

# Cisco Collaboration Server ScriptBuilder Administrator Guide

Cisco Collaboration Server 5.0

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# Table Of Contents

<b>TABLE OF CONTENTS</b> .....	<b>I</b>
<b>OVERVIEW</b> .....	<b>1</b>
<b>About the ScriptBuilder Administrator Guide</b> .....	<b>1</b>
Audience.....	1
Guide Structure .....	2
Viewing this Guide Online .....	3
Viewing this Guide as a PDF.....	3
Related Documentation .....	4
See Also .....	4
<b>About Web Collaboration Scripts</b> .....	<b>5</b>
Purpose of Scripts .....	5
ScriptBuilder Scripts and User-defined Scripts .....	6
See Also .....	7
<b>About the Script Administration Roles</b> .....	<b>8</b>
See Also .....	8
<b>About Agents and Scripts</b> .....	<b>9</b>
Skill Groups and Scripts .....	9
Script Viewer .....	9
Sample Agent Script Use.....	10
<b>SCRIPTBUILDER SCRIPTS</b> .....	<b>12</b>
<b>Introduction to ScriptBuilder Scripts</b> .....	<b>12</b>
<b>About ScriptBuilder Scripts</b> .....	<b>13</b>
<b>ScriptBuilder Script Content</b> .....	<b>14</b>
Benefits of Creating Scripts through ScriptBuilder .....	15
Accessing ScriptBuilder .....	15
ScriptBuilder Scripts in the Script Viewer .....	16
See Also .....	16
<b>ScriptBuilder Script Content</b> .....	<b>18</b>
Web Pages .....	18
See Also .....	19
Web Page Comparisons .....	19
See Also .....	19
Chat Messages.....	20

PowerPoint Presentations .....	21
See Also .....	22
See Also .....	25
Speaker Notes .....	25
<b>Previewing ScriptBuilder Scripts .....</b>	<b>26</b>
<b>Copying ScriptBuilder Scripts .....</b>	<b>27</b>
See Also .....	27
<b>Sample ScriptBuilder Script.....</b>	<b>28</b>
Creating the Script .....	28
Uploading Content.....	29
Arranging the Content .....	30
Viewing the Script in the Script Viewer .....	31
<b>USER-DEFINED SCRIPTS .....</b>	<b>32</b>
<b>Introduction to User-defined Scripts.....</b>	<b>32</b>
<b>About User-defined Scripts .....</b>	<b>33</b>
User-defined Script Content.....	33
Benefits of Creating User-defined Scripts .....	34
Relationship between User-defined Scripts and ScriptBuilder .....	34
User-defined Scripts in the Script Viewer .....	34
See Also .....	35
<b>Supported JavaScript Functions .....</b>	<b>36</b>
Web Pages .....	36
Web Page Comparisons .....	36
Chat Messages.....	37
Link Back to the Script Menu.....	37
See Also .....	38
<b>User-defined Script Creation and Administration .....</b>	<b>39</b>
Script Creation.....	39
See Also .....	39
Script Implementation .....	39
Script Modification.....	41
See Also .....	42
<b>Sample User-defined Script.....</b>	<b>43</b>
Creating the Script .....	43
Uploading the Script .....	46
Viewing the Script in the Script Viewer .....	47
<b>SCRIPT CONSIDERATIONS .....</b>	<b>49</b>

<b>Introduction to Script Considerations .....</b>	<b>49</b>
<b>Creating Useful Scripts.....</b>	<b>49</b>
Script Content .....	49
See Also .....	50
Script Flow .....	50
<b>Avoiding SPLIT Web Pages.....</b>	<b>52</b>
<b>SCRIPTBUILDER MAINTENANCE.....</b>	<b>54</b>
<b>Removing Unnecessary Scripts and Script Content .....</b>	<b>54</b>
<b>Backing up the ScriptBuilder Content Directory .....</b>	<b>54</b>
<b>INDEX .....</b>	<b>55</b>

# Overview

## About the ScriptBuilder Administrator Guide

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The ScriptBuilder Administrator Guide contains conceptual information about the function and responsibilities of the Web collaboration Script Administrator. This information includes:

- An overview of the Script Administrator and Script Creator role
- In depth discussions of ScriptBuilder scripts and user-defined scripts
- Recommendations for creating useful and effective scripts
- Suggestions for maintaining ScriptBuilder

To learn more about this guide, see the following:

- Audience
- Guide Structure
- Viewing this guide online
- Viewing this guide as PDF
- Related documentation

### Audience

This guide is intended for individuals who create and administer the Web collaboration scripts that agents share with callers.

## Guide Structure

This guide contains the following sections:

Section	Description
Overview	Describes the guide's audience, structure, and how to view the guide. Presents information about Web Collaboration scripts, the Script Administrator role, and how agents and skill groups relate to scripts.
ScriptBuilder Scripts	Describes ScriptBuilder and ScriptBuilder scripts. Presents the behavior of ScriptBuilder scripts in the Script Viewer and describes the types of content that can be uploaded to ScriptBuilder scripts. Discusses previewing and arranging ScriptBuilder scripts. Provides a sample script.
User-defined Scripts	Describes user-defined scripts and the types of content that can be included in these scripts. Presents the JavaScript functions used to add content to scripts and provides a sample script using these functions. Explores script creation and administration.
Script Considerations	Contains suggestions for creating useful scripts, including selecting and arranging content and avoiding SPLIT Web pages.
ScriptBuilder Maintenance	Contains suggestions for maintaining ScriptBuilder, including reviewing and backing up content.

## Viewing this Guide Online

The online guide is divided into two frames.

The Navigation frame, on the left, contains navigation tools. These tools include:

- Table of contents, which contains a list of books and topics. Click the title of a book to open the book, and click the title of a topic to view the topic.
- Index, which you use to locate keywords. You can enter a keyword or scroll through the list of index entries. Double-click entries to view the topic associated with the entry.
- Search, which allows you to find a particular word or words within a topic. To search, type the word(s) that you want to find and click **Find**. The results of the search appear. Double-click the topic that you want to view.
- Glossary, which provides definitions for important terms.

**Note:** If you do not see the Navigation frame, click the **Show** button at the top of any screen.

The Topic frame, on the right, contains the text of guide topics.

The online guide is available from the documentation index: <http://<CCS server>/doc>

## Viewing this Guide as a PDF

This guide is available in a PDF version to facilitate printing. The PDF version contains a table of contents and index to help you navigate the guide.

The PDF version is available from the documentation index: <http://<CCS server>/doc>

## Related Documentation

To see the complete documentation set for Collaboration Server, open a browser and type **http://<CCS server>/doc**. The documentation index that results displays links to all online books, online help, and printed Quick Starts.

The *Cisco Collaboration Server Administration Guide* is most closely related to this guide.

## See Also

For more information on	See
Specific instructions for creating and maintaining scripts in ScriptBuilder	<i>Cisco Collaboration Server Administration Online Help</i>

## About Web Collaboration Scripts

---

Web collaboration scripts are HTML files containing visual prompts that guide an agent through a session with a caller. These scripts contain links to content, and agents can share this content with callers during Collaboration sessions. Items in a script can include Web pages, Web page comparisons, pre-written chat messages, files, PowerPoint slides, and/or speaker notes. During a session, the agent selects which script item to share with a caller and the item appears on the caller's screen. Scripts are an integral part of agent-caller interaction.

**Important Note:** Web collaboration scripts are not the same as ICM routing scripts. ICM routing scripts are used in an ICM-integrated configuration to route requests to agents. Web collaboration scripts are simple HTML files that guide agents through sessions.

As a Script Administrator, you create, modify, and maintain these scripts for the agents in your enterprise.

The image below is a sample ScriptBuilder script on the agent desktop.



The following concepts contain more information about scripts:

- Purpose of scripts
- ScriptBuilder scripts and user-defined scripts

### Purpose of Scripts

Scripts are an important aspect of a Collaboration Server session because they:

- Allow agents to be highly productive in a minimal amount of time by providing answers to common questions. Instead of spending valuable time searching for a Web page that addresses a caller's question, an agent can select the appropriate script content and share the content with the caller.
- Enhance the caller's experience during the Collaboration server session. Scripts allow agents to share a variety of content types with callers, including PowerPoint slides, side-by-side Web page comparisons, files, Web pages, and chat messages.
- Help you standardize the information shared with callers and the manner in which the information is presented. You select the content of the scripts and can create speaker notes within the script to explain the content to the agent or provide instructions for presenting the content.

## ScriptBuilder Scripts and User-defined Scripts

You can create two types of scripts: ScriptBuilder scripts and user-defined scripts.

The following table describes the main differences between these two types of scripts:

Script Type	Method of Creation	Types of Content Script Can Contain
ScriptBuilder script	<p>You create the script using the ScriptBuilder feature of the Collaboration Server Administration desktop. ScriptBuilder guides you through creating, naming, and adding content to a script.</p> <p>You do not need to know HTML or JavaScript to create the script; ScriptBuilder does all of the coding for you based on the content that you upload to the script.</p>	<ul style="list-style-type: none"> <li>• Web pages</li> <li>• Web page comparisons</li> <li>• Chat messages</li> <li>• PowerPoint presentations</li> <li>• Files</li> </ul> <p>Speaker notes</p>
User-defined script	<p>Using third-party tools, you create the script from HTML code and the JavaScript functions provided with Collaboration Server. Once you create the script, you use ScriptBuilder to name the script and make it available for agent use.</p>	<ul style="list-style-type: none"> <li>• Web pages</li> <li>• Web page comparisons</li> <li>• Chat messages</li> <li>• Speaker notes</li> </ul> <p><b>Note:</b> Collaboration Server does not provide JavaScript code to include files or PowerPoint presentations in user-defined scripts.</p>

**See Also**

For more information on	See
ScriptBuilder scripts	Introduction to ScriptBuilder Scripts
User-defined scripts	Introduction to User-defined Scripts

## About the Script Administration Roles

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As a Collaboration Server user, you are assigned a role. Roles are used to grant specific permissions to Collaboration Server users or groups of users. These permissions include which desktops the user is allowed to access and what actions the user is allowed to perform.

Your role allows you to access the ScriptBuilder feature of the Collaboration Server Administration desktop. You create and maintain your scripts using this ScriptBuilder feature.

Collaboration Server has two default roles specifically designed for Script administration. These two roles are Script Administrator and Script Author. Both of these roles allow you to log in to the Collaboration Server agent and administration desktop. By default, both roles allow you to view and access only the Scripts area of the Collaboration Server Administration menu. The Script Administrator role allows you to access all scripts, while the Script Author role allows you to access only those scripts that you created. As a Script Author, you cannot view, modify, or delete scripts created by other users.

Note that a Collaboration Server administrator can create a new role for you that grants additional permissions, such as the ability to modify skill groups or create agents.

As a Script administrator, you may also be responsible for maintaining the ScriptBuilder properties file. This properties file allows you to determine the accepted file and PowerPoint extensions, the directory for PowerPoint storage, the maximum size of PowerPoint presentations, and the domain name used to access uploaded files and PowerPoint presentations.

### See Also

For more information on	See
The Roles feature	<i>Cisco Collaboration Server Administration Guide</i>
Other sections of the Collaboration Server Administration menu	<i>Cisco Collaboration Server Administration Guide</i>
Maintaining and modifying the ScriptBuilder properties file	<i>Cisco Collaboration Server Administration Guide</i>

## About Agents and Scripts

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You create scripts to provide agents with rapid access to commonly shared information. Scripts are associated with skill groups, and agents can use the scripts for their skill groups.

These topics present more information about agents' use of scripts:

- Skill groups and scripts
- Script Viewer
- Sample agent script use

### Skill Groups and Scripts

A skill group represents a group of agents who share a common set of competencies. For example, your enterprise may have skill groups representing different departments or geographical regions.

You must associate your scripts with skill groups in order to provide agents with access to the scripts. ScriptBuilder allows you to associate skill groups with your ScriptBuilder and user-defined scripts. You can associate scripts with any skill groups on your Collaboration Server. Agents see the scripts that are associated with their skill groups in the Script Viewer on the agent desktop.

In addition to associating skill groups with scripts, either you or another administrator assigns each skill group a default script. When a caller makes a skill group request and connects into a session, the default script for the caller's selected skill group opens automatically in the Script Viewer.

If you want all agents to have access to scripts, each agent must be assigned to at least one skill group and you must associate scripts with those skill groups.

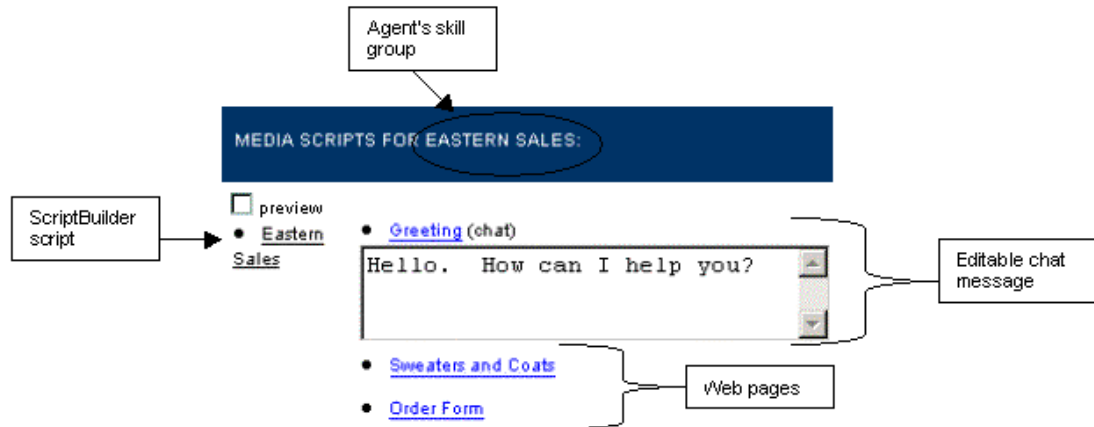
### Script Viewer

Agents view the scripts for their skill groups in the Script Viewer area of the agent desktop. A script menu appears along the left side of the Script Viewer. To view the content of a script, the agent clicks the script title. To share a script item, the agent clicks an underlined item in the script.

Each skill group is assigned a default script. When an agent connects a caller, the default script for the skill group associated with the caller's request opens in the Script Viewer. The agent is free to switch scripts at any time should the default

script not address the caller's needs.

The Script Viewer appears as follows:



In the example above, *Eastern Sales* is a ScriptBuilder script. The script contains an editable chat message entitled *Greeting*, and two Web pages, entitled *Sweaters and Coats* and *Order Form*.

## Sample Agent Script Use

The following scenario describes sample agent script use:

Amy is browsing a clothing company's Web site looking for a birthday gift for her mother. Amy knows her mother's height and weight, but not her size. She finds a red wool sweater that she thinks her mother would like, but cannot locate a sizing chart on the Web site and wonders how soft the wool is. If the wool will irritate her mother's skin, she wants to purchase a matching turtle-neck shirt.

Amy sees a "Chat with a Customer Service Agent" button on the Web page. She clicks the button, enters her name on the resulting form, and submits her request. Because Amy was viewing the Women's Winter Clothing area of the Web site, her request is assigned to Roger, a multi-session agent with expertise in women's winter apparel. Once her request is connected, the Caller Control Panel opens on Amy's browser and her name appears on Roger's Active list. He selects her name from the list and enters a Chat session with Amy. The page she was on when she clicked the "Chat with a Customer Service Agent" button opens in Roger's shared view browser.

Because Amy made her request from the Web page describing winter clothing for women, the default script for the Women's Apparel skill group opens in the Script Viewer. Roger selects a greeting chat message from the script. The message, "Hi. How can I help you?" appears in the Chat Text area of Amy's Caller Control Panel.

Amy types a chat message telling Roger that she needs help finding a sizing chart for sweaters. Roger replies that he can send her a Web page with the chart. He clicks the title of the chart in his script. The Web page with the chart displays in Roger's and Amy's browsers.

Roger answers Amy's questions about the chart, explaining that the chart converts height and weight into a standard size. He also sends a scripted chat message telling Amy that the clothing made by his company is designed to be roomy so the standard size for her mother's height and weight should fit her.

Amy then asks about the texture of the wool. Roger finds the Web page concerning clothing material in his script and sends the page to Amy. He also sends a chat message telling her that according to this page, the wool may be slightly scratchy until it is worn in.

He asks Amy if she has any other questions, and Amy asks him to point her to the Web page with turtle-necks shirts. Roger finds this page in his script and shares it with Amy. Roger has answered all of her questions and Amy is ready to return to shopping.

# ScriptBuilder Scripts

## Introduction to ScriptBuilder Scripts

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The ScriptBuilder feature on the Collaboration Server Administration desktop guides you through the process of creating, naming, uploading content to, and assigning skill groups to scripts. You can create new scripts and modify existing scripts by following the simple steps in the ScriptBuilder wizard.

The information presented about ScriptBuilder scripts is helpful for individuals who use the ScriptBuilder feature to create and modify Web collaboration scripts.

Understanding ScriptBuilder scripts involves the following topics:

- About ScriptBuilder Scripts
- ScriptBuilder Script Content
- Previewing ScriptBuilder Scripts
- Copying ScriptBuilder Scripts
- Sample ScriptBuilder Script

## **About ScriptBuilder Scripts**

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ScriptBuilder scripts are used by agents during Collaboration Server sessions. You create these scripts through the ScriptBuilder feature of the Collaboration Server Administration desktop. ScriptBuilder guides you through the process of creating, arranging, and modifying scripts.

The following topics provide a more detailed discussion of ScriptBuilder scripts:

- ScriptBuilder script content
- Benefits of creating scripts through ScriptBuilder
- Accessing ScriptBuilder
- ScriptBuilder scripts in the Script Viewer

## ScriptBuilder Script Content

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Script content refers to the information that an agent can access from a script. For example, an agent may be able to share a Web page, a chat message, and a file from a certain script. This Web page, chat message, and file are the script's content. You select the content for your script during the ScriptBuilder script creation process. This content is then added to the Collaboration Server. The process of adding content to the Collaboration Server is called *uploading*.

ScriptBuilder guides you through uploading the following types of content to your scripts:

Content Type	Description
Web pages	You can upload any URL on the World Wide Web to your script. The URLs are stored on the Collaboration Server.
Web page comparisons	You can upload two URLs to appear side-by-side in the caller's browser. Agents use this comparison to show callers the differences between products and/or services. The URLs of the comparisons are stored on the Collaboration Server.
Chat messages	You can upload standard chat messages. You decide whether to allow agents to edit the messages before sharing them with callers. The text of the Chat messages is stored on the Collaboration Server.
PowerPoint presentations	You can upload PowerPoint presentations. Each slide is listed in the script, allowing agents to share the entire presentation or only the relevant slides. The PowerPoint slide notes also appear in the script. The PowerPoint slides and slide notes are stored on the Collaboration Server.
Files	You can upload image, text, and Web files to your script. The file is stored on the Collaboration server.
Speaker notes	You can upload notes to help the agent understand the script content. The text of the notes is stored on the Collaboration Server.

## **Benefits of Creating Scripts through ScriptBuilder**

Using ScriptBuilder to create your scripts offers you the following benefits:

- ScriptBuilder guides you through the process of uploading content to the script, informing you of any problems or errors encountered during content upload
- You can rearrange script content easily
- You can include PowerPoint presentations and files in ScriptBuilder scripts. ScriptBuilder automatically converts PowerPoint presentations to a shareable format when you upload the presentation
- ScriptBuilder allows you to preview both the entire script and each item in the script before you upload the final version to the server
- You can modify the script contents quickly and easily after the script is created
- You do not need to be familiar with JavaScript or HTML to create scripts
- ScriptBuilder scripts contain a Preview option checkbox in the single-session and eSeminar agent desktop Script Viewer. This option allows agents to preview all script content, including chat messages.

While ScriptBuilder offers you many benefits, it does not provide you with much control over the visual presentation of the script content. If you want to design a specific layout for your script content and are familiar with JavaScript and HTML, you may want to create a user-defined script. You create user-defined scripts through third-party tools, using HTML code and specific JavaScript functions.

## **Accessing ScriptBuilder**

Access ScriptBuilder by logging in to the Collaboration Server Administration desktop and opening the Scripts node in the menu. To create a script, open the Create page. To modify a script, open the Show page, select a script, and click view/change. To copy a script, open the Show page, select a script, and click copy.

If you have the Script Administrator role, ScriptBuilder enables you to access all scripts. If you are a Script Creator, ScriptBuilder enables you to access only those scripts that you created.

## ScriptBuilder Scripts in the Script Viewer

Agents share scripts from the Script Viewer area of the agent desktop. The left side of the Script Viewer displays the script menu that lists the scripts that an agent can access. The script menu can include only ScriptBuilder scripts, only user-defined scripts, or a mixture of both.

When an agent selects a ScriptBuilder script, the script's content list appears in the right side of the Script Viewer. The agent shares a script item by clicking its title. The script menu remains visible, allowing agents to switch to another script quickly.

The left side of the Script Viewer also contains a Preview option checkbox if the agent is viewing the script from the single-session or eSeminar agent desktop. Agents can select this option to preview script content. Previewed chat messages appear in a popup window while other previewed content appears in a separate window.

When an agent selects a ScriptBuilder script, the Script Viewer appears as follows:



### See Also

For more information on	See
The content that you can add to a ScriptBuilder script	ScriptBuilder Script Content
Creating and understanding user-defined scripts	About User-defined Scripts

The behavior of user-defined scripts in the Script Viewer

About User-defined Scripts

## ScriptBuilder Script Content

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Using ScriptBuilder, you can add the following types of content to your scripts:

- Web pages
- Web page comparisons
- Chat messages
- PowerPoint presentations
- Files
- Speaker notes

### Web Pages

You can include a link to any Web page on the World Wide Web in your script. You upload Web page links to your script from the Web Page tab during the ScriptBuilder script creation process:

The screenshot shows the 'Web Page' tab selected in a navigation bar. Below the tabs, there is a text area with the instruction: 'Enter the URL of a Web page you want to share. Provide a name for this Web page, as it will appear in the agent's scriptFile.' Below this text are two input fields: 'Name for this Web page in the script:' and 'URL address:'. To the right of the 'URL address:' field is an 'Upload' button.

In order to upload a Web page, you must know the URL of the page. You also supply a name for the Web page in the script. This name appears in the script content list that the agent sees. To help the agent understand the contents of the Web page, you should use a descriptive script name. You can add speaker notes to further explain the Web page, if necessary.

When you add a Web page, ScriptBuilder automatically adds *http://* to the beginning of the URL if you do not type this part of the URL. If you are adding a Web page from a secure server, be sure to include *https://* at the beginning of the URL.

**See Also**

For more information on	See
Identifying and avoiding problematic Web pages	Avoiding SPLIT Web Pages

**Web Page Comparisons**

You can include comparisons between any two Web pages on the World Wide Web in your script by supplying a link to each Web page. In a comparison, two Web pages appear side-by-side in the caller's browser. Agents can use comparisons to show callers differences between services and/or products.

You upload Web page comparison links to your script from the Comparisons tab during the ScriptBuilder script creation process:

PowerPoint Web Page Comparison Script Chat File Speaker Note

Enter a name for this comparison as it will appear in the agent's script. Then enter the URLs of two Web pages you want to compare. When agents share this content, the comparison will be displayed in two frames in the shared view.

Web comparison name:

URL for left frame:

URL for right frame:

Upload

In order to upload a Web page comparison, you must know the URL of each page. You also supply a name for the Web page comparison in the script. This name appears in the script content list that the agent sees. To help the agent understand the contents of the Web page comparison, you should use a descriptive script name. You can add speaker notes to further explain the Web page comparison, if necessary.

When you add a Web page comparison, ScriptBuilder automatically adds *http://* to the beginning of the URLs if you do not type this part of the URLs. If you are including Web page from a secure server in the comparison, be sure to include *https://* at the beginning of the URL.

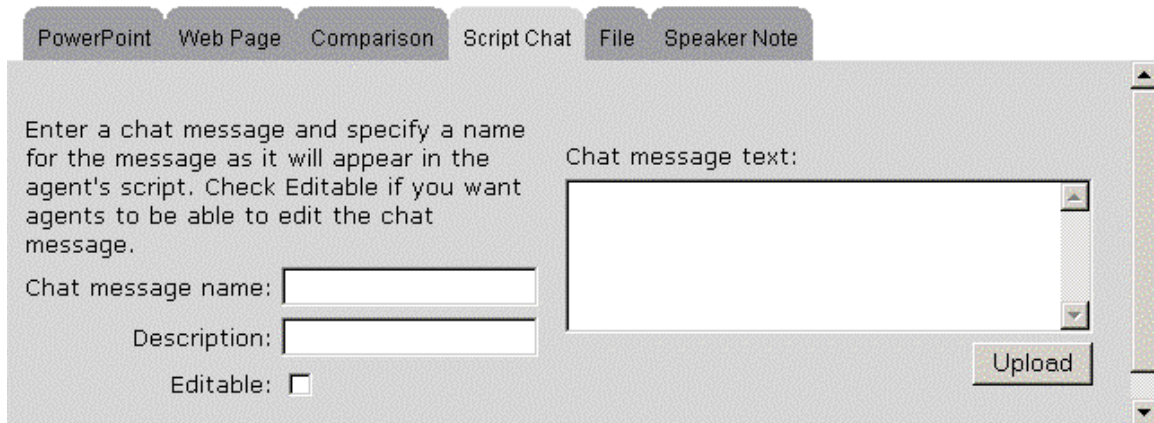
**See Also**

For more information on	See
Identifying and avoiding problematic Web pages	Avoiding SPLIT Web Pages

## Chat Messages

You can include chat messages in your script. Agents can send these messages to a caller during a Collaboration session.

You upload chat messages to your script from the Script Chat tab during the ScriptBuilder script creation process:

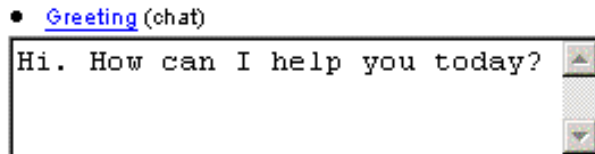


When uploading a chat message, you must supply a name for the message in the script and the text of the message. The agent sees the chat message name in the Script Viewer.

Optionally, you can include a description of the message that appears in the database where the message is stored.

When you create a chat message for your script, you decide whether to allow agents to edit the chat message. If you want the agent to be able to edit the message, you check the Editable option.

In the Script Viewer, editable chat messages appear within a text field. The agent can click in the field and change the message. You may choose to make a chat message editable so that the agent can insert the caller's name into the message or modify the message to suit the particular circumstances of the session. An editable message appears in the Script Viewer as follows:



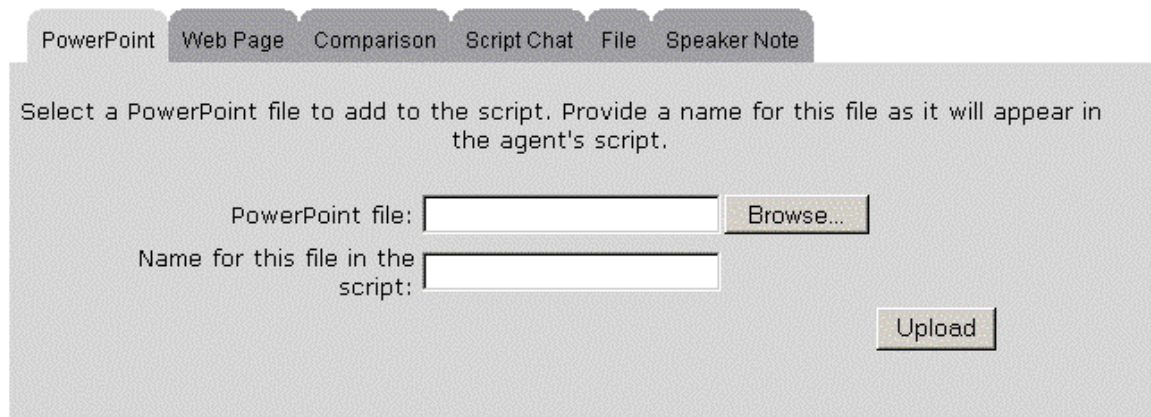
The agent can change any part of an editable chat message. If you want the agent to change only a specific portion of the message, include a speaker note with instructions for changing the message. To maintain completely standard chat messages throughout the contact center, do not allow the agents to modify the chat message.

**Note:** The message does not remain edited in the agent's Script Viewer. Once the edited message is sent to the caller, the original message appears.

## PowerPoint Presentations

You can include PowerPoint presentations in your scripts. Each slide in the presentation is uploaded as a separate script item, allowing agents to share an entire presentation or select only specific slides to share. The PowerPoint slide notes are uploaded as separate script items.

You upload PowerPoint presentations to your script from the PowerPoint tab during the ScriptBuilder script creation process:



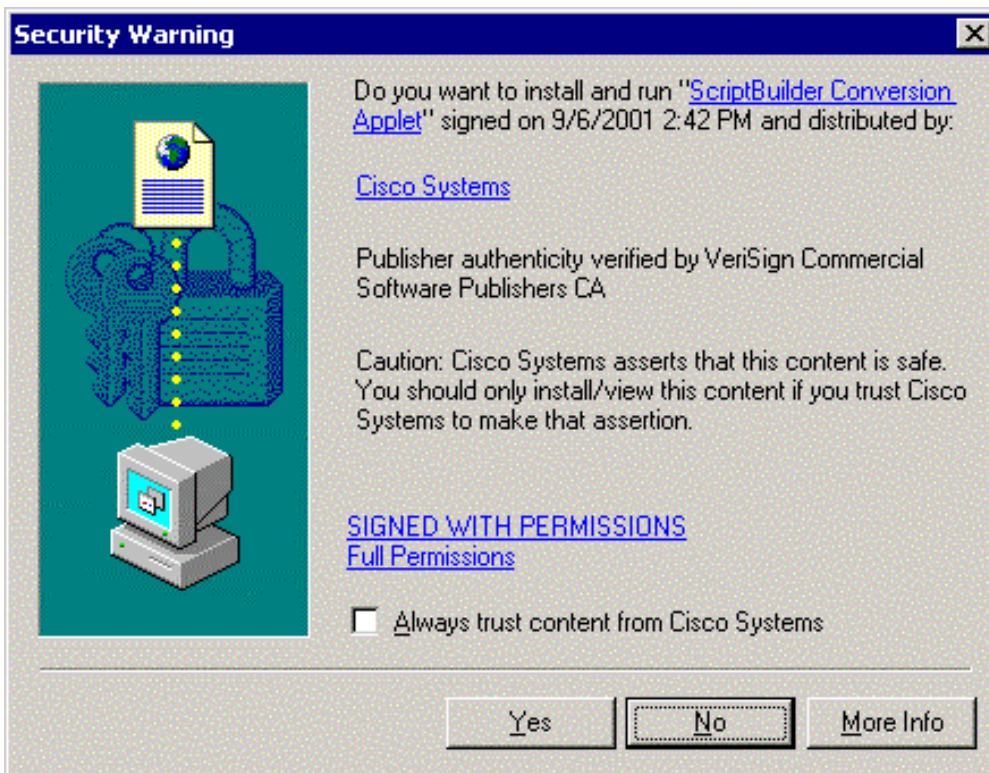
By default, you can only add PowerPoint files with .ppt or .pps extensions. However, by changing the ScriptBuilder properties file, you can add or remove accepted file extensions. You can add any file extensions that can be opened by PowerPoint.

In order to upload a PowerPoint presentation, the PowerPoint presentation must be located on your computer or on a computer to which you have access. You can either enter the path to the PowerPoint file or browse to the file.

The original name of the PowerPoint file automatically becomes the name of the slides in the script. You can change the name if necessary. To help the agent understand the contents of the presentation, you should use a descriptive name and/or create good notes for each slide within the Microsoft PowerPoint program. The notes are uploaded with the slides and appear in the Script Viewer beneath the slides to which they belong.

When you add a PowerPoint presentation, ScriptBuilder automatically runs the ScriptBuilder conversion applet on your local system using Microsoft PowerPoint. This applet converts PowerPoint files to a shareable format.

You are presented with the following Java security certificate when you upload a PowerPoint presentation:



You must allow the ScriptBuilder conversion applet to run for your PowerPoint presentation to be uploaded to your script. While the process is running, you see the status of the conversion on the PowerPoint tab. When the conversion is complete, you return to the normal PowerPoint tab view and the PowerPoint presentation slides and notes appear in the script content list.

## See Also

For more information on	See
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Changing the ScriptBuilder properties file

*Cisco Collaboration Server Administration  
Guide*

## Files

You can include files in your script.

You upload files to your script from the File tab during the ScriptBuilder script creation process:

Select a file to add to the script. Provide the name for the file as it will appear in the agent's script.

File:

Name for the file in the script:

You can upload several types of files to your scripts, including image files, Web files, and text files. The following table lists the default accepted file extensions for each of these file types.

File Type	Accepted File Extensions
Image files	.gif .jpg
Web files	.htm .html
Text files	.txt .wri

However, by changing the ScriptBuilder properties file you can add or remove accepted file extensions.

In order to upload a file, the file must be located on your computer or on a computer to which you have access. You can either enter the path to the file or browse to the file.

The original name of the file automatically becomes the name of the file in the script. You can change the name if necessary. To help the agent understand the contents of the presentation, you should use a descriptive name. You can also include speaker notes in the script to describe the file for the agent.

## See Also

For more information on	See
Changing the ScriptBuilder properties file	<i>Cisco Collaboration Server Administration Guide</i>

## Speaker Notes

You can include speaker notes in your script. Unlike other types of script content, speaker notes cannot be shared with a caller. An agent uses speaker notes to obtain information about the script content or directions on how to present the script content.

You upload speaker notes to your script from the Speaker Note tab during the ScriptBuilder script creation process:

The screenshot shows the 'Speaker Note' tab in the ScriptBuilder interface. At the top, there is a tab bar with options: PowerPoint, Web Page, Comparison, Script Chat, File, and Speaker Note. The 'Speaker Note' tab is active. Below the tab bar, there is a text area labeled 'Speaker note content:' with a vertical scrollbar. To the left of the text area, there is a label 'Enter text for a speaker note. Specify a name for this note as it will appear in the agent's script.' Below this label is an input field for 'Speaker note name:'. At the bottom right of the content area, there is an 'Upload' button.

In order to upload a speaker note, you must supply a name for the speaker note in the script and the text of the note. This name and text appears in the script content list that the agent sees. You add speaker notes to explain the script contents.

## **Previewing ScriptBuilder Scripts**

---

Before you upload the final version of your script to the Collaboration Server, ScriptBuilder allows you to preview both the entire script and individual script items.

You should preview your script in order to check the following:

- All Web addresses are correct
- Script items are located in the proper order
- All chat messages that you wanted to be editable are editable
- Speaker notes are located at the appropriate places in the script

You preview your scripts from the second Scripts:create page. Selecting a script item and clicking the Preview button opens a separate browser window in which you view that item. Clicking the Script Preview button opens a separate browser window opens in which you view list of script content. You can click the links to view script items.

Once you are satisfied with your script, click the Finish button to upload the final version of the script to the Collaboration Server. The script is now available for agent use.

## **Copying ScriptBuilder Scripts**

---

If you have created a script that, with slight modifications, could be used by another skill group, you can copy the script. Copying a ScriptBuilder script allows you to create a new script that already has a name, description, assigned skill groups, and content. You can then modify any of the new script's attributes.

You copy a script by opening the Show page of the Script menu, selecting the script that you want to copy, and clicking copy.

The new script's name is "Copy of *script\_name*", where *script\_name* is the name of the copied script. If the original script had a description and assigned skill groups, then the new script has the same description and skill groups.

If necessary, change the name, description, and assigned skill groups for the script.

Then, you can review the content in your new script and make any necessary adjustments by adding and removing content.

You can copy a script as many times as necessary.

**Note:** Depending on your role, you may be able to copy only those scripts that you created.

### **See Also**

For more information on	See
The roles to which you may be assigned	About the Script Administration Roles

## Sample ScriptBuilder Script

---

The following scenario describes how a sample Script Administrator creates a script using ScriptBuilder.

**Note:** The companies and Web pages that appear in this script are fictional.

Sam is a Script Administrator for a clothing company that offers online shopping. He wants to create a script that advertises winter holiday sales and holiday related products. His script must contain:

- Existing Web pages concerning holiday related products
- A PowerPoint presentation with slides that discuss the major sales occurring over the next few months and ideal gifts for friends and family members
- Standard greeting and good-bye chat messages as well as a chat message that introduces the holiday sales
- An image file containing printable coupons
- A comparison between the sales prices of his company and the prices of a major competitor
- Speaker notes to help the agents present script content to callers

Although Sam knows JavaScript and HTML, he decides to use ScriptBuilder to create his script because he wants to include a PowerPoint presentation and an image file.

Sam's script creation process involves the following steps:

- Creating the script
- Uploading content
- Arranging content
- Viewing the script in the Script Viewer

### Creating the Script

Sam has identified the content that he wants to include in his script and is now ready to create the script. He logs into the Collaboration Server Administration desktop and opens the Scripts node. He selects Create and the first page of the

Scripts>Create wizard appears.

Sam then performs the following:

1. Enters a name for his script: *Winter Holidays*
2. Enters a brief description of the script: *run from November to January*
3. Assigns two skill groups to the script: *Clothing* and *Outerwear*

Once he has entered all of this information, his Scripts>Create screen appears as follows:

Collaboration Server : Scripts : Create help

Use this wizard to create a script.  
Enter a name for the script and an optional description.  
Select those skill groups that should have access to this script.

Script name \*:

Description:

Import existing html page for script:

Assigned skill groups:

Clothing Outerwear	<input type="button" value="Add"/>	East Sales - Single Session Eastern Sales
-----------------------	------------------------------------	--

\*Required

Satisfied, Sam applies the script settings. The next page in the Script>Create wizard opens. This page allows him to upload content.

## Uploading Content

Sam can now upload the content that he wants to include in his script.

He performs the following:

1. Uploads his PowerPoint presentation by browsing and selecting *WinterHolidays.ppt* from his file list. Sam leaves *WinterHolidays* as the script name for the presentation. The PowerPoint file consists of two slides and their notes.
2. Uploads three Web pages by typing their URLs and creating script names for the pages: *Coats*, *Sweaters*, and *Gloves and Hats*
3. Uploads the Web page comparison by typing the URLs of the two Web pages and creating a script name for the comparison: *Sales Comparison*
4. Uploads the image file with the coupons by browsing and selecting *WinterCoupons.gif* from his file list. Sam leaves *WinterCoupons* as the script name for the file.
5. Uploads the *Greeting*, *Good-bye*, and *Sales* chat messages, making the greeting chat message editable
6. Uploads speaker notes describing the Web page comparison

## Arranging the Content

Now that Sam has uploaded all of his content, he decides to arrange the content to suit the flow of a standard agent-caller session.

Sam then previews the entire script. The script appears as follows in a new browser window:

- [Greeting](#) (chat)

A screenshot of a chat message box. The text inside the box is "Hi, how can I help you today?". The box has a standard scrollbar on the right side.

- [Coats](#)

- [Sweaters](#)

- [Gloves and Hats](#)

- [Sales](#) (chat)

- [Sales Comparison](#)

Comparison (note) : Be sure to mention the price differences between sweaters.

- [WinterHolidays\\_Image001\\_ppt](#)

WinterHolidays\_Image001\_note (note) : Presents the sales that will occur this winter

- [WinterHolidays\\_Image002\\_ppt](#)

WinterHolidays\_Image002\_note (note) : Describes great gift ideas for family, friends, and co-workers

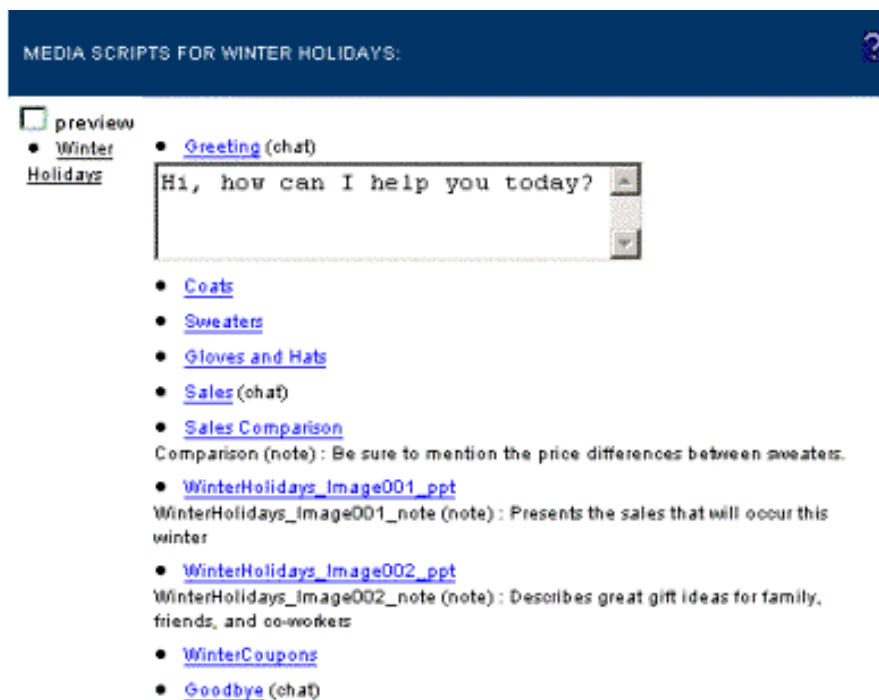
- [WinterCoupons](#)

- [Goodbye](#) (chat)

Satisfied, Sam clicks Finish to conclude the script creation process.

## Viewing the Script in the Script Viewer

Martha is an agent at the contact center who uses Sam's Winter Holidays script. When she opens the script in the Script Viewer, Martha sees the following:



During a session, Martha clicks the underlined links to share script content.

# User-defined Scripts

## Introduction to User-defined Scripts

---

You create user-defined scripts using HTML and JavaScript functions. You use third-party tools, not the ScriptBuilder feature, to write the script. Once you have written the script, you use ScriptBuilder to assign skill groups to the script and upload the script to the Collaboration Server.

The information presented about user-defined scripts is helpful for individuals who have a familiarity with JavaScript and HTML and wish to use these coding languages to create and add content to Web collaboration scripts.

Understanding user-defined scripts involves the following topics:

- About User-defined Scripts
- Supported JavaScript Functions
- User-defined Script Creation and Administration
- Sample User-defined Script

## About User-defined Scripts

---

User-defined scripts are Web collaboration scripts that you create through third-party HTML editors. To create a script, you use HTML code and supported JavaScript functions.

The following topics provide a more detailed discussion of user-defined scripts:

- User-defined script content
- Benefits of creating user-defined scripts
- Relationship between user-defined scripts and ScriptBuilder
- User-defined scripts in the Script Viewer

### User-defined Script Content

Script content refers to the information that an agent can access from a script. For example, an agent may be able to share a Web page, and a chat message from a certain script. This Web page and chat message are the script's content. You add the content to your user-defined script when you create the script.

Using HTML and the JavaScript functions that Collaboration Server supports, you can add the following types of content to your scripts:

Content Type	Description
Web pages	You can add any URL on the World Wide Web to your script.
Web page comparisons	You can add two URLs that will appear side-by-side in the caller's browser. Agents use this comparison to show callers the differences between products and/or services.
Chat messages	You can add standard chat messages.
Speaker notes	You can include notes that help the agent understand the script content.

## **Benefits of Creating User-defined Scripts**

Creating user-defined scripts offers you the following benefits:

- If you know JavaScript and HTML, you can create scripts quickly and easily
- You control the appearance of the script within the agent's Script Viewer. For example, you select the text formatting and the color of the background, links, and text. You can also add images and other features to your scripts.

Although user-defined scripts offer you many benefits, you cannot add PowerPoint presentations or files to your user-defined scripts. If you want to add PowerPoint presentations or files, or do not want to write the code for your script, you may want to create a script through ScriptBuilder. ScriptBuilder guides you through the script creation process and allows you to add PowerPoint presentations and files to your scripts.

## **Relationship between User-defined Scripts and ScriptBuilder**

Although you create user-defined scripts using HTML and JavaScript functions, you must perform script administration through ScriptBuilder. ScriptBuilder allows you to accomplish the following administrative tasks:

- Provide a name and description for the script on the Collaboration Server
- Give the Collaboration Server the path to the script, which allows the script to appear in the Script Viewer on the agent desktop
- Associate the script with skill groups, which determines which agents can use the script
- Delete the script from Collaboration Server when it is no longer needed

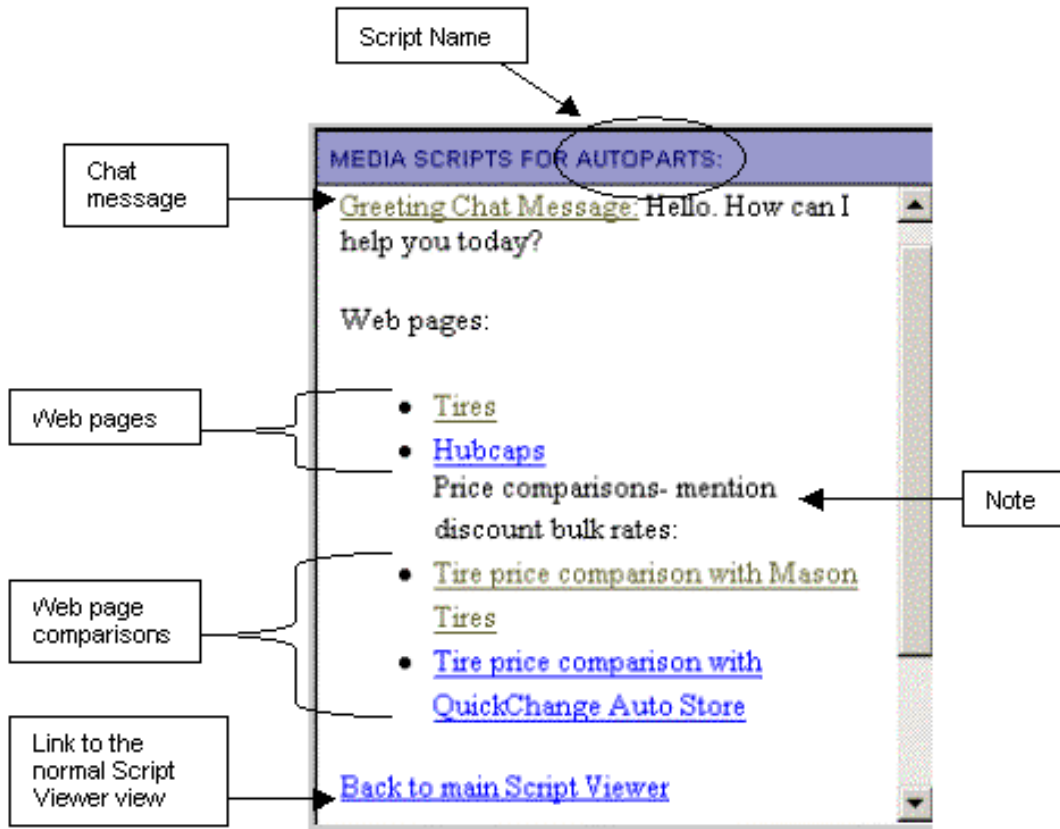
## **User-defined Scripts in the Script Viewer**

Agents share scripts from the Script Viewer area of the agent desktop. The left side of the Script Viewer displays the script menu, which includes the scripts that an agent can access. The script menu can include only ScriptBuilder scripts, only user-defined scripts, or a mixture of both.

When an agent selects a user-defined script, the script's contents appear in the entire the Script Viewer area. Agents share items from this list of contents by clicking the titles of script items. You should include a Back button or link in the script so that agents can return to the script menu.

Unlike ScriptBuilder scripts, user-defined scripts do not contain a Preview option checkbox when viewed in the single-session or eSeminar agent desktop. Agents must use Mute Mode to preview script content, and cannot preview chat messages.

When an agent selects a user-defined script, the Script Viewer appears as follows:



**Note:** This is a sample user-defined script. You control the layout of these scripts, including colors, images, and text formatting.

### See Also

For more information on	See
The behavior of ScriptBuilder scripts in the Script Viewer	About ScriptBuilder Scripts

## Supported JavaScript Functions

---

The Collaboration Server supports four JavaScript functions that you can use to add content and functionality to your script. You place these JavaScript functions within HTML anchor tags: `<a href="JavaScript Function">Link text </a>`.

The JavaScript functions allow you to add the following items to your scripts:

- Web pages
- Web page comparisons
- Chat messages
- A link back to the script menu

### Web Pages

Use the `SharePage` JavaScript function to add Web page links to your script. Insert this code into your HTML page as follows:

```
<a href="javascript:parent.scriptcontrol.SharePage('some url');">Link  
Text </a>
```

For *some url*, supply the full URL of the Web page that you want to add.

For *Link Text*, supply the text that you want to appear in the script. The agent sees this text in the script and clicks the text to share the page.

#### Example:

```
<a  
href="javascript:parent.scriptcontrol.SharePage('http://www.yahoo.com');  
> Yahoo </a>
```

### Web Page Comparisons

Use the `SharePage` JavaScript function to add Web page comparison links to your scripts. Insert this code into your HTML page as follows:

```
<a href="javascript:parent.scriptcontrol.SharePage('http://<CCS
```

```
server>/weblines/html/scriptBuilder/  
viewer/comparison.jhtml?url1=some url&url2=another url');"> Link Text  
</a>
```

For *<CCS server>*, supply the name of your Collaboration Server.

For *some url*, supply the full URL of the Web page that you want to appear in the left frame of the comparison.

For *another url*, supply the full URL of the Web page that you want to appear in the right frame of the comparison.

For *Link Text*, supply the text that you want to appear in the script. The agent sees this text in the script and clicks the text to share the comparison.

### Example:

```
<a  
href="javascript:parent.scriptcontrol.SharePage('http://server1/weblines  
/html/scriptBuilder/viewer/  
comparison.jhtml?url1=http://www.yahoo.com&url2=http://www.google.com')  
;"> Yahoo vs. Google </a>
```

## Chat Messages

Use the `DoChat` JavaScript function to add chat messages to your scripts. Insert this code into your HTML pages as follows:

```
<a href="javascript:parent.scriptcontrol.DoChat('message text');">Link  
Text</a>
```

For *message text*, supply the full text of the message that you want to include in the script.

For *Link Text*, supply the text that you want to appear in the script. The agent sees this text in the script and clicks the text to share the chat message. You may want this text to be the same as the chat message text.

### Example:

```
<a href="javascript:parent.scriptcontrol.DoChat('How can I help  
you?');"> Welcome Message </a>
```

## Link Back to the Script Menu

When an agent opens a user-defined script in the Script Viewer, the script's contents appear in the entire viewer. The script menu no longer appears. You should include a link back to the script menu so that agents can use other scripts.

Use the `RevertScript()` JavaScript function to add a Back link. Insert this code into your HTML pages as follows:

```
<a href="javascript:parent.scriptcontrol.RevertScript();">Link Text</a>
```

For *Link Text*, supply the text that you want to appear in the script. The agent sees this text in the script and clicks the text to return to the script menu.

**Example:**

```
<a href="javascript:parent.scriptcontrol.RevertScript();"> Back to  
script menu </a>
```

**See Also**

For more information on	See
Using JavaScript functions within a script	Sample User-defined Script

## **User-defined Script Creation and Administration**

---

As a Script Administrator, you create, implement, and modify scripts.

The following concepts provide more information about administering user-defined scripts:

- Script Creation
- Script Implementation
- Script Modification

### **Script Creation**

Create the script in your preferred third-party HTML editor. Write your HTML code for the script, inserting the supported JavaScript functions into anchor tags to add content to your script. Format the script content however you choose using regular HTML formatting tags. Include speaker notes and other non-sharable information for the agent as you would write any plain text on a regular HTML page.

You should include a link back to the script menu at the end of your script.

Remember to save your script with an .htm or .html extension.

### **See Also**

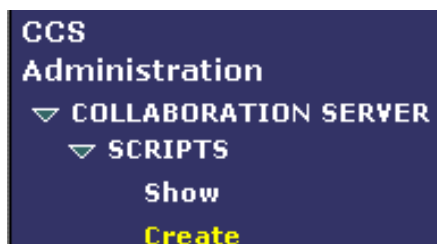
For more information on	See
The supported JavaScript functions and how to use them in your scripts	Supported JavaScript Functions

### **Script Implementation**

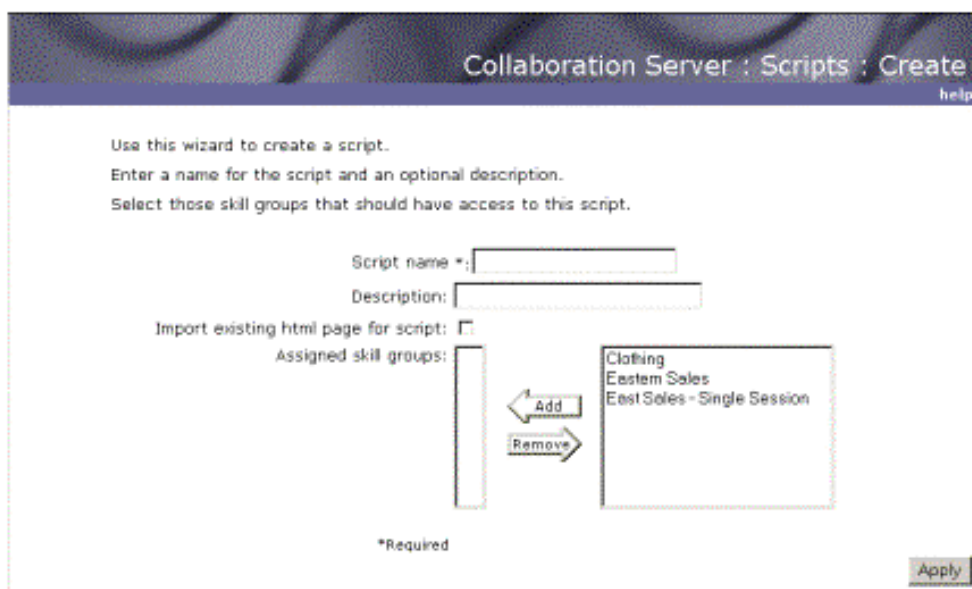
After you create a user-defined script, you must place the script on your Collaboration Server in a directory that is accessible through a Web alias. You should choose one location for all of your user-defined scripts so that you can administrate and modify the scripts easily.

You then use ScriptBuilder to implement the script and make the script available to agents. Access ScriptBuilder by performing the following steps:

1. Log in to the Collaboration Server Administration desktop.
2. Open the **Scripts** section of the Collaboration Server Administration menu. You view and create scripts from this section of the menu.

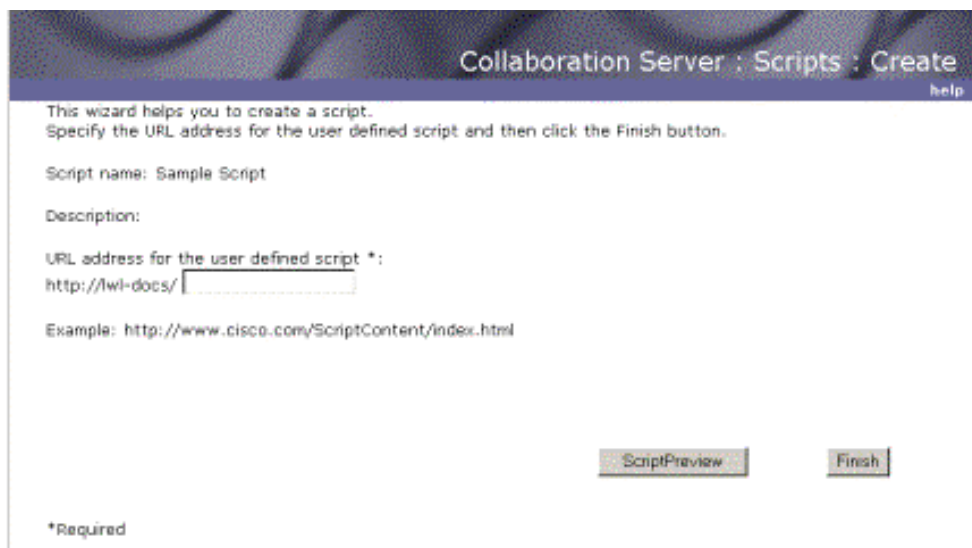


3. Select **Create** from the Scripts menu. The first page of the Scripts:create wizard opens.



Once you have accessed the Scripts: Create screen, implement your user-defined script by performing the following steps:

1. Enter a name for the script and an optional description. The name and description will appear in the list of scripts on the Scripts:Show screen.
2. Indicate that the script is a user-defined script by checking the **Import existing html page for script** option.
3. Associate the script with skill groups by selecting skill groups and clicking **Add**.
4. Click **Apply** to open the second Scripts:Create screen.



5. Enter the URL for the script.

**For example:** If you placed your script in the ScriptBuilder directory with the following file path: C:\Cisco\_CS\pub\html\scriptBuilder, you would enter the following URL address into the Scripts: Create screen: http://<CCS server>/weblines/html/scriptBuilder/scriptname.htm

**Note:** If you enter an invalid or incorrect path, the word *null* appears in the URL address field.

6. Click **ScriptPreview** if you would like to preview the script. The preview appears in a new browser window.
7. Click **Finish** to complete the Script: Create wizard.

The user-defined script now is listed on the Scripts: Show page, and agents with the appropriate skill groups can use the script from the Script Viewer.

## Script Modification

You can modify the script's content and ScriptBuilder settings. Depending on your role, you may be able to modify only those scripts that you created.

If you need to modify the script's contents, open the script using third-party tools and make the necessary changes. You do not need to upload the script in ScriptBuilder again, but make sure that the most recent copy of the script is on the Collaboration Server.

If you need to change the name, description, and/or skill groups associated with the script, perform the following steps:

1. Open the **Scripts:Show screen** in the Administration desktop.
2. Check the box next to the script that you want to modify.
3. Click **view/change**. The Script: Show: view/change screen opens. You can now use ScriptBuilder to make the necessary changes.

### See Also

For more information on	See
The roles to which you may be assigned	About the Script Administration Roles

## Sample User-defined Script

---

The following scenario describes how a sample Script Administrator creates a user-defined script.

**Note:** The companies and Web pages that appear in this script are fictional.

Valerie is a Script Administrator for AutoStore Plus, a company that offers online shopping for automobile parts. She needs to create a script for the tire department. The script must contain the following information:

- A Greeting chat message
- Web pages for Hubcaps and Tires
- Web page comparisons between her company's tire prices and two rival companies' prices.
- A note to remind agents about discount rates on bulk tire sales
- A link back to the main Script Viewer

Valerie decides to create a user-defined script because she knows JavaScript and HTML and does not need to include any PowerPoint presentations or files in the script.

Valerie's script creation process involves the following steps:

- Creating the script
- Uploading the script
- Viewing the script in the Script Viewer

### Creating the Script

Valerie selects a third-party HTML editor and begins to write her script. She includes the following JavaScript functions in the script:

- `<a href="javascript:parent.scriptcontrol.DoChat('Hello. How can I help you today?');">Greeting Chat Message:</a>`

This JavaScript function does the following:

- Adds a chat message with the text "Hello. How can I help you?".
- *Greeting Chat Message* is the link text.

```
<a  
href="javascript:parent.scriptcontrol.SharePage('http://www.autostoreplus.com/tires.html');">Tires</a>
```

This JavaScript function does the following:

- Adds the tires Web page to her script.
- *Tires* is the link text.

- ```
<a  
href="javascript:parent.scriptcontrol.SharePage('http://www.autostoreplus.com/hubcaps.html');">Hubcaps </a>
```

This JavaScript function does the following:

- Adds the Hubcaps web page to her script.
- *Hubcaps* is the link text.

- ```
<a  
href="javascript:parent.scriptcontrol.SharePage('http://autoserver/webline/html/scriptBuilder/  
viewer/comparison.jhtml?url1=http://www.autoplus.com/tires.html&url2=  
http://www.mason.com/tireprice.html');">Tire price comparison with  
Mason Tires</a>
```

This JavaScript function does the following:

- Adds a comparison between Auto Store Plus and Mason Tires.
- *Tire price comparison with Mason Tires* is the link text.
- The name of the Collaboration Server is *autoserver*.

- ```
<a  
href="javascript:parent.scriptcontrol.SharePage('http://autoserver/webline/html/scriptBuilder/viewer/  
comparison.jhtml?url1=http://www.autostoreplus.com/tires.html&url2=  
http://www.quickchgauto.com/tiresales.html');">Tire price comparison  
with QuickChange Auto Store</a>
```

This JavaScript function does the following:

- Adds a comparison between Auto Store Plus and QuickChange Auto Stores.
- *Tire price comparison with QuickChange Auto Stores* is the link text.

- The name of the Collaboration Server is *autoserver*.
- `<a href="javascript:parent.scriptcontrol.RevertScript();">Back to main Script Viewer</a>`

This JavaScript function does the following:

- Adds a link back the script menu.
- *Back to the main Script Viewer* is the link text.

The full text of her script appears as follows:

**Note:** Because of the differences between HTML editors, you should write the code for your script as opposed to copying the script below and modifying it to suit your needs. If you would like to copy the script below, copy the text on this page for best results, not the source code.

```
<html>
<head>
<title>Auto Parts Script</title>
<meta http-equiv="Content-Type" content="text/html; charset=iso-8859-1">
</head>
<body bgcolor="#FFFFFF" text="#000000">
<font size=2><p>
<a href="javascript:parent.scriptcontrol.DoChat('Hello. How can I help you
today?');">
Greeting Chat Message:</a> Hello. How can I help you today?
</p>
<p>Web pages:</p>
<ul>
<li>
<a
href="javascript:parent.scriptcontrol.SharePage('http://www.autostoreplus.c
om/tires.html');">
Tires</a>
</li>
<li>
<a
href="javascript:parent.scriptcontrol.SharePage('http://www.autostoreplus.c
om/hubcaps.html');">
Hubcaps </a><br>
Price comparisons- mention discount bulk rates:
</li>
<li>
<a
href="javascript:parent.scriptcontrol.SharePage('http://autoserver/weblne/
html/scriptBuilder/viewer/
comparison.jhtml?url1=http://www.autoplus.com/tires.html&url2=http://www.ma
son.com/tireprice.html');">
```

```
Tire price comparison with Mason Tires</a>
</li>
<li>
<a
href="javascript:parent.scriptcontrol.SharePage('http://autoserver/webline/
html/scriptBuilder/viewer/
comparison.jhtml?url1=http://www.autostoreplus.com/tires.html&url2=http://w
ww.quickchgauto.com/
tiresales.html');">Tire price comparison with QuickChange Auto Store</a>
</li>
</ul>
<p>
<a href="javascript:parent.scriptcontrol.RevertScript();">Back
to main Script Viewer</a>
</p></font>
</body>

</html>
```

## Uploading the Script

Once Valerie has completed the code for the script, she saves the script to her hard drive, calling the script "tirescript.html". She then copies the file into the ScriptBuilder directory of the Collaboration Server. Valerie is now ready to upload the script into ScriptBuilder.

Valerie logs in to the Collaboration Server Administration desktop and performs the following steps:

1. Opens the Scripts node of the menu.
2. Selects Create. The Scripts:Create screen opens in the right frame of the desktop.
3. Enters a name for her script: *Tire Script*.
4. Enters a description for her script: *To be used by tire department agents*.
5. Selects the Import existing HTML page for script option.
6. Associates a skill group with the script: *Tire Sales*. Her Scripts:Create screen now appears as follows:

**Collaboration Server : Scripts : Create** help

Use this wizard to create a script.  
Enter a name for the script and an optional description.  
Select those skill groups that should have access to this script.

Script name \*:

Description:

Import existing html page for script:

Assigned skill groups:

Tire Sales	← Add Remove →	dca1 msc1 ssc1
------------	-------------------	----------------------

\*Required

7. Applies these settings. The next Scripts:Create screen opens.
8. Enters the path to her script on the Collaboration Server.
9. Clicks Finish.

Valerie has successfully uploaded her script and now agents in the Tire Sales skill group can use the script.

## Viewing the Script in the Script Viewer

Tom is an agent at the contact center who uses Valerie's Tire Sales script. When he opens the script in the Script Viewer, Tom sees the following:

MEDIA SCRIPTS FOR AUTOPARTS:



Greeting Chat Message: Hello. How can I help you today?

Web pages:

- [Tires](#)
- [Hubcaps](#)
- Price comparisons- mention discount bulk rates:
- [Tire price comparison with Mason Tires](#)
- [Tire price comparison with QuickChange Auto Store](#)

[Back to the script menu system](#)

During a session, Tom clicks on the links to share script content with a caller. In the example above, the links turn green once they have been selected.

# Script Considerations

## Introduction to Script Considerations

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Scripts allow agents to share pre-selected information and help callers in a minimal amount of time. Because they increase agents' response time and productivity, scripts are important to both your enterprise and callers. By considering the type of content that you include and the arrangement of the content, you can provide agents with easy access to relevant, sharable information.

The information presented is helpful for individuals who create ScriptBuilder and/or user-defined scripts.

Script considerations include:

- Creating useful scripts
- Avoiding SPLIT Web pages

## Creating Useful Scripts

---

Your enterprise's contact center relies on the efficiency of agents. Through the use of scripts, you can increase productivity by providing rapid, appropriate answers for callers' questions.

To maximize the effectiveness of your scripts, consider the following:

- Script content
- Script flow

### Script Content

When adding content to a script, consider these suggestions:

- Agents should be able to share the content frequently. For example, the content should address commonly asked questions.
- Limit the number of script items, if possible, by adding content that can be used by many agents to address several types of questions. For example, the same

Web page may describe a product and also contain a sizing chart.

- Avoid SPLIT Web page. SPLIT Web pages are pages that contain Secure, Personalized, Live, Interactive, or Transactional information. An agent may encounter difficulties when sharing these pages.
- Avoid frameproofed Web pages or include a warning note about these pages. Frameproofed Web pages contain JavaScript code that prevents the page from opening within the frame of another Web page. If the agent is viewing shared content within a frame of the agent desktop, the shared Web page covers the entire agent desktop. The agent may experience difficulty while attempting to return to the desktop. If you include this type of Web page in your script, add a speaker note reminding the agent to open a new browser window for viewing content.
- Ask agents for suggestions, especially about Web pages and other information that a script should include. An agent may use Page Share to share the same Web page with callers everyday. Including this Web page in a script would allow the agent to access the page more rapidly, and would provide other agents with access to this helpful page.

Examples of good script content include:

- Standard greeting and good-bye chat messages
- Web pages that address typical and/or major questions that callers ask
- PowerPoint presentations for standard training of agents or callers
- Chat messages that describe a product or service

**See Also**

For more information on	See
SPLIT Web pages and how to recognize these pages	Avoiding SPLIT Web Pages

**Script Flow**

You should organize the script content logically, so that agents can locate and share the appropriate information quickly and easily. When organizing your script, consider the following suggestions:

- Arrange the content in the order in which it will be shared. This type of organization works well if session flow at your contact center tends to follow a pattern that you can match with your script. For example, if callers typically ask

to be directed to a specific Web page and then ask for an order form, you can arrange the script so that the Web page is followed by the order form.

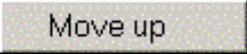
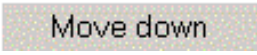
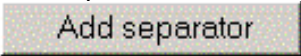
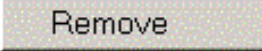
OR

- Arrange the content in the order of sharing frequency. Items shared very often appear at the top of the script, which allows an agent to access commonly shared items quickly.

Both of these suggestions require you to study typical agent-caller interaction in your contact center. You may want to discuss session flow with agents or ask them which items they share frequently. Also, the Reports feature of the Collaboration Server Administration desktop produces reports that include the information shared during a session. If you have access to this feature, you can generate a report to help you identify the strengths and weaknesses of your scripts.

In ScriptBuilder, you can rearrange script content easily. When you upload script content, the content is initially listed in order of upload. ScriptBuilder allows you to rearrange uploaded script content.

You can rearrange the script content in the following ways:

- Move individual script items up or down in the script list   

- Add separator lines to separate script items from the rest of the list 
- Remove any content that you no longer wish to include in your script 

To change the order of script content in a user-defined script, you must modify the HTML file.

## Avoiding SPLIT Web Pages

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When an agent shares a Web page or Web page comparison with a caller, the Web address of the page is shared with each participant's browser and the participant's browser opens the Web page from the server. Each participant opens the Web page individually, which allows the participant to use the page independently of other participants.

The Web page sharing process is usually simple and effective. However, if you include SPLIT Web pages or Web page comparisons in your script, agents may encounter some difficulties when sharing these pages. SPLIT stands for Web pages that are Secure, Personalized, Live, Interactive, and/or Transactional. The following table describes each of these types of Web pages and the issues that agents may experience when trying to share these pages.

Type of Web Page	Description	Issues Agents May Encounter
Secure	Secure Web pages contain content that can be accessed only by a specific person or group of people. For example, the Web page may require a login password or detect the IP address of the computer trying to access the Web page.	If an agent shares a secure Web page, any participant who is not authorized to view the Web page cannot open the page.
Personalized	Personalized Web pages tailor the content in the page to the person viewing the page. The Web page may use a cookie to display personalized content, such as advertisements based on the products that the person has ordered from the Web site in the past.	If an agent shares a personalized Web page, the content of the page may be different for each participant.
Live	Live Web pages contain content that changes based on factors such as the time the page was requested or actions that the person viewing the page has performed. For example, an online stock ticker displays different information based on the time the information was	If an agent shares a live Web page, the content of the page may be different for each participant, depending on the time that the Web page appears in the participants' browsers.

	requested.	
Interactive	Interactive Web pages contain content that displays based on a person's interaction with the page. The interactive content is displayed through client-side processes, including JavaScripts. For example, a Web page may contain a JavaScript that causes an informational window to open when a person moves the pointer over a menu item on the page.	If an agent shares an interactive Web page, the Web page viewed by each participant may contain different information, depending on client-side processes that occur independently in each participant's browser.
Transactional	Transactional Web pages contain content that displays based on transactions between the person using the Web page and a back-end system, such as a database or application. For example, a person may submit an online order to a database and receive an Order Successful Web page.	Follow Me is a Collaboration feature on the single-session and eSeminar agent desktops. When enabled, Follow Me shares every Web page that an agent opens.  If an agent shares a transactional Web page with Follow Me enabled, multiple transactions may occur when the agent submits information. For example, if an agent places an order, an order may be placed for each participant in the session.

To avoid problems with SPLIT Web pages, avoid using these types of Web pages in your scripts. If you decide to include SPLIT Web pages, you may want to include a speaker note informing agents of what will happen when they share the page or comparison. For example, you could include a note for a transactional Web page that reminds agents to disable Follow Me before sharing the page.

**Note:** Your enterprise may have integrated the Dynamic Content Adapter with Collaboration Server, which solves many problems caused by SPLIT Web pages and allows agents to share SPLIT Web pages easily.

## ScriptBuilder Maintenance

ScriptBuilder maintenance includes:

- Removing unnecessary scripts and script content
- Backing up the ScriptBuilder Content directory and user-defined scripts

### **Removing Unnecessary Scripts and Script Content**

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Using the ScriptBuilder feature, you can delete any scripts or script items from the Collaboration Server database. By deleting unnecessary scripts and script content, you increase the amount of free memory in the database.

In addition to preserving memory, removing unnecessary scripts and script content improves script manageability and effectiveness. You have fewer scripts to maintain and organize when you delete idle or obsolete scripts and you make the remaining scripts more concise and helpful by removing content that is not being used to assist callers.

Review your scripts regularly. You may want to ask agents for feedback on the scripts, including how often they use specific scripts and script content. Delete any scripts that are no longer in use, and remove script content that agents are not sharing often.

### **Backing up the ScriptBuilder Content Directory**

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When you upload content to a script, the content is stored in the ScriptBuilder Content directory, located at *drive:\Cisco\_CS\pub\html\scriptBuilder\content*. You should back up this directory and your user-defined scripts regularly to maintain and protect a current copy of your scripts.

# Index

## A

<b>Administration desktop</b> .....	8
<b>Administration menu</b> .....	8
<b>agent use of scripts</b> .....	9
<b>avoiding SPLIT Web pages</b> .....	52

## C

<b>chat messages</b> .....	18
<b>editable</b> .....	18
<b>in ScriptBuilder scripts</b> .....	18
<b>in user-defined scripts</b> .....	36

## D

<b>directory backup</b> .....	54
-------------------------------	----

## F

<b>files</b> .....	18
<b>supported extensions</b> .....	18

## G

<b>guide audience</b> .....	1
-----------------------------	---

## P

<b>PowerPoint presentations</b> .....	18
<b>previewing scripts</b> .....	26
<b>entire ScriptBuilder scripts</b> .....	26
<b>entire user-defined scripts</b> .....	39
<b>individual script items</b> .....	26
<b>printing guide</b> .....	1

## R

<b>Roles feature</b> .....	8
----------------------------	---

## S

<b>sample ScriptBuilder script</b> .....	28
<b>sample user-defined script</b> .....	43
<b>Script Administrator role</b> .....	8

<b>script content arrangement</b> .....	49
<b>arrangement by frequency</b> .....	49
<b>arrangement by order</b> .....	49
<b>script creation and administration</b> .....	39
<b>Script Creator role</b> .....	8
<b>Script node</b> .....	8
<b>Script Viewer</b> .....	9
<b>ScriptBuilder scripts</b> .....	13
<b>user-defined scripts</b> .....	33
<b>ScriptBuilder</b> .....	12
<b>accessing</b> .....	13
<b>ScriptBuilder conversion applet</b> .....	18
<b>ScriptBuilder maintenance</b> .....	54
<b>ScriptBuilder scripts</b> .....	13
<b>arranging content</b> .....	49
<b>benefits of</b> .....	13
<b>content</b> .....	18
<b>copying</b> .....	27
<b>in Script Viewer</b> .....	13
<b>removing content</b> .....	54
<b>sample</b> .....	28
<b>skill group</b> .....	9
<b>default script</b> .....	9
<b>speaker notes</b> .....	18
<b>in ScriptBuilder scripts</b> .....	18
<b>in user-defined scripts</b> .....	39, 43
<b>SPLIT Web pages</b> .....	52
<b>supported JavaScript functions</b> .....	36
<b>for back links</b> .....	36
<b>for chat messages</b> .....	36
<b>for Web page comparisons</b> .....	36
<b>for Web pages</b> .....	36

## U

<b>useful content</b> .....	49
<b>user-defined scripts</b> .....	33
<b>assigning skill groups</b> .....	43
<b>benefits of</b> .....	33
<b>content</b> .....	33
<b>creating</b> .....	39
<b>implementing</b> .....	39
<b>in Script Viewer</b> .....	33
<b>modifying</b> .....	39
<b>relationship with ScriptBuilder</b> .....	33

## V

<b>viewing guide online</b> .....	1
-----------------------------------	---

## W

<b>Web collaboration scripts</b> .....	5
<b>purpose</b> .....	5
<b>ScriptBuilder scripts</b> .....	5, 13
<b>user-defined scripts</b> .....	5, 33
<b>Web page comparisons</b> .....	18
<b>in ScriptBuilder scripts</b> .....	18
<b>in user-defined scripts</b> .....	36
<b>Web pages</b> .....	18
<b>in ScriptBuilder scripts</b> .....	18
<b>in user-defined scripts</b> .....	36