Script Editor Feature Control

Script Feature Control Methods

Administrators can use Script Editor Feature Control to restrict users, or classes of users, from some or all of the functionality of the Unified ICM Script Editor software. In a possible deployment scenario, a Unified ICM administrator can restrict certain people from doing specific types of script editing.

An administrator has two means to restrict access to the editing features of Script Editor and Internet Script Editor:

- Edit Options

- Script Node Control

Administrators control script editing by creating feature sets that they assign to users. The feature set controls which script nodes are accessible to the user, and which edit modes are available to the user.

Note When Unified ICM runs on a partitioned system, users need at least reference access to objects to edit scripts that contain references to those objects. For example, a user needs at least reference access to skill groups to edit a script in which those skill groups are included in the Skill Group node.

For more information about Feature Control, see the *Configuration Guide for Cisco Unified ICM/Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-installation-and-configuration-guides-list.html.

Edit Options

The administrator can assign one of two editing options:

- Full Edit (Includes Quick Edit)

- Quick Edit Only

You can only access the Full Edit mode or the Quick Edit mode from the Monitor or the Browse modes. The Full Edit and the Quick Edit modes cannot be accessed from each other.

Full Edit (Includes Quick Edit)

Full Edit mode allows you to use Full Edit mode or Quick Edit mode when working with scripts. Both Full Edit and Quick Edit are enabled on the Script Editor toolbar. When changing from Monitor or Browse mode to Full Edit mode, the Script Editor workspace background goes from gray to white.

Your Full Edit mode editing capabilities are determined by whether or not you are assigned to a feature control set:

- If you are a full-edit user and are not assigned to a feature control set, you can add, edit, or delete any script or node.

- If you are a full-edit user and are assigned to a feature control set, you can add, edit, or delete any script. You only have Full Edit permissions for those scripts that do not contain nodes that are marked as unavailable to you in a feature set.

Full Edit gives you restricted editing capabilities if you are assigned a feature control set. You can still edit any script, however, your ability to edit specific script nodes is determined by which nodes are selected in the Node Control table (located on the Script Editor Feature Control dialog) of the assigned feature control set. This allows you to edit the structure of a script or to create, edit, and delete scripts containing the selected nodes.

If a script is opened that contains a disabled node, you can browse or monitor the script but you cannot put the script into edit mode. If you attempt to put this script into edit mode a message indicating you are not authorized to enter edit mode appears. However, you can still Quick Edit the script, just not the node.

You might want to use Quick Edit mode so as not to accidentally change the structure of a script.

Quick Edit Only

Quick Edit mode allows you (the feature-control-set member) to work only with scripts in Quick Edit mode. Edit is disabled and Quick Edit is enabled on the Script Editor toolbar. When changing from Monitor or Browse mode to Quick Edit mode, the Script Editor workspace background goes from gray to yellow.

In Quick Edit mode:

- You cannot add or delete a node.

- You can adjust most of the properties of the script nodes selected in the Node Control table of your assigned feature control set. However, in Quick Edit Mode, you cannot edit any properties of the selected nodes that change the structure of a script or that reset previous reporting data.

As a Quick Edit Only User:

- You can only edit scripts through Quick Edit mode.

- You cannot create or delete a script.

- You can access the Properties of any script node in any mode by either right clicking on the node and selecting Properties, or by double-clicking on the node.

- You cannot edit the Call Type Manager dialog box (Script > Call Type Manager).

- You cannot edit the Administrative Manager dialog box (Script > Administrative Manager).

- You cannot edit the Custom Functions dialog box (Script > Custom Functions).

- Script > Make Active Version is disabled.

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- You cannot import scripts.

- You cannot use the File > Script Locks tool.

Access Quick Edit Mode

You can access Quick Edit by performing any of the following steps:

Procedure

- Choose **Script** > **Quick Edit**.
- Click **Quick Edit** on the Script Editor toolbar.
- Right-click in the Script Editor workspace and choose **Quick Edit**.
- From within the script in Monitor mode, double-click the node you want to edit. (This is only available if Options > Preferences > Allow for Quick Edit from Monitor Mode is checked.)

What to do next

When in Quick Edit mode, the disabled nodes are removed from the object palette.

Script Node Control

Script Editor Feature Control allows an administrator to create feature sets that can be assigned to users. Administrators use a Node Control Table in the feature set to control which script nodes are accessible to the user.

Node Control Table

The Node Control table (on the Unified ICM Configuration Manager Script Editor Feature Control dialog box) has two columns, the Node column and the Available column. This table allows an administrator to create feature control sets that can be assigned to users. The feature control set controls which script nodes are accessible to the user.

If a script is opened that contains a disabled node, you can browse or monitor the script but you cannot put the script into edit mode. If you attempt to put this script into edit mode a message indicating you are not authorized to enter edit mode appears. However, you can still Quick Edit the script, just not the node.

Node Column

A node is an executable element within a script. A script consists of nodes, connections, routing targets, and comments. Every script begins with a Start node. This column lists of all the nodes that you can use in a script.

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Note   The Line Connector node is always available.

Available Column

Each checked node in this column appears on the editing palette of the feature-control-set user, regardless of the edit mode (Full Edit or Quick Edit Only).

Disabled nodes are removed from the object palette.

Create a Feature Control Set

The system administrator can create a feature control set using the Unified ICM Configuration Manager on Administration & Data Server:

Procedure

Step 1	Ensure the users the feature set is to be assigned to are configured.
Step 2	Start the Unified ICM Configuration Manager.
Step 3	Choose **Tools > List Tools > Feature Control Set List**.
Step 4	In the Feature Control Set section (on the left), click Add.
Step 5	Enter the name of the feature control set. The name appears in the left section when Enter or Tab is pressed.
Step 6	Optionally, enter a description.

Assign Users to a Feature Control Set

In the Unified ICM Configuration Manager, use the User List tool to select a feature control set to associate with the user.

Select Script Nodes and Edit Options for a Feature Control Set

Procedure

Step 1	In the Feature Control Set List dialog box, select the name of the feature control set to be assigned.

Step 2   Select Advanced (under Script Editor).

Step 3   In the Script Editor Feature Control dialog box, select the nodes for this feature control set and an edit option (Full Edit or Quick Edit).

Step 4   Click **OK**.

Step 5   Click **Save**.