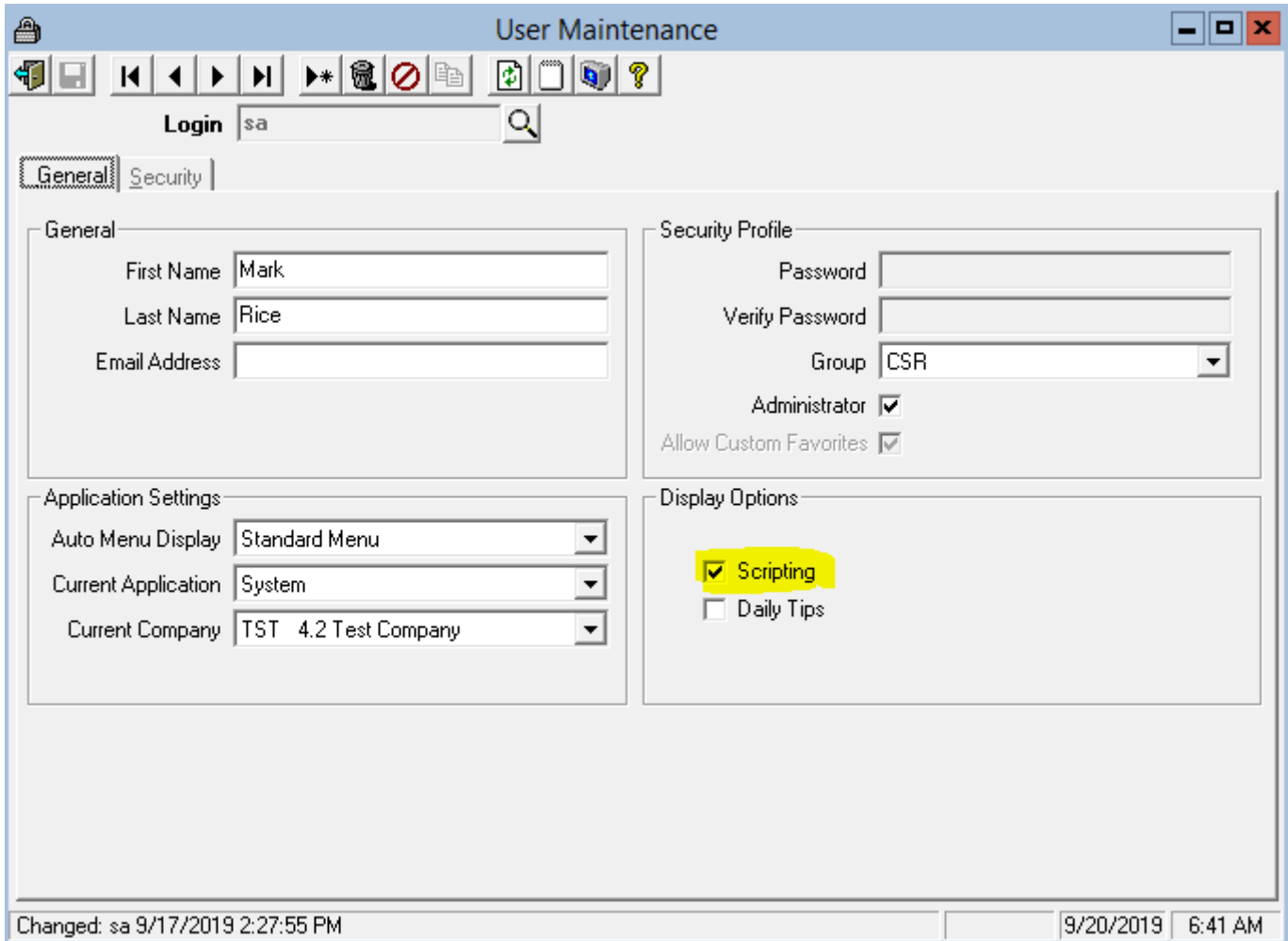


Figure 1: Note that for the Call Taking form, the cursor is on the Trouble field and the script for that form and field is displayed.

Implementation

Users

Setup each users *Display Option – Scripting* setting to on or off.



The screenshot shows the 'User Maintenance' window with the 'General' tab selected. The 'Login' field contains 'sa'. The 'General' section includes fields for 'First Name' (Mark), 'Last Name' (Rice), and 'Email Address'. The 'Security Profile' section includes 'Password', 'Verify Password', 'Group' (CSR), 'Administrator' (checked), and 'Allow Custom Favorites' (checked). The 'Application Settings' section includes 'Auto Menu Display' (Standard Menu), 'Current Application' (System), and 'Current Company' (TST 4.2 Test Company). The 'Display Options' section includes 'Scripting' (checked) and 'Daily Tips' (unchecked). The status bar at the bottom shows 'Changed: sa 9/17/2019 2:27:55 PM' and '9/20/2019 6:41 AM'.

User Maintenance

Login: sa

General | Security

General

First Name: Mark

Last Name: Rice

Email Address:

Security Profile

Password:

Verify Password:

Group: CSR

Administrator: ☒

Allow Custom Favorites: ☒

Application Settings

Auto Menu Display: Standard Menu

Current Application: System

Current Company: TST 4.2 Test Company

Display Options

☒ Scripting

☐ Daily Tips

Changed: sa 9/17/2019 2:27:55 PM

9/20/2019 6:41 AM

Figure 2: Ascente / System / Maintenance / User

Script

This is where you define the script by *Form* and *Field* in that *Form*.

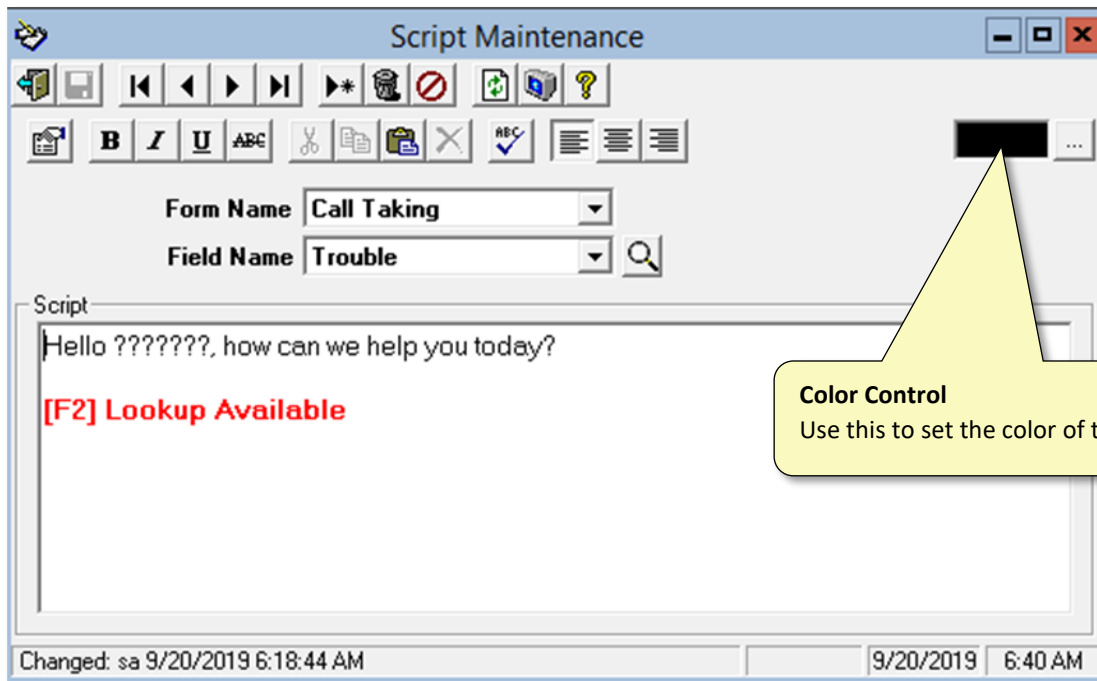


Figure 3: System / Maintenance / Script

