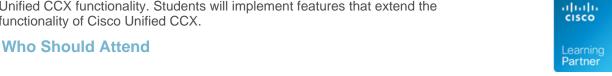
# Cisco® Advanced Scripting for Cisco® Unified Contact Center Express v8.0 (ASCCX)

### **Course Overview**

View Course Dates & Register Today

This is a 5-day class

Students will explore more advanced techniques in scripting and overall Cisco Unified CCX functionality. Students will implement features that extend the functionality of Cisco Unified CCX.



Cisco AVVID Channel Partners and Resellers, System Engineers, Customers deploying and maintaining Cisco Unified CCX v8.0 products. Prerequisite: Cisco® Unified Contact Center Express & Unified IP IVR Deployment (UCCXD).

### Course Outline

#### 1 Cisco Unified CCX Overview / Review

Components **Definitions** The call flow The Debug process **Troubleshooting Concepts** 

### 2 Common Utilities

Recording Script **Emergency Message Recording Script** Time of Day and Holiday routing Sub Flows LAB 2-1: Prompt Recorder Script LAB 2-2: Emergency Message Recorder Script LAB 2-3: Time of Day-Holiday Subflow

### 3 Basic ACD Routing

Review ICD Steps Build a Helpdesk Script LAB 3-1: Help Desk Script

### 4 Common Good Practices

Scripting for good prompt management Proper End/Terminate Scripting Scripting for Subflow debugging Abandon Rates **Exception Handling** Using the Default Script Check Agent Availability before and after entering queue Check for call aborting before transferring call LAB 4-1: Common Good Practices

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### **Database Queries**

**Database Setup Database Steps** LAB 5-1: Database Queries











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### 6 Skills Based Routing

Add skills based routing Route based on caller input and database query LAB 6-1: Skills Based Routing

# 7 Advanced ACD Routing

Overflow Routing Conditional Routing based on Agent Availability and Queue Statistics LAB 7-1: Advanced ACD Routing

### 8 Non Queuing ACD Callback Methods

Leave Message for callback via Email Leave Recorded Message for Callback via Email Callback caller when Queue times decrease LAB 8-1: Leave Message via Email (Non-Queuing) LAB 8-2: Leave Recorded Message via Email (Non-Queuing) LAB 8-3: Callback When Queue Times Lower (Non-Queuing)

# 9 Session Management and Enterprise Data Review

Setup Enterprise Data Implement Session Management Callback caller when Agents Available LAB 9-1: Add Enterprise Data LAB 9-2: Callback When Queue Times Lower (With Enterprise Data)

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## 10 Advanced ACD Callback Options

Leave Message for Agent Callback caller when Agent Selected Scheduled Callback LAB 10-1: Leave Queued Message LAB 10-2: Callback after Agent Selected LAB 10-3: Scheduled Callback

### 11 Web Contacts Overview

Request Agent and Callback via Web Queue Email to an Agent via Web LAB 11-1: Web Callback LAB 11-2: Web / Email Callback







