Service Creation Environment

The effECTive® Network-Based Contact Center can include a set of optional tools to allow you and your customer to create new services. It offers both an easy-to-use graphic user interface, the effECTive® Visual Call Flow Builder (VCB) that anyone can use without programming skills as well as the effECTive® Icon Development Kit (IDK) which makes it possible to augment the VCB by combining existing service enablers and building blocks and even programming new blocks, e.g. in VoiceXML. Let us tell you more about service creation for IVR.

http://www.effective-contactcenters.com/Network_Based_CONTACT_Center/Service_Creation_.html