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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

| Change | See | Date |
|--|--|-------------|
| Initial Release of Document for Release 11.6(1) | | August 2017 |
| Removed CAD references | | |
| Updated deployment types | External Authorization Server for Internet Script Editor | |
| Added note to Data for Enterprise Chat and Email E-mail Requests | Data for Enterprise Chat and Email E-mail Requests | |
| Added note to Script That Routes a Message Based on the Priority | Script That Routes a Message Based on the Priority | |

About This Guide

This manual describes how to use the Script Editor tool for Cisco Unified Intelligent Contact Management (Unified ICM) and Cisco Unified Contact Center Enterprise (Unified CCE) to create and maintain routing and administrative scripts.

Audience

This document is intended for system managers. A system manager must have a general understanding of contact center operations and management, and specific information about the contact centers and carrier networks connected to a Unified ICM/Unified CCE system.

Related Documents

Documentation for Cisco Unified Intelligent Contact Management/Cisco Unified Contact Center Enterprise, as well as related documentation, is accessible from Cisco.com at:
<https://www.cisco.com/cisco/web/psa/default.html>.

Related documentation includes the documentation sets for Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center. The following list provides for information:

- For documentation for these Cisco Unified Contact Center Products, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>
- For troubleshooting tips for the Cisco Unified Contact Center products, go to https://techzone.cisco.com/t5/Unified-Contact-Center/ct-p/ucc_ucce.
- You can access documentation for Cisco Unified Communications Manager from: https://www.cisco.com/c/en_in/products/unified-communications/unified-communications-manager-callmanager/index.html
- You can access technical Support documentation and tools from:
<https://www.cisco.com/en/US/support/index.html>.
- You can access the Product Alert tool from (login required): <https://www.cisco.com/c/en/us/support/web/tools/cns/notifications.html>.

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, using the Cisco Bug Search Tool (BST), submitting a service request, and gathering additional information, see *What's New in Cisco Product Documentation* at <https://www.cisco.com/c/en/us/td/docs/general/whatsnew/whatsnew.html>.

Subscribe to *What's New in Cisco Product Documentation*, which lists all new and revised Cisco technical documentation as an RSS feed and delivers content directly to your desktop using a reader application. The RSS feeds are a free service.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

| Convention | Description |
|----------------------|--|
| boldface font | <p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none">• Choose Edit > Find.• Click Finish. |

| Convention | Description |
|--------------------|--|
| <i>italic font</i> | Italic font is used to indicate the following: <ul style="list-style-type: none">• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>. |
| window font | Window font, such as Courier, is used for the following: <ul style="list-style-type: none">• Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code> |
| < > | Angle brackets are used to indicate the following: <ul style="list-style-type: none">• For arguments where the context does not allow italic, such as ASCII output.• A character string that the user enters but that does not appear on the window such as a password. |