

Advanced Scripting for Cisco Unified Contact Center Express (ASCCX v11.0)

DESCRIPTION

Building on the knowledge base and scripting experience learned in the UCCXD class, the student will explore advanced techniques in scripting and overall Cisco Unified CCX functionality. During this five day class the students will use advanced scripting to implement features that extend the functionality of Cisco Unified CCX using many of the tools that are already available in the premium version of the product. Students should expect to spend time using the script editor and other tools to create developer tools and enhanced scripts to provide for a more functional and user-friendly customer experience. Activities include creating prompt recording tools, applying common sense scripting principles, creating simple and complex ACD routing scripts, holiday routing, external database access, various callback scenarios such as non-queuing, queuing, and scheduled callbacks, defining and using enterprise data, passing data from one script to another using session management, and much more. Additionally, since this class focuses on complex scripting concepts, it requires the student to learn more about fundamental scripting requirements such as data manipulation and formatting, using variables and array variables, and using Java programming methods.

WHO SHOULD ATTEND

The primary audience for this course is as follows:

- Cisco Unified Communications system channel partners and resellers who are responsible for deployment and application engineering for Cisco Unified Contact Center Express customers.
- System and technical support engineers.
- Day 1 and Day 2 support personnel.
- Customers deploying and maintaining Cisco Unified CCX

PREREQUISITES

It is recommended, but not required, to have the following skills and knowledge before attending this course:

- Familiarity with the Cisco IOS® Software command-line interface (CLI)
- Familiarity with Cisco AnyConnect® Secure Mobility Client
- Familiarity with Microsoft Windows operating systems
- Familiarity with 802.1X

COURSE OBJECTIVES

Upon completing this course, the learner will be able to meet these overall objectives:

- Review Cisco Unified CCX environment components
- Create prompt recording tools
- Create a helpdesk script
- Apply common sense principles for scripting and system management, such as:
 - Prompt, document, and grammar management
 - Using the default script
 - Scripting for proper call termination and ending a script
 - Abandon rates
 - Exception handling
 - Check Agent Availability before and after entering queue
 - Using Java Methods for Holiday and Time of Day routing
- Setup access and use an external database

- Define and use skills
- Script for conditional routing
- Script for basic callback scenarios
- Setup and use enterprise data and session management
- Script for queuing and scheduled callback scenarios

COURSE OUTLINE

Course Introduction

- Learner Prerequisite Skills and Knowledge
- Course Goal
- Course Objectives
- Course Flow
- General Administration
- Lab Diagram
- Please Introduce Yourself

Lesson 1: Cisco Unified CCX Overview

- Components of the Cisco Unified CCX Environment
 - Gateways
 - Routers
 - Cisco Unified Communications Manager
 - Cisco Unified CCX
 - Script Editor
 - Cisco Finesse
 - Cisco Unified Intelligence Center
 - Cisco Unified CCX Agent
 - External Servers
- Cisco Unified CCX System Cluster Components
 - Engine
 - Database Server
- Call Flow Terms
 - The Call Flow
 - The Debug Process
- Reactive
- Non-Reactive

Lesson 2: Prompt Recording Utilities

- Prompt Recorder
- Emergency Message Recorder

Lesson 3: Basic ACD Routing

- Review Script Steps used in a Simple ACD Routing Script
- Resource Group Routing
- Defining the Contact Service Queue
- Create a Simple ACD routing script

Lesson 4: Common Scripting Concepts

- Prompt Management
- Using the Default Script
- Terminating a Call and Ending a Script
- Abandon Rates
- Exception Handling
- Script Interruptions
- Check Agent Availability before and after entering queue
- Using Java Methods for Holiday and Time of Day routing

Lesson 5: Accessing an External Database

- Database architecture and supported databases
- Setting up the Database Subsystem
- Using Database script steps

Lesson 6: Skills Based Routing

- Applying skills to agents
- Defining the Contact Service Queue
- Specifying the CSQ in the Script

Lesson 7: Advanced ACD Routing

- Overflow Routing
- When to Overflow
- How to get the Data Needed for Making Decisions
- Describe Methods of Overflowing

Lesson 8: Basic ACD Callback Options

- Setup the Email Subsystem
- Script for Email Notification
- Script for Leaving a Recorded Message
- Script for Callback when Queue Times have Decreased

Lesson 9: Enterprise Data and Session Management

- Define Enterprise Data in Cisco Finesse
- Define a Call Variable Layout in Cisco Finesse
- Define ECC Variables in the script editor
- Set Enterprise Data in the script
- Define Session Management
- Setup Session Management
- Use Session Management to Pass Variable Information Between Scripts

Lesson 10: Advanced ACD Callback Options

- Leave Queued Message with an Option for Callback
- Scheduled Callback

LAB OUTLINE

- Lab 1-0: Setting up your VPN and Student CIPC
- Lab 2-1: Prompt Recorder
- Lab 2-2: Emergency Message Recorder
- Lab 3-1: Help Desk Script
- Lab 4-1: Common Scripting Concepts
- Lab 5-1: Database Queries
- Lab 6-1: Skills Based Routing
- Lab 7-1: Advanced ACD Routing
- Lab 8-1: Use Email Notification
- Lab 8-2: Leave Recorded Message via Email
- Lab 8-3: Callback When Queue Times Decrease
- Lab 9-1: Enterprise Data
- Lab 9-2: Session Management
- Lab 10-1: Leave Queued Message with an Option for Callback
- Lab 10-2: Scheduled Callback