

# Scripts and Agent Interface

This section defines what agents see and interact with during calls, ensuring they have the necessary tools and information to handle each interaction effectively.

- **Call Scripts**

Provide predefined guidelines or dialogues that help agents communicate consistently and professionally during calls.

- **Dynamic Forms**

Display adaptable forms that change based on the interaction, allowing agents to capture relevant information in real time.

- **Disposition Options (Call Outcomes)**

Allow agents to select the result of each call, such as completed, no answer, or callback, helping track performance and outcomes.

- **Custom Fields for Data Capture**

Enable the collection of additional, campaign-specific information during the call, ensuring all necessary data is recorded.

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