How to Deploy the Sample Script BasicQ.aef

## How Unified CCX Scripts Work in a Unified CCE System

In a Unified CCE system, the Unified CCX system uses the ICM subsystem, which manages call distribution across sites and call-processing environments.

The Unified CCX system is a queue and call-control *point* within the Enterprise system that the Unified ICME system manages. The Unified ICME system manages the queuing and call control.

Cisco User to User (UU) scripts, which the BasicQ.aef script is, do not handle complete calls, but provides different call-handling instructions to be executed sequentially by the Unified CCX server. For example, VRU scripts may play a prompt or acquire dual tone multi-frequency (DTMF) values.

The following example ICM VRU script runs two different Unified CCX scripts, *CollectDigits* and *BasicQ*, that provide two different call-handling steps in the ICM VRU script.

Figure 1: Example ICM VRU Script
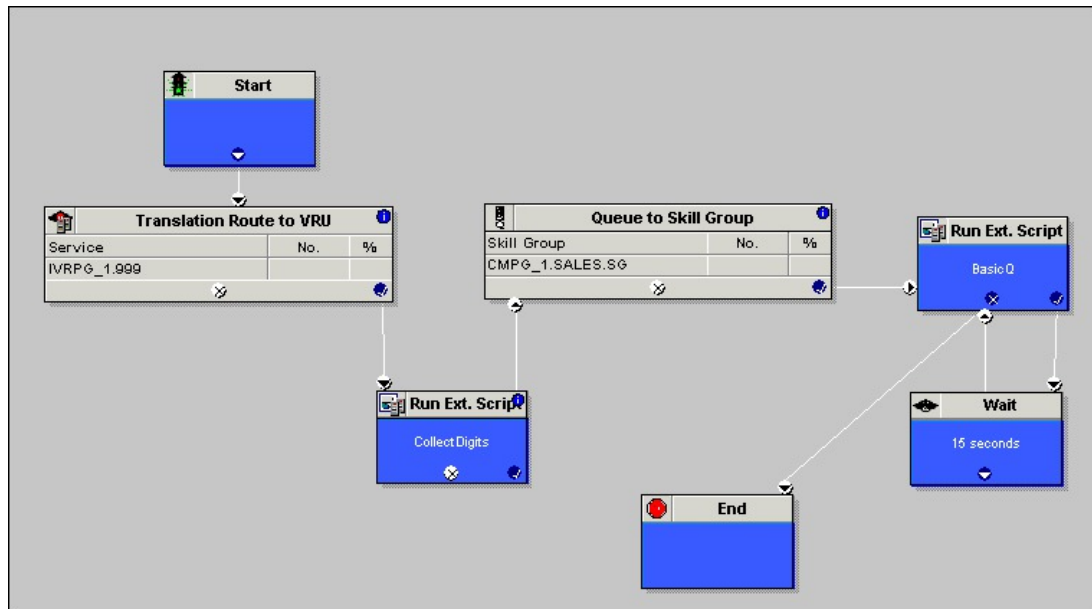
ICM VRU scripts run when the Unified ICME system sends a Run VRU Script request to the Unified CCX system using a Run External Script node in an ICM script. However, before the Unified ICME system can run a VRU script, you must have configured the Unified CCX script that the VRU script is to run, uploaded it to the Unified CCX Repository, and mapped it to the ICM VRU script.

For related Unified CCX Contact Center documentation, see *Cisco Unified Contact Center Express Documentation*.

For related Unified CCE documentation, see *Cisco Unified Contact Center Enterprise Documentation*.

See Also

Cisco Unified Contact Center Express Scripting Series: Volume 1, Getting Started Developing Scripts

Cisco Unified Contact Center Express Scripting Series: Volume 2, Editor Step Reference

Cisco Unified Contact Center Express Scripting Series: Volume 3, Expression Language Reference

Cisco Unified Contact Center Express Administration Guide

Cisco Unified Contact Center Express Installation and Upgrade Guide

Cisco Unified Contact Center Enterprise Installation and Configuration Guide

BasicQ.aef Script Example

The Unified CCX BasicQ script, BasicQ.aef, is a default Unified CCX script for a Unified CCE environment that Cisco provides for the *queue treatment* part of an enterprise call flow. The script plays several prompts, (and puts the call on hold), looping through the prompts until an agent phone becomes free and the Unified ICME system can route the call to the agent. This script has no variables defined.

The Unified CCX system accepts the call with the Accept step. Next, it plays the ICMStayOnline.wav file using the Play Prompt step, then puts the call on hold for 30 seconds using the Call Hold and Delay steps.

The script uses the Call UnHold step to take the call off hold, plays the ICMWait4NextAvail.wav file, and then puts the call back on hold for another 60 seconds. This sequence repeats until a cancel and then a connect are sent to connect the call through the Unified ICME system to an available agent or the call is released.

The figure below shows an example ICM VRU script. The diagram illustrates how the example script calls the Unified CCX BasicQ.aef script as a function in the ICM script.

Figure 2: Example ICM BasicQ VRU Script
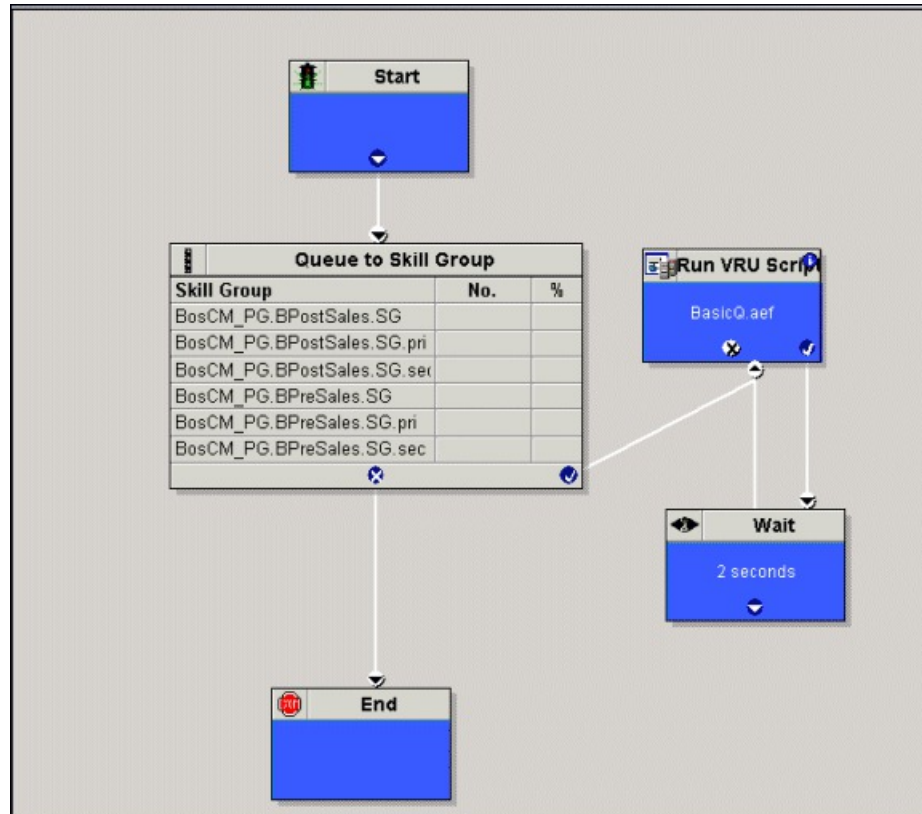
Configure BasicQ.aef

For instructions on configuring Unified IP IVR, see the *Cisco Unified Contact Center Express Administration and Operations Guide* at: https://www.cisco.com/en/US/products/sw/custcosw/ps1846/products_installation_and_configuration_guides_list.html.

For instructions on installing and configuring Unified ICME for use in a Unified CCE environment, see the *Cisco Unified Contact Center Enterprise Install and Upgrade Guides*.

To configure the BasicQ.aef script, do the following.

Procedure

Step 1   Configure a port group and a trigger for ICM translation routing.

Go to the **Unified CCX Administration CM Telephony Call Control Group Configuration** web page by selecting **Subsystems** > **CM Telephony**.

Step 2 Upload the Unified CCX BasicQ script.

Go to the **Unified CCX Administration Script Management** web page by selecting **Application** > **Script Management** and then click **Upload new Scripts**.

Step 3 Create the Unified CCX application, BasicQ.

Go to the **Unified CCX Administration Application Configuration** web page by selecting **Applications** > **Application Management** and then click **Add a New Application**.

Step 4 Add the BasicQ ICM VRU script.

Go to the **Unified CCX Administration ICM Configuration** web page by selecting **Subsystems** > **ICM**. Then click **ICM VRU Scripts** and next click **Add a new VRU Script**.

Select the BasicQ.aef script and enter BasicQ for the name.

Step 5 Configure the BasicQ VRU script in the Unified ICME system.

Go to the Network VRU Script List dialog box by selecting from the **ICM Configuration Manager Tools** > **List Tools** > **Network VRU Script List**.

Click **Retrieve** and then **Add**.

Make sure that the VRU Script Name you enter in the Unified ICME system matches the VRU Script Name configured on the Unified IP IVR system and the Enterprise Name matches the name of the script called in the Run VRU Script call in the ICM Script Editor.

Test Your Deployment

Select the target number for your Unified IP IVR system and two phone numbers and an agent number in your system.

The following is example configuration data:

- Dial Number (DN): 3000
- Telephones: 9501 and 9502
- Agent Number: 24

Using your own data or the preceding example data, verify the following sequence of events for your system:

Procedure

Step 1 A caller dials 3000 from phone 9501.

Step 2 The caller listens to Unified IP IVR play BasicQ music. BasicQ is the name of the VRU script.

Step 3 Agent 24 logs in to phone 9502 using Cisco Finesse Desktop.

Step 4 The state for Agents 24 changes to the ready state.

Step 5 The IP IVR music stops.

Step 6   Agent 24 gets a screen pop on the Agent Desktop along with a phone ring.

Step 7   The caller can then hang up or the Agent can drop the call through Cisco Finesse Desktop software.