



Editor Express

Last Revised: September 26, 2007

This chapter contains procedures for using the Editor Express feature and includes the following sections:

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- [Creating a New Script, page 12](#)
- [Editing an Existing Editor Express Simple Script, page 16](#)

Overview

Editor Express is a simplified web-based GUI editor with fewer options compared to the full-featured Cisco Unity Express GUI script editor, which is based on Microsoft Windows.

Editor Express provides high-level steps that enable you to create or modify auto attendant scripts that you can then open and view using the full-featured Cisco Unity Express GUI script editor. These high-level steps are the equivalent of a set of steps in the full-featured GUI script editor. For example, features, such as the Dial-by-Name feature, are represented as one option. You can access these options easily by using drop-down menus.

When you create a new script, Editor Express also provides you with a basic script template that you can customize.

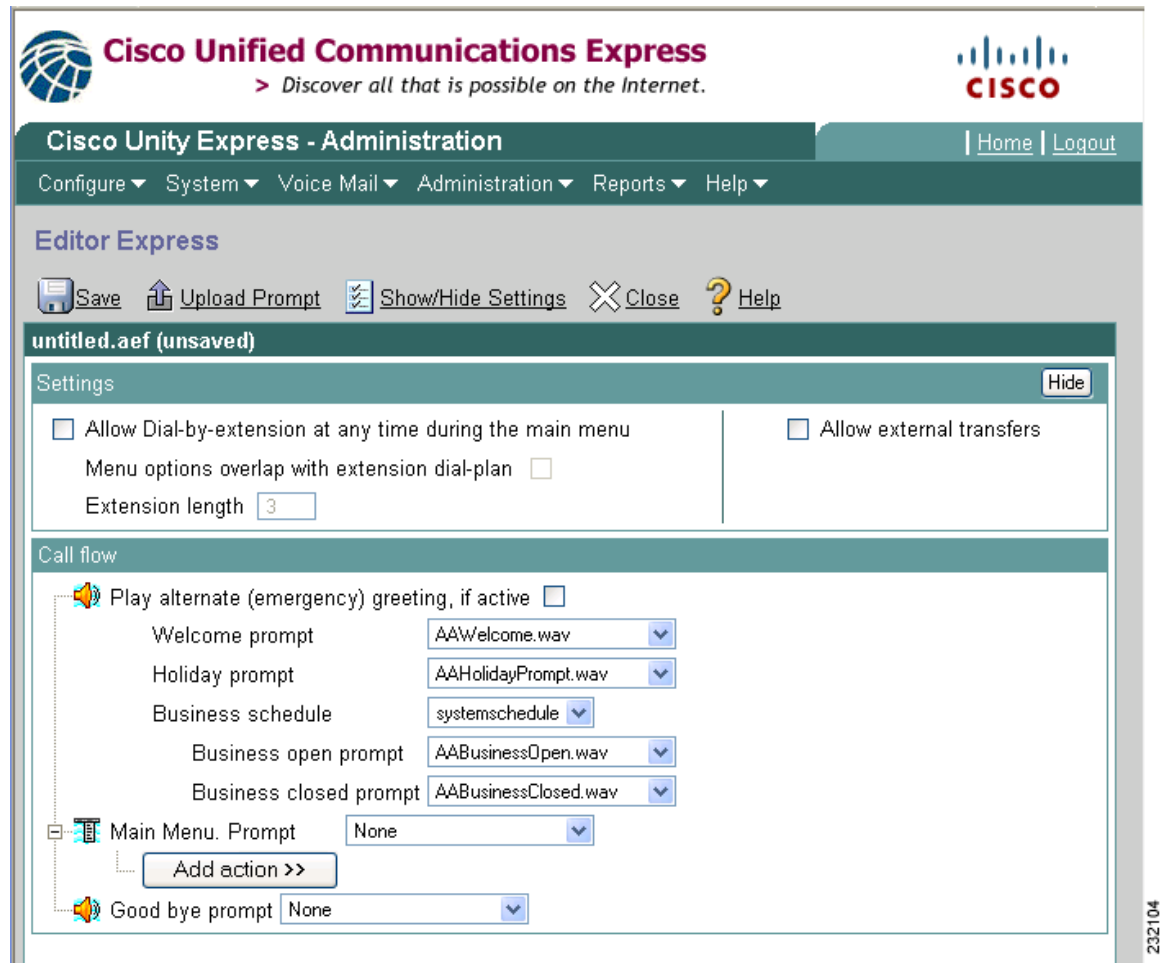
You can save incomplete scripts and return to them later. In a few situations in which an incomplete script is saved, it might not be usable with the Cisco Unity Express autoattendant application. For example, if a script requests a transfer without providing the number, Editor Express sends an error message and does not allow the user to save the script.

Editor Express uses the same AEF file format as the full-featured GUI script editor. Therefore, you can use the full-featured GUI script editor to open and modify a script generated by Editor Express. However, you cannot use Editor Express to open and modify a script generated by the full-featured GUI script editor.

Creating a New Script

When you create a new script, Editor Express displays a basic template on the main window, as shown in [Figure 1](#). When customizing this basic template, you do not need to drag-and-drop the steps.

Figure 1 Editor Express Main Window



Prerequisites

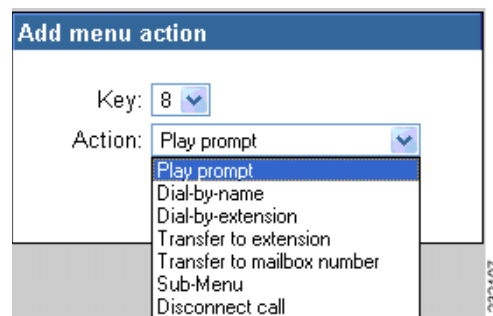
You must have superuser privileges.

Procedure

Follow these steps to create a new script with Editor Express.

- Step 1** Start Editor Express, by using the **System > Scripts** menu of the Cisco Unity Express GUI and click the **New** button.
- The Editor Express window opens, which contains an untitled.aef (unsaved) script.
- Step 2** To enable the ability to dial-by-extension at any time, click the corresponding check box.
- Step 3** If you enabled the ability to dial-by-extension, and you want to allow menu options to overlap with the extension dial-plan, click the corresponding check box.
- Step 4** If you enabled the ability to dial-by-extension, enter the desired extension length.
- Step 5** To allow external transfers, click the corresponding check box.
- Step 6** To play the alternate (emergency) greeting, the click the corresponding check box.
- Step 7** Choose any prompt from the drop-down list to use as the welcome message;
- Step 8** Choose any prompt from the drop-down list to use as the holiday message.
- Step 9** Choose a preconfigured schedule from the drop-down list to use as the business schedule.
- The default business schedule is **systemschedule**.
- Step 10** Choose any prompt from the drop-down list to use as the “business open” message.
- Step 11** Choose any prompt from the drop-down list to use as the “business closed” message.
- Step 12** Choose any prompt from the drop-down list to use as the Main Menu prompt.
- Step 13** To assign additional keys and menu actions, click the **Add Action** button and repeat these steps for as many times as needed to configure the actions you want.

The Add Menu Action window appears, as shown below:



- a. Select the Key from the drop-down list to assign a Key to an Action.
You can choose the numbers 0-9, the * symbol, or the # symbol.
- b. Select the Action from the drop-down list to assign an Action to the Key.
You can choose from one of the following actions:
 - Play message
 - Dial-by-name
 - Dial-by-extension
 - Transfer to extension

- Transfer to mailbox number
- Submenu
- Disconnect call

**Tip**

For more information about how to configure these actions, see [Table 1 on page 15](#). For example entries, see [Figure 2 on page 14](#).

c. For each action, click **Ok** to save your settings or click **Cancel**.

Step 14 Choose any prompt from the drop-down list to use as the good-bye prompt.

Step 15 To delete any unwanted items, click the **Delete** button next to the item, as shown in [Figure 2 on page 14](#).

Step 16 Click **Save**. A pop-up appears prompting you to enter a script name.

Step 17 Enter a script name and save the file (an .aef extension is automatically added if you save the file).

Step 18 Click **Ok** to save your settings or click **Cancel**.

Figure 2 Example Call Flow Configuration

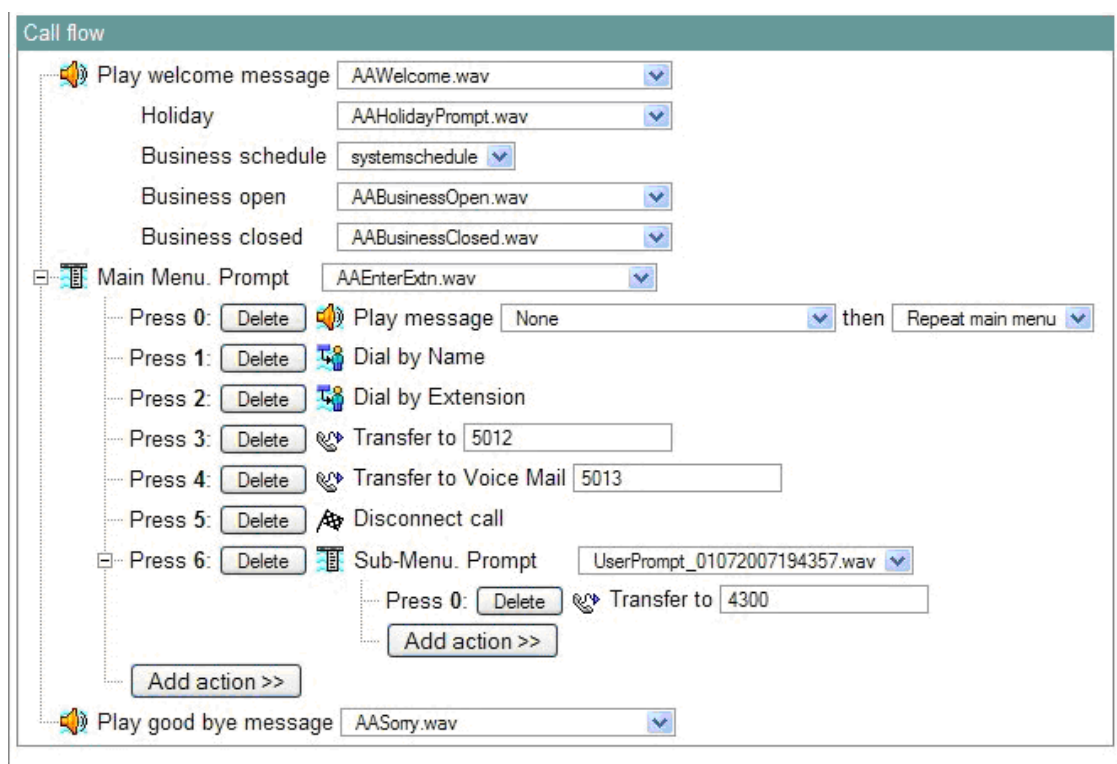


Table 1 **Menu Actions**

Action	Configuration and Behavior	Defaults
Play Prompt	<p>Select the WAV file for the prompt from a drop-down menu. The menu is automatically populated with any loaded prompts, from all the languages.</p> <p>If this action is part of a submenu, the user is given a choice to either:</p> <ul style="list-style-type: none"> • Return to the top of the main menu • Disconnect call 	<ul style="list-style-type: none"> • Interruptible — Yes • Flush input buffer — If you configure this action under a submenu, the input buffer is flushed. The user can access a menu action by pressing a digit during the playback of welcome prompt. • Barge In — Yes • Continue on prompt errors — Yes
Dial by Name	<p>Select whether the user can search for the name by first name or last name.</p> <p>If the call is unsuccessful, the user is returned to the top of the main menu or submenu.</p>	<ul style="list-style-type: none"> • Announce when number of matches is less than 5 • Interruptible — Yes • Flush input buffer — same as the “play prompt” action • Barge in — Yes • Flush input buffer — No • Continue on prompt errors — Yes • Input length — 10 • Terminating key — # • Cancel key — * • Maximum retries — 5 • Initial timeout — 5 seconds • Inter-digit timeout — 3 seconds
Dial by Extension	<p>Select whether to allow external transfers.</p> <p>If the call is unsuccessful, the user is returned to the top of the main menu or submenu.</p>	<ul style="list-style-type: none"> • Interruptible — Yes • Barge in — Yes • Flush input buffer — No • Continue on prompt errors — Yes • Maximum retries — 5
Transfer to Extension	<p>Enter any phone number to which to transfer.</p> <p>If the transfer fails, the user is returned to the top of the main menu or submenu.</p>	None.
Transfer to Mailbox Number	<p>Enter the primary extension number of the user.</p> <p>If the transfer fails, the user is returned to the top of the main menu or submenu.</p>	None.

Action	Configuration and Behavior	Defaults
Submenu	Select a prompt for the submenu and add the submenu actions as described in Step 13 . The only action that you cannot add under a submenu is another submenu.	For these hidden properties: <ul style="list-style-type: none"> • Maximum retries — 3 • Timeout — 3 seconds • Interruptible — Yes. • Flush input buffer — Yes • Barge In — Yes • Continue on prompt errors — Yes
Disconnect Call	There are no configurable properties.	None.

Editing an Existing Editor Express Simple Script

Prerequisites

You must have superuser privileges.

Procedure

Follow these steps to edit an existing simple script with Editor Express.

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- Step 1** Start Editor Express, by using the **System > Scripts** menu of the Cisco Unity Express GUI. A list of scripts appears. Scripts that can be edited with Editor Express have an **Edit** button.
- Step 2** Click the **Edit** button next to the script that you want to edit, as shown in [Figure 3](#).

Figure 3 Configured Scripts

Caution: This function is for advanced users only.

1 - 10 of 11 result(s)

<input type="checkbox"/>	<u>Script Name</u>	<u>Privilege</u>	<u>Creation Date</u>	<u>Last Modified Date</u>	<u>Size (Bytes)</u>
<input type="checkbox"/>	aa.aef *	AA	Thu Dec 14 15:40:50 CST 2006	Thu Dec 14 15:40:50 CST 2006	70288
<input type="checkbox"/>	aasimple.aef *	AA	Thu Dec 14 15:41:02 CST 2006	Thu Dec 14 15:41:02 CST 2006	34679
<input type="checkbox"/>	checkaltgreet.aef *	AA	Thu Dec 14 15:41:00 CST 2006	Thu Dec 14 15:41:00 CST 2006	11876
<input type="checkbox"/>	msgnotify.aef *	AA	Thu Dec 14 15:40:29 CST 2006	Thu Dec 14 15:40:29 CST 2006	38199
<input type="checkbox"/>	new1.aef <input type="button" value="Edit"/>	AA	Thu Dec 14 19:26:09 CST 2006	Thu Dec 14 19:56:03 CST 2006	185716
<input type="checkbox"/>	promptmgmt.aef *	AA	Thu Dec 14 15:40:58 CST 2006	Thu Dec 14 15:40:58 CST 2006	111670
<input type="checkbox"/>	setmwi.aef *	AA	Thu Dec 14 15:32:13 CST 2006	Thu Dec 14 15:32:13 CST 2006	27666
<input type="checkbox"/>	untitled.aef <input type="button" value="Edit"/>	AA	Thu Dec 14 17:13:37 CST 2006	Thu Dec 14 17:33:05 CST 2006	185716
<input type="checkbox"/>	voicebrowser.aef *	AA	Thu Dec 14 15:40:35 CST 2006	Thu Dec 14 15:40:35 CST 2006	14819
<input type="checkbox"/>	webapp.aef	IVR	Thu Dec 14 15:58:07 CST 2006	Thu Dec 14 15:58:07 CST 2006	9275

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* indicates a System Script.

Step 3 Add, delete, or change the settings as described in the “Creating a New Script” section on page 12.

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