CVP Development and Scripting Part 2 (CVPDS-2)

Course Outline

Module 1: JavaScript: Introduction to JavaScript

String functions: substring, string length, string replace, etc.
Math functions: round, floor, ceiling, etc.
Date functions: date or time arithmetic, validate dates, create formatted date/time variables
Customize alphanumeric strings for playback using Say It Smart
Remove invalid characters from data that would otherwise cause errors upon returning it to ICM

Module 2: REST Web Service calls and XML: Learn to work with RESTful web services

Use Post Man to test RESTful web service interface
Learn XPath syntax to parse XML response and test using Notepad++ and free online tools
Learn XPath expressions that select specific data from XML arrays
How to use the Studio REST Client Element and to parse XML responses in Studio
Set fetching properties for the voice browser

Module 3: REST Web Service calls and JSON: JavaScript Object Notation (JSON) responses from web services

Learn JSON syntax, how to parse JSON responses, and test using JSONPath.com free online tools
Learn JSON path expressions to select specific data from JSON arrays
Use the Studio Rest Client element and JavaScript in Studio to parse JSON results

Module 4: SOAP Web Services: Understand how to invoke a SOAP and WSDL based web services

SOAPUI to test web service connection outside of Studio
Using the Studio Web Services Element
Learn to parse SOAP responses manually using XPath expressions

Module 4: Database: Use the SQL Database element in Studio

Select data to implement a Prompt Recorder application
Execute stored procedures in a SQL-based database
Select multiple rows from SQL DB and parse the result using XPath expressions

Module 5: Modularization and Multiple applications

SubFlows – Subroutines (or â€˜functions) for reusability and readability

Subdialogs – Calling another Studio application as a subroutine
Application Transfers – Go to another Studio application without returning

Module 6: Google DialogFlow Introduction

How to create the Google Dialogflow account and configure CVP
How to create a Google Dialogflow agent
Using the Call Studio Customer Virtual Assistant elements to interface with a Google Dialogflow agent

Module 7: Nuance Speech Recognition

Understanding grammars: builtin, inline, external
Using Studio Digits, Number, Currency, YesNoMenu elements, Confirm if necessary
Studio Form Element to build a menu, invoke builtin grammars, point to URI-based grammars
Work with multiple results (N-Best list) Global Commands (HotLinks)