

CVP Development and Scripting Part 1 (CVPDS-1)

Course Outline

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

Module 2 : ICM routing script basics to route calls to CVP VXML Server and to pass data between CVP, ICM, Finesse Agent Desktop

Module 3 : Most of the class is dedicated to creating Call Studio applications that include the following:

- Menus, collect and confirm caller input, such as account numbers. Prompt callers with audio files, TTS text-to-speech, and Say it Smart audio
- Variables – Session data, Element data, Call data, Local variables. Data from ICM.
- Introduction to back end system data retrieval.
 - SQL Database
 - SOAP Web Services
 - REST Web Services
 - Parse XML results
 - Parse JSON results
 - Play audio to callers during back-end data retrieval
 - Set timers associated with web services
- Errors: understand, troubleshoot, and catch
- Counters and Decisions (if/else)
- Introduction to javascript for substrings and string length
- Set VoiceXML properties affecting the voice browser
- Multi-Language applications

Module 4 : Post Call Survey

Module 5 : Studio Debugger to test applications

Module 6 : 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 Application Summary CUIC reports

Module 7 : Administration covered throughout the course:

- OAMP Operations Console Server to deploy applications to VXML Server
- Calling in and testing apps, then using logs for debugging
- Administrative scripts for graceful updates or suspensions of the server
- Studio Documenter to print Visio-like diagrams of the application