



Applications Menu

The Applications menu on the top contains the following menu options:

- **Application Management**—to add, configure, copy, delete, or refresh a specific application
- **Script Management**—to add a new script and to view, refresh, upload, or delete an existing script
- **Prompt Management**—to display, modify, or delete existing prompts, and to add new prompts
- **Grammar Management**—to display, modify, or delete existing grammars, and to add new grammars
- **Document Management**—to display, modify, or delete existing documents, and to add new documents
- **AAR Management**—to upload AAR files to Unified CCX
- **Calendar Management**—to create a new calendar, configure, and schedule the contact center business hours

The following sections describe the menu options:

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- [Prompt Management, on page 2](#)
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- [Document Management, on page 3](#)
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Access Application Management Menu

The Application Management menu option in the Unified CCX Administration web interface contains options for configuring and managing the applications the Unified CCX system uses to interact with contacts and perform a wide variety of functions.

To access the Application Management web pages, perform the following steps:

Procedure

- Step 1** From the Unified CCX Administration menu bar, choose **Applications > Application Management**.

The Applications Configuration web page opens, displaying a list of applications that are currently configured on your Unified CCX server.

- Step 2** Click the **Add New** icon that displays in the toolbar in the upper left corner of the window or the **Add New** button that displays at the bottom of the window to add a new application. Add a New Application web page opens.
- Step 3** Select the type of application that you want to create from the Application Type drop-down list.
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Manage Scripts

Use the Script Management web page to add a new script and to rename, refresh, or delete an existing script. Unified CCX applications are based on scripts created in the Unified CCX Editor.

To create a new subfolder under the `default` folder, perform the following steps:

Procedure

- Step 1** To access the Script Management web page, choose **Applications > Script Management** from the Unified CCX Administration menu bar.
- The Script Management web page opens, displaying the default directory that contains the scripts uploaded to the repository.
- Step 2** Click the **Create New Folder** icon that displays in the toolbar in the upper left corner of the window or the **Create New Folder** button that displays at the bottom of the window.
- The Create New Folder dialog box opens.
- Step 3** Enter a name of the new subfolder in the **Folder Name** field and click **Create**.
- Once the folder is successfully created, the dialog box refreshes with the following message:
- ```
Folder successfully created
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- Step 4** Click the **Return to Script Management** button to return to the `default` folder's updated Script Management page. You can create any number of folders within the `default` folder.
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## Prompt Management

Several system-level prompt files are loaded during Unified CCX installation. However, any file *you* create must be made available to the Unified CCX Engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the prompt files are created, stored, and updated.




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**Note** You can use a custom script or the Unified CCX Administration to upload a prompt.

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To access the Prompt Management page, choose **Applications > Prompt Management** from the Unified CCX Administration menu bar.

The Prompt Management web page contains the following icons and buttons:

- **Create Language**—Click the **Create Language** icon that displays in the toolbar in the upper left corner of the window or the **Create Language** button that displays at the bottom of the window to create a new language folder.
- **Upload Zip Files**—Click the **Upload Zip Files** icon that displays in the toolbar in the upper left corner of the window or the **Upload Zip Files** button that displays at the bottom of the window to upload a new prompt or zip file.

See **Manage Prompt Files** section to know more about the different fields in this page and how to rename, refresh, or delete existing prompts.

## Grammar Management

Several system-level grammar files are loaded during Unified CCX installation. However, any file *you* create must be made available to the Unified CCX Engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the grammar files are created, stored, and updated.

To access the Grammar Management page, choose **Applications > Grammar Management** from the Unified CCX Administration menu bar.

The Grammar Management web page contains the following icons and buttons:

- **Create Language**—Click the **Create Language** icon that displays in the toolbar in the upper left corner of the window or the **Create Language** button that displays at the bottom of the window to create a new language folder.
- **Upload Zip Files**—Click the **Upload Zip Files** icon that displays in the toolbar in the upper left corner of the window or the **Upload Zip Files** button that displays at the bottom of the window to upload a new grammar or zip file.

## Document Management

Several system-level document files are loaded during Unified CCX installation. However, any file *you* create must be made available to the Unified CCX Engine before a Unified CCX application can use them. This is done through the Unified CCX cluster's Repository datastore, where the document files are created, stored, and updated.

To access the Document Management page, choose **Applications > Document Management** from the Unified CCX Administration menu bar.

The Document Management web page contains the following icons and buttons:

- **Create Language**—Click the **Create Language** icon that displays in the toolbar in the upper left corner of the window or the **Create Language** button that displays at the bottom of the window to create a new language folder.

- **Upload Zip Files**—Click the **Upload Zip Files** icon that displays in the toolbar in the upper left corner of the window or the **Upload Zip Files** button that displays at the bottom of the window to upload a new document or zip file.

**Note**

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Ensure that you do not upload any .jar files that are already used by Unified CCX. For the list of .jar files that are used, refer to the specific versions of the [Open Source Used In UCCX](#) document.

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## AAR Management

Use the AAR Management web page to upload an AAR file to Unified CCX.

To access the AAR Management web page, choose **Applications > AAR Management** from the Unified CCX Administration menu bar. The AAR Management web page appears.