

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

Course Overview

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.

Who Should Attend

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).

This is a 5-day class



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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5 Database Queries

Database Setup
Database Steps
LAB 5-1: Database Queries

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)

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