Hosted Script Considerations

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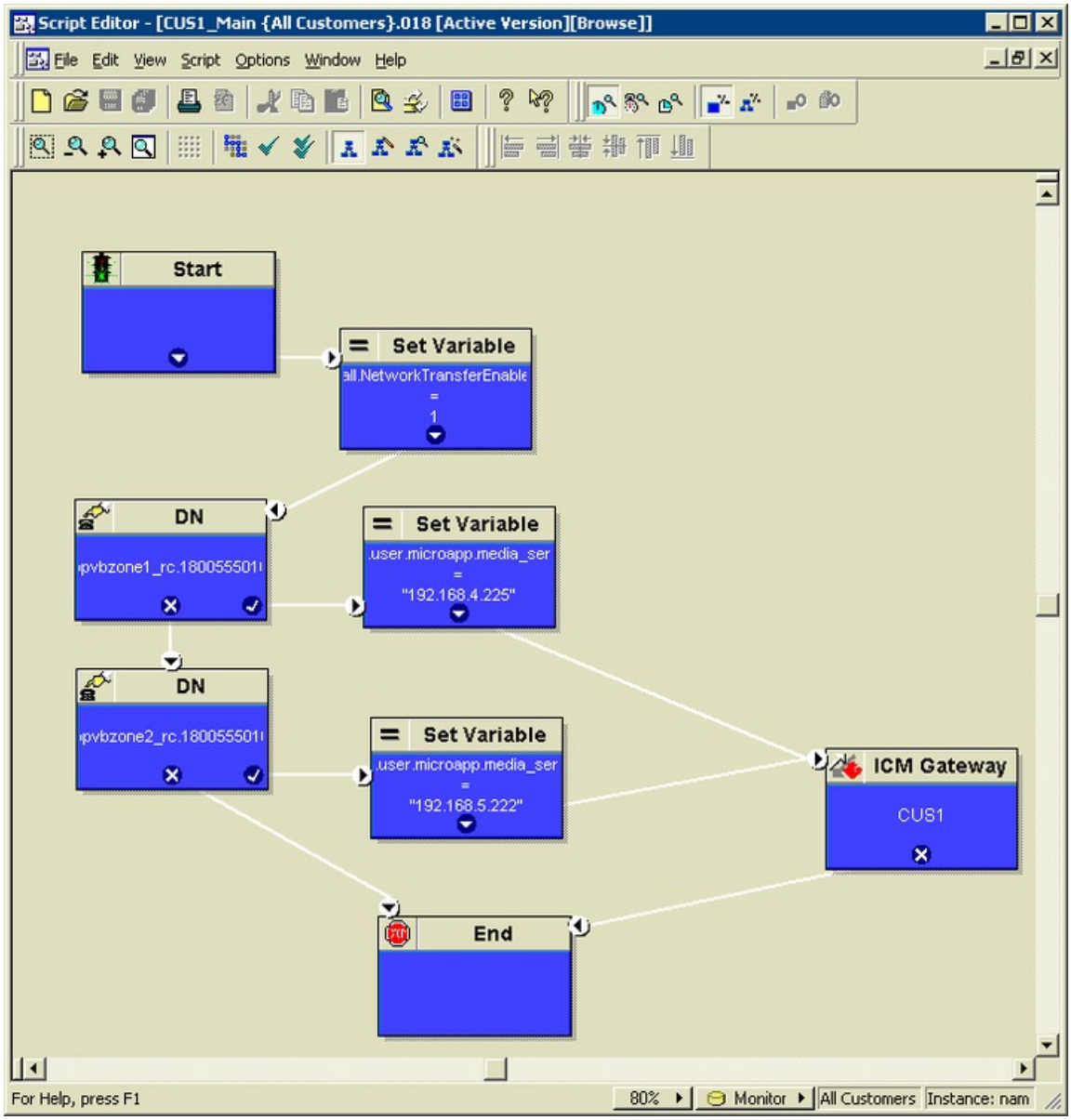
NAM Script Configuration

This section covers scripting considerations to use in an IP Contact Center Hosted-Edition system. For more information about scripting in a Unified ICM/Unified NAM environment, see the *Setup and Configuration Guide for Cisco Unified ICM*.

Scripting on the NAM requires only one Dialed Number script per Customer Instance. However, your design may include more.

The NAM routing script sends the Dialed Number to the correct Unified CVP Media Server for treatment, then ultimately to the Unified ICM Gateway of the CICM instance for the particular Dialed Number.

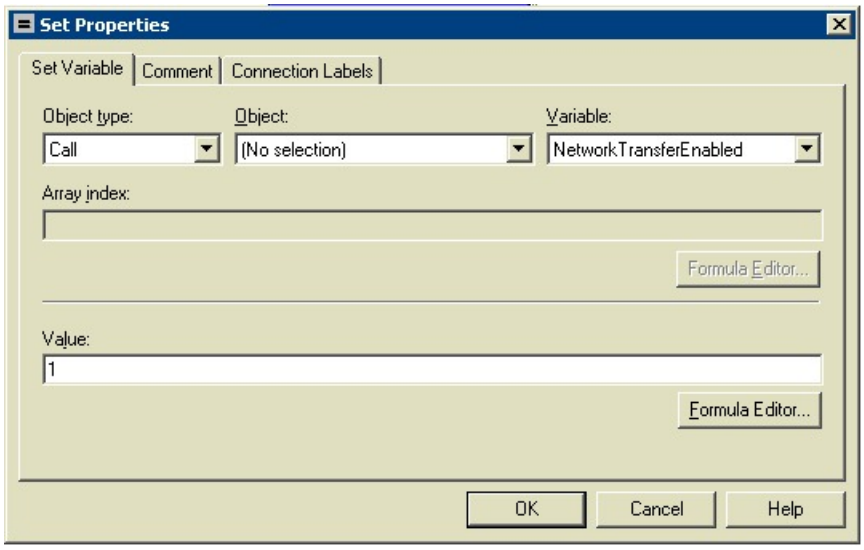
Figure 1: Example NAM Routing Script



The first script node after the Start should be a “set variable” node that contains the following:

- Object Type — Call
- Object — (no selection)
- Variable — NetworkTransferEnabled
- Value — 1

Figure 2: NetworkTransferEnabled Set Variable Node



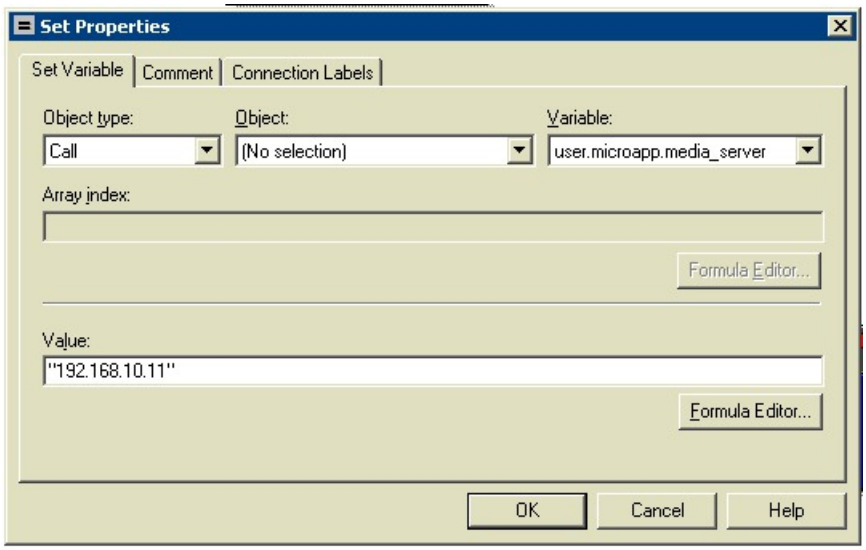
After you set the variable for NetworkTransferEnabled you can create a Dialed Number (DN) node to route to a particular CICM Instance Routing Client.

If the Dialed Number node is true, then you typically send the call to the Unified CVP Media Server using another Set Variable node as described below.

The first script node after the star should be a “set variable” node that contains the following:

- Object Type — Call
- Object — (no selection)
- Variable — user.microapp.media_server
- Value — the IP address of the Unified CVP Media Server, enclosed in quotes, for example “192.168.10.11”

Figure 3: ECC Variable user.microapp.media_server Set Variable Node



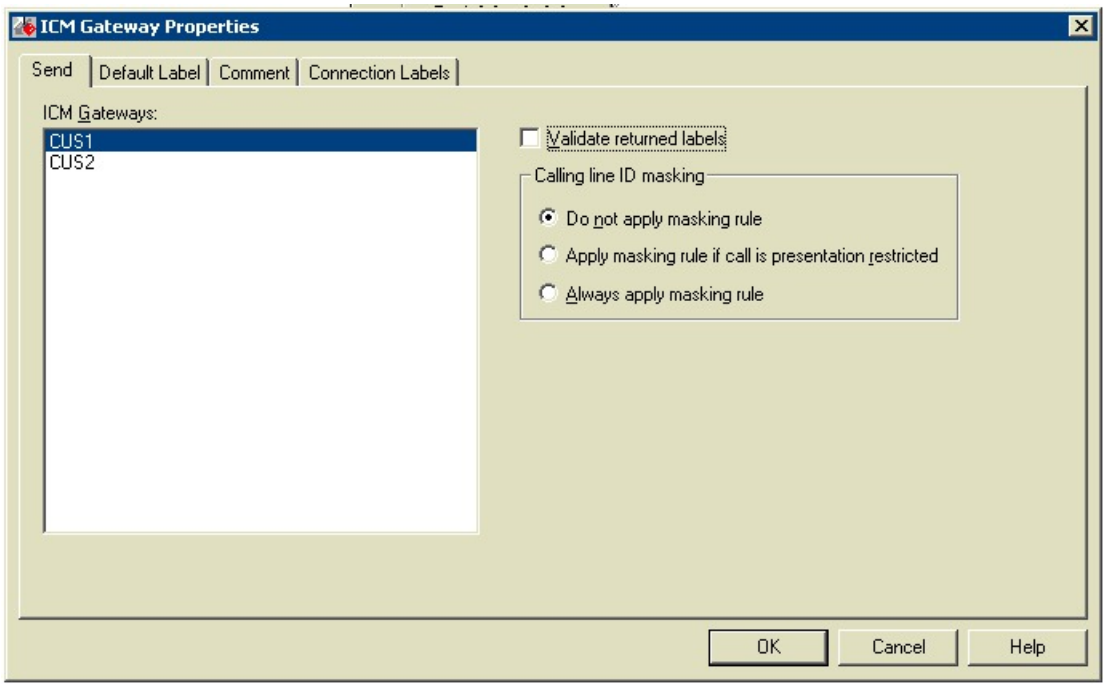
At this point, scripting is conducted on the Unified CVP. For more information about scripting in the Unified CVP, see the *Configuration Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.

Next, the call is sent to the Unified ICM gateway of a particular customer instance.

If you use multiple DNs, then you can send the call to a different Unified CVP Media Server based on the different DN.

Finally, the call is sent to the Unified ICM gateway of a particular customer instance. Add a Unified ICM Gateway node and select the customer to which to route the call.

Figure 4: ICM Gateway Node



Note Do NOT select the Validate returned labels check box. If you do, you must provision the NAM with all of the labels that exist on every customer instance.

Customer Intelligent Contact Management (CICM) Script Considerations

Note For more information about general scripting requirements for a Unified ICM Instance, see *Administration Guide for Cisco Unified Contact Center Enterprise* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/products-maintenance-guides-list.html.

Note For more information about the Unified CVP additional scripting considerations, see *Configuration Guide for Cisco Unified Customer Voice Portal* at https://www.cisco.com/c/en/us/support/customer-collaboration/unified-customer-voice-portal/products-installation-and-configuration-guides-list.html.

Create CICM VRU Scripts

VRU scripts differ from Unified ICM routing scripts. A configured VRU script runs only when the Unified ICM instructs it to do so from a Unified ICM routing script. A VRU script on the Unified ICM is the configured record for the VRU Script that resides on Unified CVP. A VRU script executes to collect digits, play hold music, or perform many other common VRU functions.

Procedure

Step 1 From the Unified ICM Configuration Manager, choose **Targets > Network VRU Script > Network VRU Script List**.

The Network VRU Script List dialog box appears.

Step 2 On the Attributes tab, enter the following configuration information for the BasicQ script:

- Network VRU Enter isnvru.
- VRU Script Name Enter script name (for example, BasicQ).
- NameEnter the script file name (for example, BasicQ.aef).
- Timeout (seconds)Enter 180.
- Configuration paramLeave blank.
- CustomerSelect the same Unified ICM customer you selected for Call Type from the drop-down list.

Step 3 Select the Interruptible check box.

Step 4 Click **Save** and then click **Close**.

CICM VRU Script Considerations

Use the Script Editor SendToVRU node to connect the call to the Network VRU.

For more information about creating scripts, see *Configuration Guide for Cisco Unified Customer Voice Portal*.

Note A RunVRU Script or Queue node is an "implicit" SendToVRU node, although error handling is easier if you use the explicit "SendToVRU" node.

RONA and Unified CVP

When using the Unified CCE with the Unified CVP, the Unified ICM Router Requery function is used to take the call away from the non-answering agent and requeue it for service.

The following scenario explains the various conditions after Unified CVP RNA expires.

Agent state set is *READY* after CVP RNA expires when:

- In Agent Desk Settings, the **Ring no answer dialed number** field is set to blank.

- You entered a value in the **Ring No Answer time** field. This value must be at least 2 seconds more than timeout configured at Unified CVP for RNA Timeout.

Agent state set is *NOT_READY* after CVP RNA expires when:

- In Agent Desk Settings, the **Ring no answer dialed number** field is set to blank.
- You do not enter a value in the **Ring No Answer time** field.

In the example script Scripting for RONA:

- The Queue node for the skill group that selects the first agent must have Target Requery enabled.
- Raise the priority of the call so that it moves to the front of the queue.

Scripts for RONA

When scripting for RONA, you should Enable Requery on the node in the script that selects the first agent. Depending on the type of node used, the Requery mechanism selects a new target from the available agents or requires additional scripting.

Figure 5: Changing the Queue Type to Enable Requery

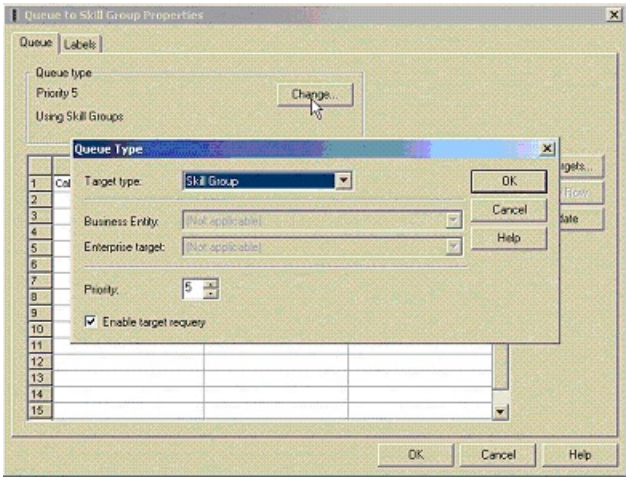
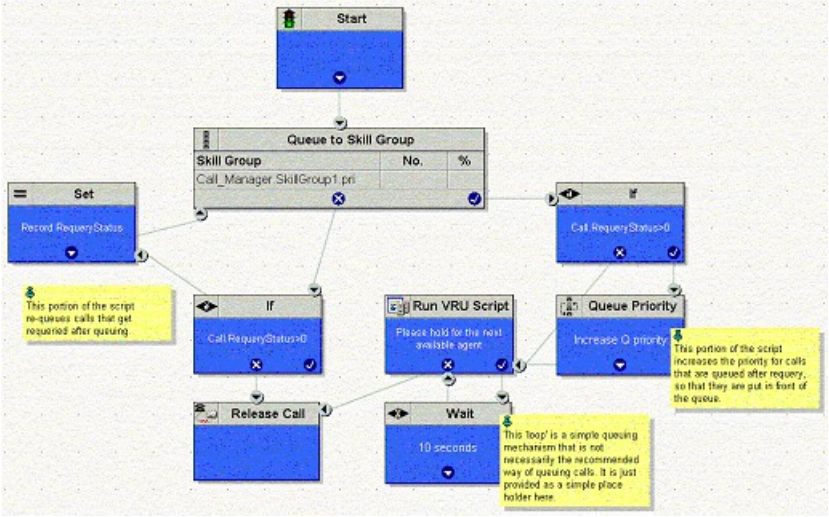


Figure 6: RONA Scripting in Unified CCE Edition



If there is an available agent, the Queue node selects the longest available agent from the configured skill groups. If there is no available agent, the script then queues the call with a priority set in the node and continues down the success exit of the node.

When an agent becomes available, the Unified ICM always selects the longest queued call from the ones with the highest priority. The RONA mechanism works as follows:

1. The Queue node selects an agent.
2. If the agent does not answer the call, then the script exits through the failure terminal of the Queue node.
3. The If node tests the RequeryStatus variable. If it has value of greater than zero, this is a requery call and the script re-queues the call.
4. In the Scripting for RONA example above, it also sets a flag using a call variable for reporting purposes.
5. Assuming that there are no agents available, the Queue node immediately exits through the success terminal.
6. If this is a required call, It increases the Queue Priority of the call so that it is handled before any other calls in queue.
7. It then enters the normal wait loop with RunScripts.