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Adding a Skill Description to a Cisco Collaboration Server CallForm

Document ID: 22720

Introduction

Prerequisites

- Requirements
- Components Used
- Conventions

Identify the mscCallForm.jhtml Location

Modifications

- Modify the JHTML (For Skill Description Only)
- JHTML Results (For Skill Description Only)
- Modify the JHTML (Skill and Skill Description)
- JHTML Results (Skill and Skill Description)

Related Information

Introduction

The Cisco Collaboration Server mscCallform can be modified to include the addition of the description for each skill request. The skill description coincides with the contents of the "Comment" field, entered when a route skill is created or edited in the Collaboration Server Admin interface. This document details the two paths used to add the configured skill description to the Cisco Collaboration Server mscCallForm.

Note: This document does not apply to Cisco Collaboration Server version 5.0 and later.

Prerequisites

Requirements

Readers of this document should have knowledge of these topics:

- Navigate the Cisco Collaboration Server directory structure
- Create and edit the route skills with the Cisco Collaboration Server Admin interface

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Collaboration Server version 4.0
- Multi-session agent

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

Identify the mscCallForm.jhtml Location

By default, the mscCallForm.jhtml is located in the
c:\Cisco_CS\pub\html\forms\mscCallForm.jhtml directory.

Modifications

Below are two paths (Skill Description Only and Skill and Skill Description) to modify the mscCallForm.jhtml along with screen shots of the results.

Modify the JHTML (For Skill Description Only)

1. Backup a copy of the default mscCallForm.jhtml file.
2. Open mscCallForm.jhtml in a text editor like Microsoft Notepad or TextPad).
3. Modify these lines of code:

From:

```
if ( msg.getParamInteger(ISkill.MEMBER_dType).intValue()  
== ISkill.MULTI_SESSION_TYPE )  
    out.println("<option > +  
    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dSkillNameStr),  
    I18nHelper.DATABASE_TO_DISPLAY)  
);
```

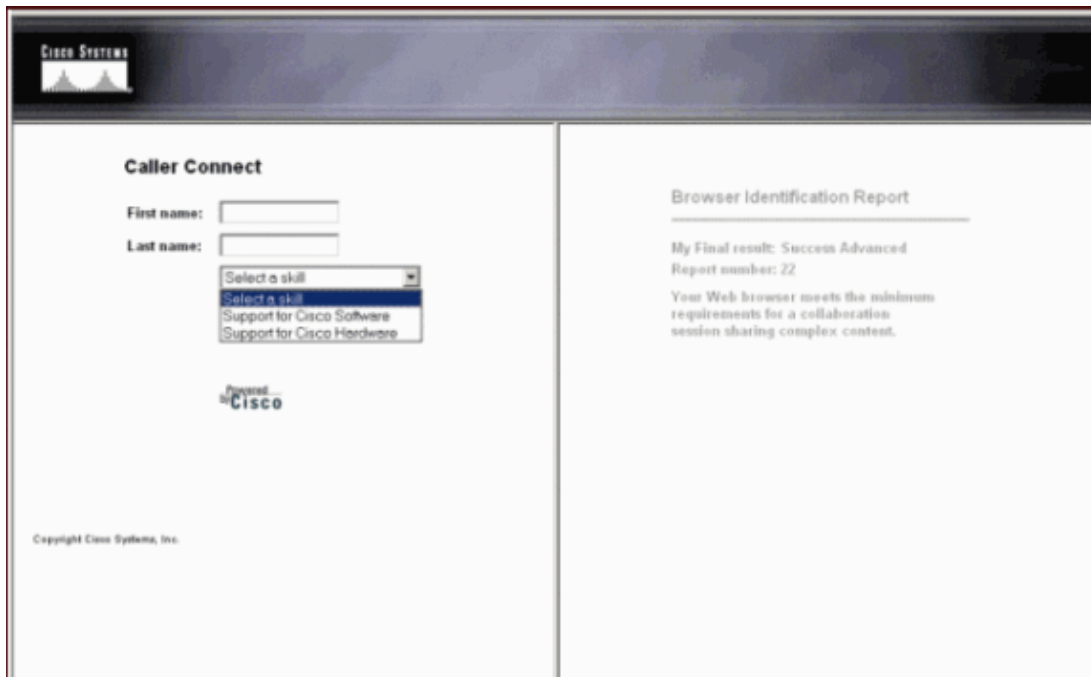
To:

```
if ( msg.getParamInteger(ISkill.MEMBER_dType).intValue()  
== ISkill.MULTI_SESSION_TYPE )  
    out.println("<option value=\" "  
+  
    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dSkillNameStr),  
    I18nHelper.DATABASE_TO_DISPLAY)  
+ "\">" + >  
  
    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dDescriptionStr),  
    I18nHelper.DATABASE_TO_DISPLAY));
```

4. Save the changes.

JHTML Results (For Skill Description Only)

Figure 1: Caller Connect



Modify the JHTML (Skill and Skill Description)

1. Back-up a copy of the default `mscCallForm.jhtml` file.
2. Open `mscCallForm.jhtml` in a text editor, for example, Notepad or TextPad.
3. Modify these lines of code:

From:

```
if ( msg.getParamInteger(ISkill.MEMBER_dType).intValue()
== ISkill.MULTI_SESSION_TYPE )
    out.println("<option > +
    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dSkillNameStr),
    I18nHelper.DATABASE_TO_DISPLAY)
    );
```

To:

```
if ( msg.getParamInteger(ISkill.MEMBER_dType).intValue()
== ISkill.MULTI_SESSION_TYPE )
    out.println("<option value=\"\"
+<

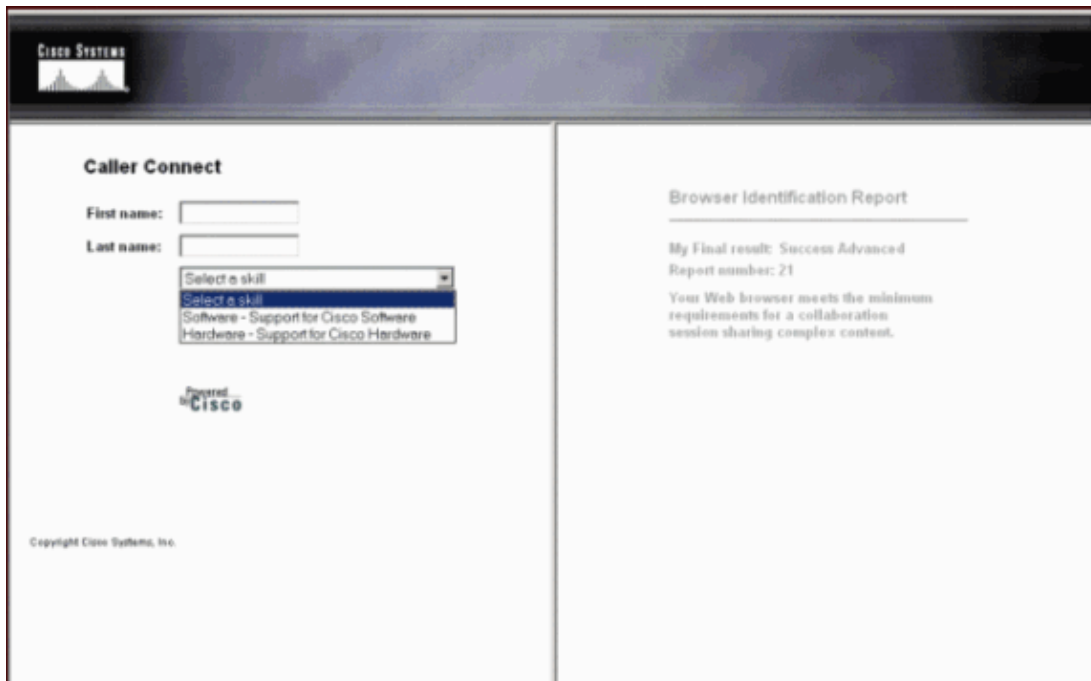
    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dSkillNameStr),
    I18nHelper.DATABASE_TO_DISPLAY)
    + \">\" +
    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dSkillNameStr),
    I18nHelper.DATABASE_TO_DISPLAY)
    + \" - \" +

    I18nHelper.encodingConversion(msg.getParamString(ISkill.MEMBER_dDescriptionStr),
    I18nHelper.DATABASE_TO_DISPLAY) );
```

4. Save the changes.

JHTML Results (Skill and Skill Description)

Figure 2: Caller Connect



Related Information

- **Technical Support – Cisco Systems**
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