



# workflow designer

## Contact Center Design & Development Environment

Design and develop your contact center with ComputerTalk's intuitive WorkFlow Designer (WFD).

WorkFlow Designer (WFD) changes contact center design and development by allowing you to create, test, and implement your applications without a hitch.

Intuitive graphics allow you to visualize development as it happens; simply 'drag and drop' icons to create your workflow.

Create simple actions like conditional routing, or more complex applications like updating databases, polling CRM packages, and speaking search results back to callers.

And the best part - you don't have to be a techie to use it... experts and beginners alike can be trained in no time. So forget about time lost to costly outsourcing or consultants - do it yourself quickly and easily with WFD.

Workflow interface

Workflow Interface Icons

To build a workflow, simply drag and drop icons that represent the actions you want to happen onto a Workflow page.

### Actions include

Play audio message

Get caller input

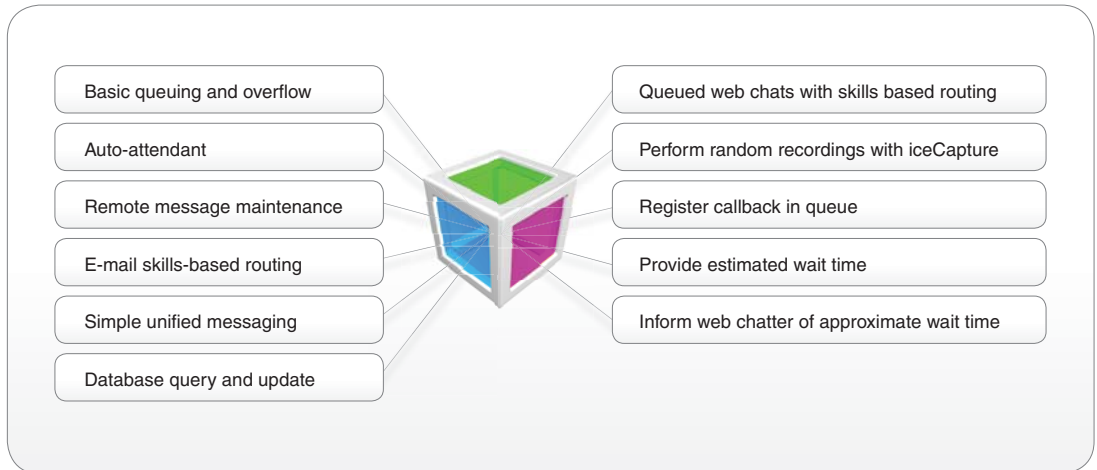
Check time-of-day

Check DNIS

Compare data

Queue object

Workflows templates further reducing development time. Standard templates including:



**About ComputerTalk**

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit [www.computer-talk.com](http://www.computer-talk.com) or call 1 800 410 1051.



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[www.computer-talk.com](http://www.computer-talk.com)  
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Contact centers might create these workflows:

