

Advanced Contact Center Express Scripting Labs (ACCXSL)

COURSE OVERVIEW

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. 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. Sunset Learning 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, newly capable, 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.

WHO WILL BENEFIT FROM THIS COURSE?

Experienced Unified CCX engineers and administrators charged with building applications. 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 the following prerequisite skills and knowledge:

- UCCX course or equivalent knowledge
- Some UCCX additional field experience

COURSE OBJECTIVES

After completion 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



COURSE OUTLINE

Module 1: Overview

- Lesson 1: Review of Unified CCX Architecture, Components, Call Flow, Administration, Script Editor
- Lesson 2: New/Changed Features in Unified Contact Center Express
- Lesson 3: Provisioning an Application
- Lesson 4: Using the Script Editor
- Lesson 5: Creating a Basic Contact Center Application

Module 2: CCX Application Development Tools and Techniques

- Lesson 1: Recording Prompts
- Lesson 2: Emergency/Status Recording
- Lesson 3: Creating Holiday Subflows
- Lesson 4: Creating Default Scripts
- Lesson 5: Manipulating and Speaking Data
- Lesson 6: Manipulating Dates and Times
- Lesson 7: Manipulating Languages
- Lesson 8: Creating Open and Closed State Scripts

Module 3: Help Desk Labs

- Lesson 1: Creating a Help Desk Script
- Lesson 2: Implementing Best Contact Center Practices
- Lesson 3: Implementing Expected Wait Time Techniques
- Lesson 4: Implementing Position in Queue Techniques
- Lesson 5: Implementing Overflow Routing Techniques

Module 4: Finesse Applications

- Lesson 1: Manage Finesse Desktops and Teams
- Lesson 2: Implementing CM-Based Call Recording
- Lesson 3: Using Finesse 3rd Party Gadgets
- Lesson 4: Finesse Web Chat and Agent Email

Module 5: Caller Callback Techniques

- Lesson 1: Scripting for Caller Callback when Contact Center is Less busy
- Lesson 2: Scripting for Session Management and Using Finesse Call Variable Layouts
- Lesson 3: Scripting for Caller Callback - Scheduled by Caller
- Lesson 4: Scripting for Web-originated Callbacks

Module 6: Premium Applications

- Lesson 1: ASR/TTS Technology
- Lesson 2: XML Techniques
- Lesson 3: Java Objects
- Lesson 4: Using Auto Attendant
- Lesson 5: Outbound Preview Dialing



Module 7: Example Optional Advanced Techniques

- Lesson 1: Using ASR/TTS in Script Applications
- Lesson 2: Using XML Techniques

LABS:

Module 1: Overview

- Lab 1-1 Provision Your First Application
- Lab 1-2 Using the CCX Script Editor
- Lab 1-3: Create a Basic Contact Center Application

Module 2: Application Development Tools and Techniques

- Lab 2-1: Recording Prompts
- Lab 2-2: Add Emergency/Status Recordings
- Lab 2-3: Create Holiday Subflows
- Lab 2-4: Create Default Scripts
- Lab 2-5: Manipulate and Speak Data
- Lab 2-6: Manipulate Dates and Time
- Lab 2-7: Manipulate Languages
- Lab 2-8: Create Open/Closed State Script

Module 3: Help Desk Labs

- Lab 3-1: Create a Help Desk Script
- Lab 3-2: Implement Best Contact Center Practices
- Lab 3-3: Implement Expected Wait Time
- Lab 3-4: Implement Position In Queue Techniques
- Lab 3-5: Implement Overflow Routing Techniques

Module 4: Finesse Applications

- Lab 4-1: Manage Finesse Desktops, Teams
- Lab 4-2: Implementing Unified CM - Based MediaSense Call Recording
- Lab 4-3: Using Finesse 3rd Party Gadgets
- Lab 4-4: Configuring Finesse Web Chat and Agent Email

Module 5: Caller Callback Techniques

- Lab 5-1: Implement Caller Callback - When Contact Center is Less Busy
- Lab 5-2: Implement Session Management and Finesse Call Variable Layouts for Callback
- Lab 5-3: Implement Caller Callback - Scheduled
- Lab 5-4: Implement Web-originated Callbacks

Module 7: Additional Application Techniques

- Lab 7-1: Using ASR/TTS in Script Applications
- Lab 7-2: Implement XML Techniques

WHY TRAIN WITH SUNSET LEARNING INSTITUTE?

Sunset Learning Institute (SLI) has been an innovative leader in developing and delivering authorized technical training since 1996. Our goal is to help our customers optimize their technology Investments by providing convenient, high quality technical training that our customers can rely on. We empower students to master their desired technologies for their unique environments.

What sets SLI apart is not only our immense selection of trainings options, but our convenient and consistent delivery system. No matter how complex your environment is or where you are located, SLI is sure to have a training solution that you can count on!

Premiere World Class Instruction Team

- All SLI instructors have a four-year technical degree, instructor level certifications and field consulting work experience
- Sunset Learning has won numerous Instructor Excellence and Instructor Quality Distinction awards since 2012

Enhanced Learning Experience

- The goal of our instructors during class is ensure students understand the material, guide them through our labs and encourage questions and interactive discussions.

Convenient and Reliable Training Experience

- You have the option to attend classes live with the instructor, at any of our established training facilities, or from the convenience of your home or office
- All Sunset Learning Institute classes are guaranteed to run – you can count on us to deliver the training you need when you need it!

Outstanding Customer Service

- You will work with a dedicated account manager to suggest the optimal learning path for you and/or your team
- An enthusiastic student services team is available to answer any questions and ensure a quality training experience

Interested in Private Group Training?

[Contact Us](#)