

Cisco CVP Development and Scripting Part 1

Cisco Authorized Training · Applied Technology Academy

CVP Development and Scripting – Part 1 (CVPDS-1) is part of the Cisco UCCE. This course teaches each student to use the features of Call Studio to build self- service IVR applications and to run and maintain them on the CVP VXML Server, and to interface with UCCE/ICM scripts.

LEVEL Beginner	DURATION 5 Days	EXPERIENCE 1 year: UCCE Introduction	AVERAGE SALARY \$85,170	LABS No
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Course Overview

Students have ample practice writing applications, using OAMP to put applications into production on the classroom VXML Server, and troubleshooting through log files analysis.

Upon completing this course, the learner will be able to meet these overall objectives:

- Introduction to the Java API, its capabilities and limitations
- Practice creating every different Java component to extend Studio (see below)
- Introduction to Voice Elements and their complexity
- This course is applicable for any version of CVP and Studio.

Course Outline

- **Lesson 1: Overview of a UCCE with CVP Comprehensive Call Flow**
- **Lesson 2: ICM routing scripts to route calls to CVP VXML Server applications**
 - Passing data (e.g., global variables)
 - Parsing and evaluating data returned
 - Queueing
 - Assigning data to send to Finesse.
- **Lesson 3: Writing Call Studio scripts (applications)**
 - Prompting Callers – using pre-recorded audio; TTS text-to-speech; Say it Smart to format audio as digits, date, time, currency; input error reprompting
 - Menus
 - Collecting and confirming caller input, such as account numbers, dates of birth, etc.
 - Working with variables – Session data, Element data, Call data, Local data (CVP11)
 - Introduction to retrieving data from back-end systems:
 - SQL Database interaction – using the Studio Database element to select data
 - Web service interaction- Studio Web Services element for SOAP-web services and calling a simple REST web service

- Playing audio to callers during back-end data retrieval
- Catch events
- Working with counters, decisions, math
- Introduction to javascript for substrings and string length
- Setting VoiceXML properties affecting
- **Lesson 4: Working with Version Control**
- **Lesson 5: Implementing a Post Call Survey**
- **Lesson 6: Using the Studio Debugger to test applications within Studio**
- **Lesson 7: 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 Reporting Server tables
 - Understanding the Application Summary CUIC reports
- **Lesson 8: Administration covered throughout the course**
 - OAMP Operations Console to deploy applications to VXML Server
 - Using Studio Documenter to print Visio-like diagrams of the application.
 - Configuring log file properties
- **Lesson 9: Cisco Courtesy Callback**
 - Detailed discussion of the CCB Call flow, the ICM script, and the 5 Studio scripts used for Courtesy Callback.

Intended Audience

CVPD is for individuals interested in:

- An introduction to the Java API, its capabilities and limitations
- Practice creating every different Java component to extend Studio (see below)
- An introduction to Voice Elements and their complexity
- This course is applicable for any version of CVP and Studio.

Prerequisites

The knowledge and skills that the learner should have before attending this course are as follows:

None (UCCE introduction strongly recommended)

Follow-On Courses

Cisco CVP Development and Scripting – Part 2 (CVPDS-2)

Ready to enroll? Call 800.674.3550 or email Info@AppliedTechAc.com — private team cohorts, GSA MAS purchasing, military credentialing funding, VA GI Bill and VR&E and student financing available.