

COURSE OVERVIEW:

CVP Development and Scripting – Part 1 (CVPDS-1) is part of the Cisco UCCE with CVP suite of Contact Centre training classes. This course teaches each student to use the features of Call Studio to build self-service IVR applications and to run and maintain them on the CVP VXML Server, and to interface with UCCE/ICM scripts.

Students have ample practice writing applications, using OAMP for put applications into production on the classroom VXML Server, and troubleshooting through log files analysis.

PREREQUISITES:

The knowledge and skills that a learner must have before attending this course include:

- None (UCCE introduction strongly recommended)

COURSE OBJECTIVES:

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

- Introduction to the Java API, its capabilities and limitations
- Practice creating every different Java component to extend Studio (see below)
- Introduction to Voice Elements and their complexity
- This course is applicable for any version of CVP and Studio.

WHO SHOULD ATTEND

The primary audience for this course is as follows:

- Application Developers
- Programmers
- Sales and Pre-Sales
- Technical Support
- Project Managers
- Cisco customers, partners, and employees involved in UCCE/CVP or CVP Stand-alone deployments.



COURSE OUTLINE:

Module 1: Overview of a UCCE with CVP Comprehensive Call Flow.

Module 2: ICM routing scripts to route calls to CVP VXML Server applications

- Passing data (e.g., global variables)
- Parsing and evaluating data returned
- Queueing
- Assigning data to send to Finesse.

Module 3: Writing Call Studio scripts (applications)

- Prompting Callers – using pre-recorded audio; TTS text-to-speech; Say it Smart to format audio as digits, date, time, currency; input error reprompting
- Menus
- Collecting and confirming caller input, such as account numbers, dates of birth, etc
- Working with variables – Session data, Element data, Call data, Local data (CVP11)
- Introduction to retrieving data from back end systems:
 - SQL Database interaction – using the Studio Database element to select data
 - Web service interaction- Studio Web Services element for SOAP-web services and calling a simple REST web service
 - Playing audio to callers during back-end data retrieval
- Catch events
- Working with counters, decisions, math
- Introduction to javascript for substrings and string length
- Setting VoiceXML properties affecting the gateway
- Multi-Language applications

Module 4: Working with Version Control

Module 5: Implementing a Post Call Survey

Module 6: Using the Studio Debugger to test applications within Studio

Module 7: CVP Reporting Server and CVP CUIC Reports

- Best practices regarding naming elements and variables
- Configuring data to pass to the Reporting Server using OAMP
- Understanding Reporting Server tables
- Understanding the Application Summary CUIC reports

Module 8: Administration covered throughout the course:

- OAMP Operations Console to deploy applications to VXML Server
- Using Studio Documenter to print Visio-like diagrams of the application
- Configuring log file properties
- Using logs for debugging applications
- Administrative scripts for graceful updates or suspensions of the server
- Important log, debug, administration files

Module 9: Cisco Courtesy Callback

- Detailed discussion of the CCB Call flow, the ICM script, and the 5 Studio scripts used for Courtesy Callback.