

## Advanced Services Cisco IPCC Enterprise Advanced Scripting (IPCAS) Version 2.0



Call center customers use Cisco® IP Contact Center Enterprise/Intelligent Contact Management (IPCC/ICM) to efficiently route call center contacts to the agent with the most appropriate skill set to assist the customer. Cisco ICM scripting provides the tools needed to translate an organization's business rules for customer contacts into call-routing logic.

In the Cisco IPCC Enterprise Advanced Scripting course, students convert business requirements into call flow design and then into scripts that provide the routing information to routing clients. The process includes configuring, scripting, and testing complex call flows. Additional topics include database lookup features, custom formulas, and custom functions.

### Duration

Two days.

### Target Audience

This course is for technical professionals who are:

- Individuals who deploy or support Cisco IPCC Enterprise/ICM
- Individuals who are responsible for implementing end-to-end call flow design for contact centers

### Course Objectives

Upon completion of this course, you should be able to:

- Develop a technique for determining the business rules that dictate the delivery of calls within a call center
- Convert business rules into a call flow design based on the requirements
- Develop scripts providing IVR (Interactive Voice Response) treatment, collecting digits, performing database lookups, and facilitating screen pops at the desktop

- Test the scripting logic to verify that it meets the business requirements
- Identify script failure and learn troubleshooting

### **Course Prerequisites**

Following are the prerequisites for this course.

- Understanding of call center operations
- Experience with Cisco IPCC Enterprise application configuration, administration, and scripting

To locate Cisco courses that cover the listed prerequisites, go to the Cisco Training & Events Webpage at [www.cisco.com/web/learning/index.html](http://www.cisco.com/web/learning/index.html).

### **Course Outline**

The course outline is as follows:

- Script Editor Interface
- Basic Scripting Overview
- Routing Logic
- Business Rules Development
- Formula Editor, Built-In Functions, Custom Functions
- Database Routing
- Advanced Features

### **Lab Outline**

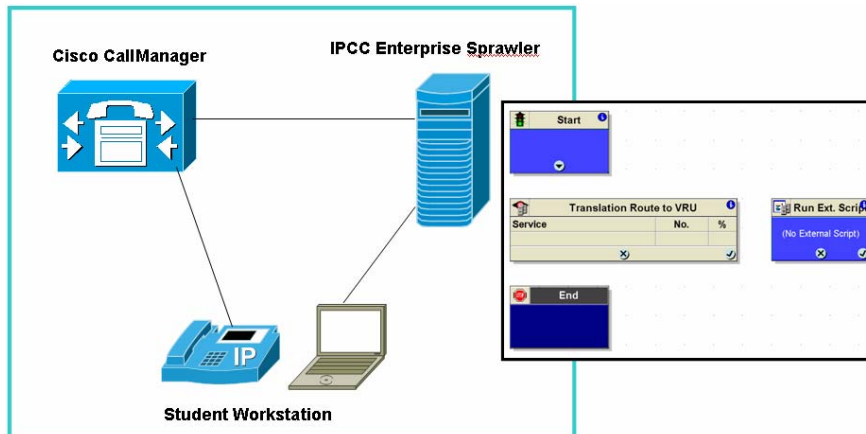
The lab outline is as follows:

- Learn application discovery and design
- Create routing script for Cisco IPCC Enterprise environment with Cisco IP IVR prompts
- Create administrative script for Cisco IPCC Enterprise environment
- Validate and troubleshoot scripts
- Add database routing feature to routing script

## Lab Topology

Figure 1 shows the lab topology that is used in this course.

**Figure 1 Lab Topology of IPCC Enterprise Advanced Scripting**



## Registration Information

For more information about schedules and registration for this course, please contact [aeskt\\_registration@cisco.com](mailto:aeskt_registration@cisco.com).

## For More Information

For more information about Advanced Services Education course offerings, including custom training options, as well as Advanced Services Curriculum Planning Services and Advanced Services Technical Knowledge Library (TKL), refer to the Advanced Services Education Website at [www.cisco.com/go/ase](http://www.cisco.com/go/ase).



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