

Cisco CVP Development and Scripting Part 2

Cisco Authorized Training · Applied Technology Academy

CVPD Scripting-Part-2 provides in-depth coverage and hands-on practice of the more advanced programming topics of Call Studio such as web services and parsing their results, javascript, modularizing large applications, writing a speech recognition application, and advanced event handling.

LEVEL	DURATION	EXPERIENCE	AVERAGE SALARY	LABS
Intermediate	5 Days	2 years: CVPD Scripting Part 1	\$92,000	Yes

Course Overview

Upon completing this course, you will be able to meet these objectives:

- RESTful Web Service (WS) Interface
- Parse XML from a WS with XPath
- Parse JSON with JsonPath
- SOAP WSDL Web Services
- SQL DB – Multiple Rows, Stored Procedures
- JavaScript in Call Studio for String and Math functions; Date Validations and Creating Date-Time Variables
- (New) Local Variables
- Enhanced Event Handling
- Subflows as Subroutines
- Multiple Apps – Subdialogs, App Transfer
- Write Comprehensive Nuance Speech Reco Studio Scripts with Grammars, Confidence, Nbest, Global Commands

Course Outline

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
- 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
- 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
- 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
- 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
- Modularization and Multiple applications
- SubFlows – Subroutines (or functions) for reusability and readability
- Subdialogs – Calling another Studio application as a subroutine
- Application Transfers – Go to another Studio application without returning
- 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
- Nuance Speech Recognition (upon request): Working with 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)
- Courtesy Callback: How to customize Cisco Courtesy Callback

Intended Audience

- Application Developers
- Programmers
- Sales and Pre-Sales

- Technical Support
- Project Managers

Prerequisites

CVPD Scripting Part 1 or Call Studio experience.

Follow-On Courses

Understanding Cisco Wireless Foundations (WLFNDU) 1.0

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.