Advanced Contact Center Express Scripting Labs (ACCXSL)

Course Summary

Description

Advanced Contact Center Express Scripting Labs (ACCXSL) is a 5-day instructor-led, lab-intensive course intended for experienced Unified Contact Center Express (CCX) administrators who need in-depth knowledge advanced scripting techniques using complex script steps to resolve sophisticated contact center requirements. This course addresses the steps in the Script Editor pallet as well as scripting techniques involving databases, HTTP, XML, VXML, Java Objects, and Finesse Administration.

This course is intended to be a follow-on course to UCCX, and completely replaces the outdated Unified Contact Center Advanced class. ACCXSL introduces updated best practices, sophisticated steps, and modern concepts for deploying advanced contact center applications and techniques.

The class utilizes Cisco Unified Contact Center Express and highlights new application features and services. This course has deployed Unified CCX labs on the latest UCS platforms using VMWare ESXi and vSphere technology.

After a short review of Unified CCX architecture, basic administration and the Script Editor, the course begins with a discussion of new and changed features in UCCX. Next we provision our first application to build familiarity with call control groups, dialog groups, applications, triggers, prompt management, and the script editor.

The class will then address the creation of a basic contact center to refresh knowledge of call flow, agents, teams, Cisco Finesse Agent and Supervisor Desktop, Email and Chat Contact Service Queues, and other new capabilities offered by UCCX.

Every contact center needs a series of tools to help build scripts and applications. The class will build tools to record prompts and to record and deploy emergency/status prompts. Next students will build some common subflows to manage holidays using multiple techniques. Default scripts will be built for caller troubles and system errors. Students will experience using text-to-speech as a valuable development tool to substitute for prompts while creating scripts.

Next the class will explore manipulating and speaking data, working with date and time variables and manipulating and speaking dates, time and data. Students will create open/closed scripts used for manually opening and closing your contact center using XML documents and the new abbreviated X-path techniques. Students will learn to manipulate languages using the language tools in the script editor.

For the rest of the week the class will conduct a master project and will build a major contact center application, deploying database routing, skills-based routing, expected wait time subflows, and caller's position in queue subflows. The labs will consider what happens when agents are logged in and ready. If agents are not ready the class will investigate how to use various overflow routing techniques. Students will spend lab time using the Cisco Finesse Administrator to develop Workflows and Workflow Actions. The Finesse Administrator's Call Variable Layout Administration will be used to create applications that push data to the agent desktop and cause the agent desktop to react to that data. There are optional desktop labs for those who wish extend their learning experience.

Advanced Contact Center Express Scripting Labs (ACCXSL)

Course Summary (cont'd)

Objectives

At the end of this course, students will be able to:

- Describe the Unified CCX product architecture, components, call flow, and general administration techniques
- Describe and apply new Unified CCX features to include Finesse Desktops
- Install and use the CCX Script Editor to create and debug scripts
- Provision and test CCX script applications
- Create application development tools for recording prompts, emergency prompts
- Create administrative tools to open and close contact centers
- Create useful subflow scripts to determine if today is a holiday
- Manipulate and speak dates, times, and data
- Deploy and manipulate languages within script applications
- Create a fully-functional help desk application using best practices
- Display important enterprise data on the Finesse Desktop
- Creatively use the Finesse Administrator to develop Actions and Workflow
- Create and deploy subflow scripts to announce estimated wait times, position in queue
- Invoke exception handling when a script throws an error
- Implement overflow routing techniques
- Create and deploy multiple caller callback techniques
- Deploy XML technology as it is used in contact center scripts
- Implement Java objects acquired from the public domain
- Troubleshoot CCX applications and scripts

Topics

- Overview
- CCX Application Development Tools and Techniques
- Help Desk Labs

- Finesse Applications
- Caller Callback Techniques
- Premium Applications
- Example Optional Advanced Techniques

Audience

This course is designed for experienced Unified CCX engineers and administrators charged with building applications. It would also be beneficial to anyone who has attended UCCX and requires more hands-on training on advanced features and troubleshooting

Prerequisites

To fully benefit from this course, students should have UCCX course or equivalent knowledge and some UCCX additional field experience.

Duration

Five days

Advanced Contact Center Express Scripting Labs (ACCXSL)

Course Outline

I.   Overview
   A.   Review of Unified CCX Architecture, Components, Call Flow, Administration, Script Editor
   B.   New/Changed Features in Unified Contact Center Express
   C.   Provisioning an Application
   D.   Using the Script Editor
   E.   Creating a Basic Contact Center Application

II.   CCX Application Development Tools and Techniques
   A.   Recording Prompts
   B.   Emergency/Status Recording
   C.   Creating Holiday Subflows
   D.   Creating Default Scripts
   E.   Manipulating and Speaking Data
   F.   Manipulating Dates and Times
   G.   Manipulating Languages
   H.   Creating Open and Closed State Scripts

III.   Help Desk Labs
   A.   Creating a Help Desk Script
   B.   Implementing Best Contact Center Practices
   C.   Implementing Expected Wait Time Techniques
   D.   Implementing Position in Queue Techniques
   E.   Implementing Overflow Routing Techniques

IV.   Finesse Applications
   A.   Manage Finesse Desktops and Teams
   B.   Implementing CM-Based Call Recording
   C.   Using Finesse 3rd Party Gadgets
   D.   Finesse Web Chat and Agent Email

V.   Caller Callback Techniques
   A.   Scripting for Caller Callback when Contact Center is Less busy
   B.   Scripting for Session Management and Using Finesse Call Variable Layouts
   C.   Scripting for Caller Callback - Scheduled by Caller
   D.   Scripting for Web-originated Callbacks

VI.   Premium Applications
   A.   ASR/TTS Technology
   B.   XML Techniques
   C.   Java Objects

   D.   Using Auto Attendant
   E.   Outbound Preview Dialing

VII.   Example Optional Advanced Techniques
   A.   Using ASR/TTS in Script Applications
   B.   Using XML Techniques

VIII.   Labs
   A.   Overview
      1.   Provision Your First Application
      2.   Using the CCX Script Editor
      3.   Create a Basic Contact Center Application
   B.   Application Development Tools and Techniques
      1.   Recording Prompts
      2.   Add Emergency/Status Recordings
      3.   Create Holiday Subflows
      4.   Create Default Scripts
      5.   Manipulate and Speak Data
      6.   Manipulate Dates and Time
      7.   Manipulate Languages
      8.   Create Open/Closed State Script
   C.   Help Desk Labs
      1.   Create a Help Desk Script
      2.   Implement Best Contact Center Practices
      3.   Implement Expected Wait Time
      4.   Implement Position In Queue Techniques
      5.   Implement Overflow Routing Techniques
   D.   Finesse Applications
      1.   Manage Finesse Desktops, Teams
      2.   Implementing Unified CM - Based MediaSense Call Recording
      3.   Using Finesse 3rd Party Gadgets
      4.   Configuring Finesse Web Chat and Agent Email
   E.   Caller Callback Techniques
      1.   Implement Caller Callback - When Contact Center is Less Busy
      2.   Implement Session Management and Finesse Call Variable Layouts for Callback
      3.   Implement Caller Callback - Scheduled
      4.   Implement Web-originated Callbacks
   F.   Additional Application Techniques
      1.   Using ASR/TTS in Script Applications
      2.   Implement XML Techniques