



Business logic scripeter

Soort functie: Freelancer en vaste medewerker **Locatie:** Brussels
Duur: long term **Referentie:** 202209503

Omschrijving:

Our Customer in the telco business is looking for a Business logic scripeter for customer interaction processes.

Context:

Our company wants to play a pioneering role in the field of digital customer contact, both via telephone, chat, web, and social media. That is why, among other things, we are moving away from the traditional menu in an IVR and will focus in the coming years on 'Conversational IVR' (voicebot), i.e. recognizing (Speech-to-text + NLP) what the customer is asking in order to guide him to the right solution. On our website, via messenger and other digital channels, we will first try to help the customer via a chatbot before redirecting them to an operator. To support the operator we also work on supporting flows to help him or her solve complex issues easier for our customer .

Within the Center of Excellence "IVR and digital automation" we are looking for an enthusiastic colleague with entrepreneurial spirit and perseverance who will be responsible for the configuration and implementation and follow-up of projects and requests regarding our digital automated flows.

Your responsibilities

- In co-creation, you participate in the technical design of the solution based on functional requirements and determine the appropriate configuration on this basis (Visio flow, back-end data, etc...).
- You program the 'business' scripts using common scripting languages. Within the Customer we use our own scripting language and Javascript.
- In doing so, you always look for the optimal balance between customer experience (CX) on the one hand (simple and clear contact points for our customers) and the operational organization on the other hand.
- You are a 'critical challenger' but you also bring up improvement actions yourself and help your colleagues find the right solutions.
- You define a plan of approach for new implementations in close cooperation with your colleagues and the various stakeholders.
- You proactively communicate the status, feasibility and timing of the different requests you are responsible for.
- You negotiate with IT so they deliver the requested requirements on time so you can configure them further.
- You define a testing strategy on releases and ensure close follow-up to ensure that the overall operational situation remains stable.
- You develop and maintain these scripts for continuous improvement of automation processes and workflows.

Vereisten:

Profile

- You have a bachelor or master degree or equivalent through experience.
- You have a good knowledge of business processes and applications in general, and you are eager to learn quickly and further develop strong competencies.
- You have experience with programming (HTML, CSS, Javascript, .NET) or knowledge of scripting (PHP).
- You know what an API and webhook is.
- You have an affinity for conversation design or see yourself getting into this stuff quickly.
- You are a team player.
- You are analytical, critical and value quality.
- You are solution oriented and efficient. - You are enthusiastic and know how to get to work.

-You are able to express yourself in English, Dutch and French.

Do you recognize yourself in this description and are you looking for a long-term engagement?

Then do not hesitate to apply. The necessary training will be provided by experts.

Start: 2022-05-31 22:00:00