



## Preface

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## Change History

Change	See	Date
<b>Initial Release of Document for Release 12.6(1)</b>		May 2021
Added the following sections: <ul style="list-style-type: none"><li>• Configure Call Studio App Data Format</li><li>• Configure ICM Script</li></ul>	Scripting for Webex Experience Management	

## About this Guide

The *Feature Guide - Writing Scripts for Unified Customer Voice Portal* provides the following information:

- Scripts required for Cisco Unified Customer Voice Portal(CVP)
- Unified ICME configuration and script editing
- Unified CVP micro-applications

# Audience

This guide is intended for managers, Unified CVP system managers, Cisco Unified Intelligent Contact Management Enterprise (Unified ICME) managers, VoIP technical experts, and IVR application developers, who are familiar with the following:

- Configuring Cisco Gateways
- Configuring Cisco Unified Communications Manager
- ICM Configuration Manager and ICM Script Editor tools for call center

# Related Documents

Unified CVP provides the following related documentation:

- *Compatibility Matrix for Unified CCE*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Configuration Guide for Cisco Unified Customer Voice Portal*
- *Operations Guide for Cisco Unified Customer Voice Portal*

# Communications, Services, and Additional Information

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## Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

# Documentation Feedback

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