



effEctive® Visual Call Flow Builder (VCB)

The **effEctive**® Visual Call Flow Builder (VCB) is a web-based tool that runs in the browser of a PC. It does not require the installation of Java or any other special software. The Visual Call Flow Builder has an intuitive user interface in which feature building blocks are represented by graphic icons that are arranged in call flows using drag and drop. You can define which icons, i.e. features, are made available to each of your customers. The user can display and set the properties of each feature by double clicking on the respective icon. You and/or your customers use the Visual Call Flow Builder for defining highly sophisticated interactive voice response (IVR) with integrated routing plans, call and data processing.

The Visual Call Flow Builder interface is easy-to-use with drag and drop, zoom in/out, diagramming, integrated project and resources management, etc. In addition to the integrated repository and versioning, it also offers visual debugging. [Contact us](#) to learn more about this feature rich tool. The VCB is the service creation tool used in the following products:

- ▶ [effEctive® Interactive Routing \(Dynamic Call Routing for NTS\)](#)
- ▶ [effEctive® Call Navigator \(Complex IVR & External Interfaces\)](#)
- ▶ [effEctive® Network-Based Contact Center \(Network ACD, Workplace etc.\)](#)
- ▶ [effEctive® Mass Calling & Televoting \(Participation Media\)](#)

Click the image to enlarge each screenshot





1. Add Digit	1. Blocklist Save - Dynamic	1. Call Back refer and more...	1. Call Center External = 10	1. Call Parameter
1. CRM Receive Prompt	1. Database select socket...	1. Decision Wizard	1. Evaluation AT Platform Co...	1. Evaluation Propagation
1. Fax send	1. HTTP My-USER-LOG...	1. Manipul Clear cause 30	1. Jump Subroutine Pas...	1. Loop While
1. Menu CRM control	1. Origin	1. Prompt Welcome	1. Recording Record name	1. Repetition Draft
1. SMTP info@ch-tele...	1. Skip send	1. String length	1. Suffix Last digit ex...	1. Tact a-tag
1. Time	1. VXML Cell Control ...	1. Variable Calculate	ECT's wide selection of pre-defined icons allow you to quickly create even the most complex routing trees.	

