



Constructing a Simple Script

This chapter describes simple techniques you can use when designing custom auto attendant scripts with the Cisco Unity Express Script Editor. Sample scripts are included to illustrate the techniques. Each script contains the following activities or steps:

- Start the script.
- Accept a call.
- Execute one or more subprocesses. Subprocesses can be nested within other subprocesses.
- End the script.



Note

The sample scripts in this chapter illustrate how to configure scripts for certain components of a complete auto attendant application. Use these scripts in conjunction with other scripts to configure fully your auto attendant application.

This chapter includes the following sections:

- [Creating an Alternate Greeting Script, page 27](#)
- [Creating an Office Hours Menu Script, page 28](#)
- [Creating an Office Directory Script, page 35](#)

Creating an Alternate Greeting Script

Use these procedures to create a script that checks the system for an Emergency Alternate Greeting and plays one if it exists. The caller does not have to perform any actions that initiate this script. The system administrator creates an alternate greeting file, which is played when a caller reaches the auto attendant.

Use the following script files to create this script:

- `S5_Main-EmergAltGrt.aef`: A user-defined script file. Be sure to use this name when referring to the entire script.
- `checkAltGreet.aef`: system script file that searches for an alternate greeting script file.

Use the following prompt files:

- `S5_MainMenu.wav`: A user-defined prompt file that contains an alternate main menu message that you created prior to defining the `S5_Main-EmergAltGrt.aef` script. This main menu should include the alternate greeting option.

- AltGreeting.wav: system prompt file that contains the alternate greeting message that comes with the Cisco Unity Express system.

Create the Scripts

Create the S5_Main-EmergAltGrt.aef script using the following steps, variables, and prompts. You must create the prompt .wav file before initiating this script.

```
Start
/* S5_Main-EmergAltGrt.aef */
Accept (contact: --Triggering Contact--)
Call Subflow -- checkAltGreet.aef
/* Main menu - replace this ... */
Main Menu:
Play Prompt (contact: --Triggering Contact--, prompt: S5_MainMenu)
Terminate (contact: --Triggering Contact--)
End
```

This script performs the following steps:

1. Starts the script.
2. Accepts an incoming call.
3. Checks if an alternate greeting file is recorded and installed in the Cisco Unity Express system.
4. Begins a subprocess to play the main menu for the caller. The Play Prompt step retrieves and plays the alternate main menu script (S5_MainMenu). Then the subprocess ends.
5. Ends the script.

Define Variables

Variables for this script are shown in the table below.

Name	Type	Value
S5_MainMenu	com.cisco.prompt.Playable	S5_MainMenu.wav

Create the Prompt Files

Prompt Filename	Audio Content
S5_MainMenu.wav	Thank you for calling Widget Systems. Please insert your main menu here. Goodbye.

Creating an Office Hours Menu Script

This office hours menu script provides call handling for calls that arrive after office hours. If a call arrives after hours, the office hours of the company are announced and, for the purposes of this simple example, the caller is requested to call back later.

The office hours menu script includes the following auto attendant functions:

- Office hours decisions (Day of Week and Time of Day branching)
- Dial by Extension
- Transfer a call to the receptionist
- Build a loop that repeats 3 times and then terminates in an error condition (S1_DialbyExtension.aef script)

The Dial-by-Extension and Transfer functions are isolated in individual scripts called by the main script, so that those elements can be reused in other scripts.

Create the Script Files

You must create the following script files:

- [Main Script: S1_Main-OfficeHours.aef](#)
- [Dial by Extension Subflow: S1_DialbyExtension.aef](#)
- [Transfer to the Receptionist Subflow: S1_XfertoOper.aef](#)

Create the Prompt Files

The following prompt files are used by the scripts:

- S1_AfterHours
- S1_EnterExt
- S1_ExtBusy
- S1_Goodbye
- S1_InvalidExt
- S1_MainMenu
- S1_OperBusy
- S1_OperXfer
- S1_SystemProblems

Main Script: S1_Main-OfficeHours.aef

Script Content

```

Start
/* S1_Main-OfficeHours.aef */
/* Basic Day-Of-Week and ... */
Accept (contact: --Triggering
/* Office Hours check */
Day of Week
  Weekdays
    Time of Day
      Work hours
        Goto Main Menu
      After hours
        Goto After-hours
    Weekend
      Goto After-hours
/* Main menu: Press 1 if ... */
Main Menu:
Menu (contact: --Triggering Contact--, prompt: S1_MainMenu)
  Dial by Number
    Call Subflow -- S1_DialbyExtension.aef
    End
  Operator
    Call Subflow -- S1_XfertoOper.aef
    End
  Timeout
    Play Prompt (contact: --Triggering Contact--, prompt: S1_SystemProblems)
    Terminate (contact: --Triggering Contact--)
    End
  Unsuccessful
    Play Prompt (contact: --Triggering Contact--, prompt: S1_SystemProblems)
    Terminate (contact: --Triggering Contact--)
    End
/* Present after hours msg ... */
After-hours:
Play Prompt (contact: --Triggering Contact--, prompt: S1_AfterHours)
Terminate (contact: --Triggering Contact--)
End

```

Variables

Name	Type	Value
S1_MainMenu	com.cisco.prompt.Playable	S1_MainMenu.wav
S1_SystemProblems	com.cisco.prompt.Playable	S1_SystemProblems.wav
S1_AfterHours	com.cisco.prompt.Playable	S1_AfterHours.wav
MainOperExt	java.lang.String	0

Prompt Content

Prompt Filename	Audio Content
S1_MainMenu.wav	Thank you for calling Widget Systems. Please press 1 if you know the extension of the person you wish to reach, or press 2 to speak to our receptionist.
S1_SystemProblems.wav	We're sorry, the system seems to be experiencing some problems right now. Please call back again at a later time.
S1_AfterHours.wav	Our office hours are from 8:30 am to 5 pm Monday to Friday. Please call back during that time.

Dial by Extension Subflow: S1_DialbyExtension.aef

Script Content

```

Start
/* S1_DialbyExtension.aef */
tryagain:
Get Digit String(contact: --Triggering Contact--, result digit string: extension)
  Successful
    Create Generated Prompt( telephone.number type, store in spelledprompt )
    Implicit Confirmation (contact: --Triggering Contact--)
      No
        Goto tryagain
      Yes
        Call Redirect (contact: --Triggering Contact--, extension: extension)
          Successful
            End
          Busy
            Play Prompt (contact: --Triggering Contact--, prompt: S1_ExtBusy)
            Terminate (contact: --Triggering Contact--)
            End
          Invalid
            Play Prompt (contact: --Triggering Contact--, prompt:
S1_InvalidExt)
            Decrement again
            If ( again == 0 ) Then
              True
                Play Prompt (contact: --Triggering Contact--, prompt:
S1_SystemProblems)
                Terminate (contact: --Triggering Contact--)
                End
              False
                Goto tryagain
            Unsuccessful
            Play Prompt (contact: --Triggering Contact--, prompt:
S1_InvalidExt)
            Play Prompt (contact: --Triggering Contact--, prompt: S1_Goodbye)
            Terminate (contact: --Triggering Contact--)
            End
          Timeout
            Play Prompt (contact: --Triggering Contact--, prompt: S1_SystemProblems)
            Terminate (contact: --Triggering Contact--)
            End
          Unsuccessful
            Play Prompt (contact: --Triggering Contact--, prompt: S1_SystemProblems)
            Terminate (contact: --Triggering Contact--)
            End

```

Variables

Name	Type	Value
extension	java.lang.String	
again	java.lang.Integer	3
spelledprompt	com.cisco.prompt.Playable	..
S1_ExtBusy	com.cisco.prompt.Playable	S1_ExtBusy.wav
S1_InvalidExt	com.cisco.prompt.Playable	S1_InvalidExt.wav

Name	Type	Value
S1_SystemProblems	com.cisco.prompt.Playable	S1_SystemProblems.wav
S1_Goodbye	com.cisco.prompt.Playable	S1_Goodbye.wav
S1_EnterExt	com.cisco.prompt.Playable	S1_EnterExt.wav

Prompts

Prompt Filename	Audio Content
S1_EnterExt.wav	S1_EnterExt.wav
S1_ExtBusy.wav	Sorry, this extension is busy right now. Please call back again at a later time.
S1_InvalidExt.wav	You have entered an invalid extension.
S1_Goodbye.wav	Goodbye.

Transfer to the Receptionist Subflow: S1_XfertoOper.aef

Script Content

```

Start
/* S1_XfertoOper.aef */
Play Prompt (contact: --Triggering Contact--, prompt: S1_OperXfer)
Call Redirect (contact: --Triggering Contact--, extension: OperExt)
    Successful
        End
    Busy
        Set condition = true
    Invalid
        Play Prompt (contact: --Triggering Contact--, prompt: S1_SystemProblems)
        Terminate (contact: --Triggering Contact--)
        End
    Unsuccessful
        Set condition = false
Create Conditional Prompt (store in OperNotAvail)
Play Prompt (contact: --Triggering Contact--, prompt: OperNotAvail)
Terminate (contact: --Triggering Contact--)
End

```

Variables

Name	Type	Value
S1_OperXfer	com.cisco.prompt.Playable	S1_OperXfer.wav
OperExt	java.lang.String	0
S1_SystemProblems	com.cisco.prompt.Playable	S1_SystemProblems.wav
OperNotAvail	com.cisco.prompt.Playable	..
condition	java.lang.Boolean	true
S1_OperBusy	com.cisco.prompt.Playable	S1_OperBusy.wav

Prompts

Prompt Filename	Audio Content
S1_OperXfer.wav	Transferring to the receptionist.
S1_OperBusy.wav	The receptionist is busy on another call right now. Please call back again at a later time.
S1_SystemProblems.wav	We're sorry, the system seems to be experiencing some problems right now. Please call back again at a later time.

Creating an Office Directory Script

This script presents a menu of employee names, the location of the office, directions to the office, and fax contact information.

Create the Script File

You must create the S2_Main-Office-Dir.aef script file:

```

Start
/* S2_Main-Office-Dir.aef */
/* Basic Office Directory ... */
Accept (contact: --Triggering Contact--)
MainMenu:
Menu (contact: --Triggering Contact--, prompt: S2_MainMenu)
  Office Directory
    Menu (contact: --Triggering Contact--, prompt: S2_OfficeDir)
      John
        Call Redirect (contact: --Triggering Contact--, extension: John)
          Successful
            End
          Busy
            End
          Invalid
            Goto Error
          Unsuccessful
            Goto Error
      Mary
        Call Redirect (contact: --Triggering Contact--, extension: Mary)
          Successful
            End
          Busy
            End
          Invalid
            Goto Error
          Unsuccessful
            Goto Error
      Janet
        Call Redirect (contact: --Triggering Contact--, extension: Janet)
          Successful
            End
          Busy
            End
          Invalid
            Goto Error
          Unsuccessful
            Goto Error
      Bruce
        Call Redirect (contact: --Triggering Contact--, extension: Bruce)
          Successful
            End
          Busy
            End
          Invalid
            Goto Error
          Unsuccessful
            Goto Error
      Candice
        Call Redirect (contact: --Triggering Contact--, extension: Candice)
          Successful

```

```

        End
    Busy
        End
    Invalid
        Goto Error
    Unsuccessful
        Goto Error
Mike
    Call Redirect (contact: --Triggering Contact--, extension: Mike)
    Successful
        End
    Busy
        End
    Invalid
        Goto Error
    Unsuccessful
        Goto Error
Anyone else
    Call Redirect (contact: --Triggering Contact--, extension: Janet)
    Successful
        End
    Busy
        End
    Invalid
        Goto Error
    Unsuccessful
        Goto Error
Timeout
    Goto OfficeDir
Unsuccessful
    Goto Error
Location info
    Play Prompt (contact: --Triggering Contact--, prompt: S2_LocationInfo)
    Terminate (contact: --Triggering Contact--)
    End
Fax Number Info
    Play Prompt (contact: --Triggering Contact--, prompt: S2_FaxInfo)
    Terminate (contact: --Triggering Contact--)
    End
Timeout
    Goto MainMenu
Unsuccessful
    Goto Error
Error:
    Play Prompt (contact: --Triggering Contact--, prompt: S2_SystemProblems)
    Terminate (contact: --Triggering Contact--)
    End

```

Define Variables

Name	Type	Value
S2_MainMenu	com.cisco.prompt.Playable	S2_MainMenu.wav
S2_SystemProblems	com.cisco.prompt.Playable	S2_SystemProblems.wav
S2_OfficeDir	com.cisco.prompt.Playable	S2_OfficeDir
S2_LocationInfo	com.cisco.prompt.Playable	S2_LocationInfo
S2_FaxInfo	com.cisco.prompt.Playable	S2_FaxInfo

Name	Type	Value
John	java.lang.String	6005
Mary	java.lang.String	6015
Janet	java.lang.String	6008
Bruce	java.lang.String	6020
Candice	java.lang.String	6007
Mike	java.lang.String	6012

Create the Prompt Files

Prompt File Name	Audio Content
S2_MainMenu.wav	Thank you for calling the Widget charity office. Please press 1 if you wish to speak to one of our associates, press 2 for the hours and location of our office, or press 3 to contact us by fax.
S2_OfficeDir.wav	Please press 1 for John, 2 for Mary, 3 for Janet, 4 for Bruce, 5 for Candice, 6 for Mike and 7 if you have not heard the name of the associate you want to speak to.
S2_LocationInfo.wav	Our office is open Mondays and Wednesdays from 10am until 3pm. We are located at the north-west corner of Custer Road and Legacy Avenue. The address is 2059 Custer Road, Wichita, Alaska. Thanks for calling, goodbye.
S2_FaxInfo.wav	You can reach us at one of the following fax numbers: 800.555.2001, 800.555.1445 or 956.555.2323. Thanks for calling, goodbye.
S2_SystemProblems.wav	We're sorry, the system seems to be experiencing some problems right now. Please call back again at a later time.

