

## ASCCX - Advanced Scripting for Cisco Unified Contact Center Express

- 1. Course Introduction**
- 2. Cisco Unified CCX Overview / Review**
  - Review of Unified CCX Architecture, Components, Call Flow, Administration, Script Editor
  - New/Changed Features in Unified Contact Center Express
  - Provisioning an Application
  - Using the Script Editor
  - Creating a Basic Contact Center Application
  - The Debug Process
- 3. Common Utilities**
  - Recording Script
  - Emergency Message Recording Script
  - Time of Day and Holiday Routing Sub Flows
- 4. Basic ACD Routing**
  - Review ICD Steps
  - Build a Helpdesk Script
- 5. 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
- 6. Database Queries**
  - Database Setup
  - Database Steps
- 7. Skills Based Routing**
  - Add Skills Based Routing
  - Route Based on Caller Input and Database Query
- 8. Advanced ACD Routing**
  - Overflow Routing
  - Conditional Routing Based on Agent Availability and Queue Statistics
- 9. Non Queuing ACD Callback Methods**
  - Leave Message for Callback via Email
  - Leave Recorded Message for Callback via Email
  - Callback Caller When Queue Times Decrease

## **10. Session Management and Enterprise Data Review**

- Setup Enterprise Data
- Implement Session Management
- Callback Caller When Agents Available

## **11. Advanced ACD Callback Options**

- Leave Message for Agent
- Callback Caller When Agent Selected
- Scheduled Callback

## **12. Web Contacts Overview**

- Request Agent and Callback via Web
- Queue Email to an Agent via Web

## **Labs**

Lab 1: Prompt Recorder Script

Lab 2: Emergency Message Recorder Script

Lab 3: Time of Day and Holiday Subflow

Lab 4: Help Desk Script

Lab 5: Common Good Practices

Lab 6: Database Queries

Lab 7: Skills Based Routing

Lab 8: Advanced ACD Routing

Lab 9: Leave Message via Email (Non-Queuing)

Lab 10: Leave Recorded Message via Email (Non-Queuing)

Lab 11: Callback When Queue Times Lower (Non-Queuing)

Lab 12: Add Enterprise Data

Lab 13: Callback When Queue Times Lower (with Enterprise Data)

Lab 14: Leave Queued Message

Lab 15: Callback after Agent Selected

Lab 16: Scheduled Callback

Lab 17: Web Callback

Lab 18: Web / Email Callback