



Agent Greeting

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Capabilities

The Agent Greeting feature lets an agent record a message that plays automatically to callers when they connect to the agent. The greeting message can welcome the caller, identify the agent, and include other useful contextual information. With Agent Greeting, each caller can receive a clear, well-paced, language-appropriate, and enthusiastic introduction. Another benefit is that it saves the agent from having to repeat the same introductory phrase for each call. It also gives the agent a moment to review the desktop software screen popups while the greeting plays.

The process of recording a greeting is much the same as recording a message for voicemail. Depending on how the call center is set up, agents may be able to record different greetings that play for different types of callers. For example, agents can record an English greeting for English speakers or an Italian greeting for Italian speakers.

Agent Greeting Phone Requirements (for Local Agents Only)

Agent Greeting is available to agents and supervisors who use IP Phones with Built-In Bridge (BIB). These agents are typically located within a contact center. Phones used with Agent Greeting must meet these requirements:

- The phones must have the BIB feature.



Note If you disable BIB, the system attempts to use a conference bridge for Agent Greeting call flow and raises a warning event.

- In an IPv6-enabled environment, Agent Greeting may require extra Media Termination Points (MTPs).
- See the *Contact Center Enterprise Compatibility Matrix* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-device-support-tables-list.html> for the list of supported Packaged CCE phone models.

Agent Greeting Functional Limitations

Agent Greeting is subject to these limitations.

- Agent Greeting does not support outbound calls made by an agent. The announcement plays for inbound calls only.
- Only one Agent Greeting file plays per call.
- Supervisors cannot listen to agent recorded greetings.
- Agent Greetings do not play when the router selects the agent through a label node.
- Agent Greeting supports Unified CM based Silent Monitoring with this exception: Supervisors cannot hear the greetings themselves. If a supervisor tries to start a silent monitoring session while a greeting is playing, a message displays stating that a greeting is playing and to try again shortly.

Whisper Announcement with Agent Greeting

You can use Agent Greeting with the Whisper Announcement feature. Here are some things to consider when using them together:

- On the call, the Whisper Announcement always plays first.
- To shorten your call-handling time, use shorter Whisper Announcements and Agent Greetings than if you were using either feature by itself. A long Whisper Announcement followed by a long Agent Greeting equals a long wait before an agent actively handles a call.
- If you use a Whisper Announcement, your agents probably handle different types of calls: for example, “English-Gold Member-Activate Card,” “English-Gold Member-Report Lost Card,” “English-Platinum Member-Account Inquiry.” Therefore, you may want to ensure that greetings your agents record are generic enough to cover the range of call types.

For more information about Whisper Announcement, see [Whisper Announcement](#)

Initial Setup

This section is intended for system administrators responsible for installing and configuring Packaged CCE. It describes the one-time tasks required to set up Agent Greeting.

Configuration Requirements

The following configuration components must be in place to deploy Agent Greeting.

Where	What
Unified Communications Manager	For phones that use Agent Greeting, you must set the Built-in-Bridge option to On or Default. In Administration, select Device > Phone > Built in Bridge .

Where	What
Unified CCE	<p>Agent Greeting is supported with Type 10 Network VRUs only. (Type 10 is required to all... is not configured for a Type 10 VRU, you must modify it accordingly.)</p> <p>Agent Greeting requires at minimum three expanded call variables.</p> <ul style="list-style-type: none"> • <code>user.microapp.ToExtVXML</code>: This is used twice in an Agent Greeting record script: application; the second time is to tell the recording application where to save greeting... • <code>user.microapp.app_media_lib</code>: This is required in Agent Greeting record and play scri... greeting audio files are stored. Maximum Length - 100 and Enabled. • <code>user.microapp.input_type</code>: This is required in Agent Greeting record scripts to limit th... <p>No other ECC (Expanded Call Variable) are needed if you serve your files from the Unif... default locale directory ("<code><web_server_root>\en-us\app</code>"). However, if you store your fil... the ECC in the next row in your scripts.</p>
Unified CCE (optional variables, used to override defaults)	<p>To make these variables available to your script authors, confirm that they are defined in... ECC variables for CVP, see the <i>Administration Guide for Cisco Unified Customer Voice Po... unified-customer-voice-portal/tsd-products-support-series-home.html.</i></p> <ul style="list-style-type: none"> • <code>user.microapp.media_server</code>: Use to identify the Unified CVP media server if it is o... • <code>user.microapp.locale</code>: Use to specify the name of the locale directory on the media s... • <code>user.microapp.UseVXMLParams</code>: Required in your record script if you include the r... recording script to use the name/value pair of the application that you pass in the us...
Unified CVP	<p>Unified CVP Server must be installed and configured, as described in the <i>Cisco Package... https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-</i></p>

Deploy Agent Greeting

Agent Greeting Deployment Tasks

Procedure

-
- Step 1** Ensure that your system meets the baseline requirements for software, hardware, and configuration described in the System Requirements and Limitations section.
- Step 2** Configure one or more servers to act as media servers. Configuration requirements include IIS and FTP.
- For more information, see *Setup Unified CVP Media Server IIS* section in the *Cisco Packaged Contact Center Enterprise Installation and Upgrade Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-installation-guides-list.html>.
- Step 3** In Unified CVP, add media servers, configure FTP connection information, and deploy the media servers.

For more information, see *Set Up IVR Service* section in the *Cisco Packaged Contact Center Enterprise Administration and Configuration Guide* at <https://www.cisco.com/c/en/us/support/customer-collaboration/packaged-contact-center-enterprise/products-maintenance-guides-list.html>.

- Step 4** Configure a Unified CVP media server, if you have not already done so. See [Media Server](#).
- Step 5** Set the cache size on the VXML Gateway. See [Set Cache Size on VXML Gateway, on page 5](#).
- Step 6** Record the voice prompts to play to agents when they record a greeting and to deploy the audio files to your media server. See [Create Voice Prompts for Recording Greetings, on page 5](#).
- Step 7** Configure call types to record and play agent greetings. See [Configure Call Types, on page 6](#).
- Step 8** Configure dialed numbers to record and play agent greetings. See [Configure Dialed Numbers, on page 6](#).
- Step 9** [Schedule the Script, on page 7](#).
- Step 10** [Define Network VRU Scripts for Agent Greeting, on page 7](#).
- Step 11** In Script Editor:
 - To use the installed scripts to record and play agent greetings, see [Import Example Agent Greeting Scripts, on page 8](#).
 - To create your own scripts, see [Agent Greeting Scripts, on page 11](#).
- Step 12** [Modify the Unified CCE call routing scripts to use Play Agent Greeting script, on page 10](#).

Configure Media Server for Agent Greeting

Agent Greeting uses the Unified CVP media server. If you previously configured and deployed one or more Unified CVP media servers for other features, you do not have to configure any additional servers for Agent Greeting. You can optionally add additional media servers.

Agent Greeting uses the Unified CVP media server to store and serve the following types of files:

- Prompt files, prepared by Administrators. These files supply the prompts that agents hear when they record their greetings. The Administrator must manually add the prompt files to all the media servers that their Agent Greeting scripts will query to retrieve those files.
- Greeting files, recorded by agents. These files are the actual greetings that play to callers. They are recorded by individual agents. The system handles the storage of these files as follows:
 - A greeting file is named using the convention *PersonID_AgentGreetingType*. For more about *AgentGreetingType*, see [Specify AgentGreetingType Call Variable, on page 11](#).
 - When a greeting is first recorded, it is stored temporarily on the Unified CVP Server, where an agent can listen to it before confirming its use.
 - When the agent confirms the greeting, the file is transferred, using FTP, to all media servers that are deployed and are configured with FTP enabled. Make sure that an FTP server is installed and configured for the correct version of IIS on the media server. For instructions, consult your Microsoft documentation (<http://microsoft.com>).
 - To satisfy a request for the greeting to play to a caller, the greeting file is copied from the media server to the VXML Gateway, where it is cached. The cached copy is used to satisfy subsequent requests for the greeting. Content expires in the cache based on the cache timeout period defined on the media server.

The routing scripts look for the prompt and greeting files either on the configured default Unified CVP media server or on a specific server identified in the script. Some typical scripting scenarios for retrieving files for Agent Greeting include:

- All files are retrieved from the default server.
- All files are retrieved from the default server if available; otherwise, a redundant server is queried.
- For security, the prompt files are retrieved from one server and the greetings files are retrieved from a different server.
- For load balancing, the greetings files are dispersed among several servers and retrieved based on tests in the script.

Set Cache Size on VXML Gateway

To ensure adequate performance, set the size of the cache on the VXML Gateway to the maximum allowed. The maximum size is 100 megabytes; the default is 15 kilobytes. Failure to set the VXML Gateway cache to its maximum can result in slowed performance to increased traffic to the media server.

Use the following Cisco IOS commands on the VXML Gateway to reset the cache size:

```
conf t
http client cache memory pool 100000
exit
wr
```

For more information about configuring the cache size, 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/tsd-products-support-series-home.html>.

Create Voice Prompts for Recording Greetings

You must create audio files for each of the voice prompts that agents hear as they record a greeting. The number of prompts you require can vary, but a typical set can consist of:

- A welcome followed by a prompt to select which greeting to work with (this assumes you support multiple greetings per agent)
- A prompt to select whether they want to hear the current version, record a new one, or return to the main menu
- A prompt to play if a current greeting is not found.

To create voice prompts for recording greetings:

Procedure

Step 1

Create the files using the recording tool of your choice. When you record your files:

- The media files must be in `.wav` format. Your `.wav` files must match Unified CVP encoding and format requirements (G.711, CCITT A-Law 8 kHz, 8 bit, mono).
- Test your audio files. Ensure that they are not clipped and that they are consistent in volume and tone.

- Step 2** After recording, deploy the files to your Unified CVP media server. The default deployment location is to the `<web_server_root>\en-us\app` directory.
- Step 3** Note the names of the files and the location where you deployed them on the media server. Your script authors need this information for the Agent Greeting scripts.
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Built-In Recording Prompts

The Unified CVP Get Speech micro-application used to record Agent Greetings includes the following built-in prompts:

- A prompt that agents can use to play back what they recorded
- A prompt to save the greeting, record it again, or return to the main menu
- A prompt that confirms the save, with an option to end the call or return to the main menu

The built-in prompts are installed on each server at `<CCE_root>\wav` and are referenced in the example recording script that is included with Packaged CCE. To deploy the example script, copy the audio prompts to the `<web_server_root>\en-us\app` directory on your media server.

You can replace these `.wav` files with files of your own. For more information, see the Unified Customer Voice Portal Call Studio documentation at <https://www.cisco.com/c/en/us/support/unified-communications/unified-call-studio/tsd-products-support-series-home.html>.

Configure Call Types

To record and play agent greetings, create two call types: `RecordAgentGreeting` and `PlayAgentGreeting`.

Procedure

- Step 1** In Unified CCE Administration, choose **Overview > Call Settings > Route Settings**.
- Step 2** Click the **Call Type** tab.
- Step 3** Click **New** to open the **New Call Type** window.
- Step 4** Complete the fields to create a call type to record agent greetings. For **Name**, enter `RecordAgentGreeting`.
- Step 5** Click **Save**.
- Step 6** Repeat this procedure to create a call type to play agent greetings. For **Name**, enter `PlayAgentGreeting`
-

Configure Dialed Numbers

To record and play agent greetings, create two dialed numbers: `RecordAgentGreeting` and `PlayAgentGreeting`.

Procedure

- Step 1** In Unified CCE Administration, choose **Overview > Call Settings > Route Settings**.
- Step 2** Click the **Dialed Number** tab.
- Step 3** Click **New** to open the **New Dialed Number** window.
- Step 4** Complete the fields to create a dialed number to record agent greetings, as follows:

- **Dialed Number String:** RecordAgentGreeting
The name must match exactly and is case-sensitive.
- **Routing Type:** Internal Voice
- **Call Type:** RecordAgentGreeting (the call type that you created for recording agent greetings)

Step 5 Click **Save**.

Step 6 Repeat this procedure to create a dialed number to play agent greetings. Complete the **New Dialed Number** fields as follows:

- **Dialed Number String:** PlayAgentGreeting
The name must match exactly and is case-sensitive.
- **Routing Type:** Internal Voice
- **Call Type:** PlayAgentGreeting (the call type that you created for playing agent greetings)

Schedule the Script

Procedure

- Step 1** In the **Script Editor**, select **Script** > **Call Type Manager**.
- Step 2** From the Call Type Manager screen, select the **Schedules** tab.
- Step 3** From the Call type drop-down list, select the call type to associate with the script; for example, PlayAgentGreeting.
- Step 4** Click **Add** and select the script you want from the Scripts box.
- Step 5** Click **OK** twice to exit.

Define Network VRU Scripts for Agent Greeting

For Agent Greeting record and play scripts to interact with Unified CVP, Network VRU scripts are required. The number of VRU scripts that you require and how you configure them depends on how you choose to script Agent Greeting.

To create these scripts, log into Packaged CCE Administration and select **Overview** > **Call Settings** > **IVR Settings** > **Network VRU Scripts**.

The following table lists an example set of Agent Greeting Network VRU scripts based on the example Agent Greeting scripts that are included with the software.



Note If you require the following example VRU scripts, you must manually create them.

Table 1: Agent Greeting Network VRU Scripts

Name / VRU Script Name	Configuration Parameter	Interruptible (Y/N)	What it does
AgentGreeting PM, -a	null	N	Causes a saved greeting audio file to play. The -a parameter automatically generates the file name by concatenating the Person ID with the AgentGreetingType variable value set in your routing scripts that target an agent.
GreetingMenu_1_to_9 M,press_1_thru_9_greeting,A	1-9	Y	During a recording session, play an audio file that presents a voice menu prompting the agent to press the number corresponding to the greeting he or she wants to record. The 1-9 configuration parameter defines the range of allowable keys. So this value also determines the number of concurrent greetings agents can have. The A parameter specifies that the file is in the (default) Application directory on the Unified CVP Server.
GreetingSubMenu M,press1-press2-press3,A	1-3	Y	During a recording session, play an audio file that prompts the agent to press 1 to listen to a greeting, 2 to record, or 3 to go to the main menu.
Greeting_Not_Found PM,no_greeting_recorded,A	Y	Y	During a recording session, if an agent tries to play back a greeting that does not exist, play the no_greeting_recorded audio file. The Y configuration parameter in this instance allows barge-in (digit entry to interrupt media playback).
T10_GS_AUDIUM GS,Server,V,FTP	,,,,,,,,,Y	Y	This starts the external VXML application that records the greeting. The VRU script name must be specified exactly as shown and is case-sensitive. The Y parameter in the eleventh position of the Configuration Parameter is required. It allows the script to pass FTP connection information to the VXML server. The VXML server then uses this information to make an FTP connection to the media server when saving greeting files.
GreetingReview PM, -a, A	Y	Y	This script allows the agent to review the recorded greeting audio file.

Import Example Agent Greeting Scripts

To view or use the example Agent Greeting scripts, you must first import them into Script Editor. To import the scripts:

Procedure

Step 1 Launch Script Editor.

Step 2 Select **File > Import Script** and select a script to import.

The scripts are located in the `icm\bin` directory on the Unified CCE AW-HDS-DDS.

Note When you import the example scripts, Script Editor maps objects that are referenced in the scripts. Some of the objects, such as the external Network VRU scripts, skill groups, route to skill group, or precision queue, do not map successfully. You must create these manually or change these references to point to existing scripts, skill groups, and precision queues in your system.

What to do next

In addition to importing the scripts, you may need to modify the following items. For more information, see [Agent Greeting Scripts, on page 11](#).

- If you do not use a default media server, you must modify the media server specification.
- If you do not use the default values for application and locale (`en-us/app`), you must modify the path name of greeting files.
- Using the Unified CCE Administration tool, enable all expanded call variables referenced by the following sample scripts.

Agent Greeting Example Routing Scripts

The example routing script files in the `icm\bin` directory include:

- **AG.ICMS**—This script sets up an Agent Greeting by setting the greeting type to be used on the call and then queueing the call to a skill group or precision queue. Once an agent is selected from the skill group or precision queue and the call routed to the agent, the PAG.ICMS script is invoked. It requires that you define an AgentGreeting VRU script (described in [Define Network VRU Scripts for Agent Greeting, on page 7](#)) and a skill group.
- **PAG.ICMS**—This script causes an Agent Greeting to play. It is invoked by the PlayAgentGreeting dialed number that you configured earlier in the configuration process. This number must be associated with a call type that then runs the script. It requires that you define an AgentGreeting VRU script, described in [Define Network VRU Scripts for Agent Greeting, on page 7](#).
- **RECORD_AG.ICMS**—This script lets agents record a greeting. It is called from the agent desktop when an agent clicks the Record Agent Greeting button. It prompts the agent to select which greeting to play or record. This script is invoked by the RecordAgentGreeting dialed number that you configured earlier in this configuration process. It requires that you define all five VRU scripts described in [Define Network VRU Scripts for Agent Greeting, on page 7](#).
- **WA_AG.ICMS**—This script plays a Whisper Announcement and an Agent Greeting together on the same call flow. It requires that you define an AgentGreeting VRU script (described in [Define Network VRU Scripts for Agent Greeting, on page 7](#)) and a skill group.



Note The PAG.ICMS and RECORD_AG.ICMS example scripts assume that a default media server is configured in Unified CVP, and the greeting files are stored in a dedicated directory named ag_gr directory. The WA_AG.ICMS script does not include a dedicated directory.



Note For greeting, the initial script sets up the call between caller and agent, and a different script plays the greeting to the agent after the caller is connected. If the initial Unified CCE script overrides the default media server with a SET node, the call context of expanded call variables is preserved on the greeting playback call as well, and the Default Media Server may be overridden. In this case, modify the greeting playback script to use a SET node with the correct media server.

Test Agent Greeting File Path

When an agent records a greeting, the greeting file is saved with a system-generated name as follows:

- The Person ID number is prepended to the starting string. For example, an agent with a Person ID of 5050 would have greeting files named 5050_1 or 5050_French.
- The filename ends with the value of the Call.AgentGreetingType variable associated with the choice the agent made when recording the greeting. For example, if the agent selected the first option, and the Agent Greeting record script sets the first option to "1," then the greeting filename is appended with _1. As another example, if descriptive strings were implemented, and the first option is associated with the string "French," then the greeting filename is appended with _French.

The greeting file is saved in a directory whose path is determined by the following variables in the Agent Greeting record script:

- A specific media server, or the default media server. (The file is later pushed to all FTP-enabled media servers.)
- A specific application directory, or the default application directory.
- A specific locale directory, or the default locale directory.

To test the path you defined to the greeting file in your script variables, plug the complete URL into a browser. The .wav file should play. For example:

- If your script uses a default media server whose IP is *192.1.1.28 + the default locale + an application directory named greet + 5050_im1.wav*, then the generated URL should be `http://192.1.1.28/en-us/app/greet/5050_1.wav`. Entering this URL into a browser should cause this agent's greeting to play.
- If your script includes: *http://my_server.my_domain.com + the default locale + an application directory app/greet + 5050_1.wav*, then the path should be `http://my_server.my_domain.com/en-us/app/greet/5050_1.wav`.

Modify the Unified CCE call routing scripts to use Play Agent Greeting script

For an Agent Greeting play script to run, you must add an AgentGreetingType Set Variable node to your existing Unified CCE call routing scripts: This variable's value is used to select the audio file to play for the

greeting. Set the variable before the script node that queues the call to an agent (that is, the Queue [to Skill Group or Precision Queue], Queue Agent, Route Select, or Select node).

Specify AgentGreetingType Call Variable

To include Agent Greeting in a script, insert a Set Variable node that references the AgentGreetingType call variable. The AgentGreetingType variable causes a greeting to play and specifies the audio file it should use. The variable value corresponds to the name of the greeting type for the skill group or Precision Queue. For example, if there is a skill group or Precision Queue for Sales agents and if the greeting type for Sales is '5', then the variable value should be 5.

You can use a single greeting prompt throughout a single call type. As a result, use one AgentGreetingType set node per script. However, as needed, you can set the variable at multiple places in your scripts to allow different greetings to play for different endpoints. For example, if you do skills-based routing, you can specify the variable at each decision point used to select a particular skill group or Precision Queue.



Note Only one greeting can play per call. If a script references and sets the AgentGreetingType variable more than once in any single path through a script, the last value to be set is the one that plays.

Use these settings in the Set Variable node for Agent Greeting:

- Object Type: Call.
- Variable: Must use the AgentGreetingType variable.
- Type: Must use the PersonID_AgentGreetingType type.
- Value: Specify the value that corresponds to the greeting type you want to play. For example: “2” or “French”
 - You must enclose the value in quotes.
 - The value is not case-sensitive.
 - The value cannot include spaces or characters that require URL encoding.

Agent Greeting Scripts

Agent Greeting requires two call routing scripts: one that agents can use to record greetings and one to play a greeting to callers. Examples of these scripts are included in your installation. This section describes the elements in the installed example scripts, including optional features and other modifications that you can make. To create scripts from scratch, use this section to understand the required elements in Agent Greeting scripts.



Note If you plan to use the installed example scripts out of the box, you can ignore this section.

Agent Greeting Recording Script

The Agent Greeting recording script is a dedicated routing script that allows agents to record greetings. You can use the installed example scripts or create your own.

Table 2: Script Node Functions for Agent Greeting

Node	Value	What it does
Variable:Call:user. microapp.input_type	D	Sets the allowable input type to DTMF (touch tone).
RunExtScript:Press 1-9 to Select Greeting X	M,press_1_thru_9_greeting,A	Runs the VRU script that defines which digits are valid to select an AgentGreetingType and plays a voice prompt describing the options.
Variable:Call:AgentGreetingType	Call.CallerEnteredDigits	Sets the AgentGreetingType to the digit the agent pressed. This text is used in the greeting wave file. It can be a simple numbering system or more descriptive titles such as "English."
RunExtScript: 1 - hear greeting X, 2 - record greeting X, 3 - return to menu	M,press1-press2-press3,A	Runs the VRU script that defines which digits are valid to select a desired action and plays a voice prompt describing the options.
CED	1,2,3	Tells the script how to handle the caller entered digits in response to the 1,2,3 external script.
Variable:Call: user.microapp.app_media_lib	Set three times: <ul style="list-style-type: none"> • Once to "app/ag_gr" • Twice to "" (an empty string; that is, the default) 	Defines the path to the application directory on the Unified CVP media server. Prior to playing the greeting file, it is set to the dedicated greeting file directory (in this example, app/ag_gr). After the greeting file plays, it is reset to the default application directory where (in this example) the files for voice prompts are stored. If the voice prompts were stored in the same directory as the greeting files, there would be no need to reset the path.
RunExtScript: Play Recording	PM,-a,A	Runs the VRU script that plays the selected Agent Greeting.
RunExtScript:Greeting Not Found	PM,no_greeting_recorded,A	Runs the VRU script that plays an error message if the Agent Greeting selected to play does not exist.

Node	Value	What it does
Variable: Call:user.microapp. ToExtVXML[]	Array Index: 2 Value: "ftpPath=<path_to_dedicated/directory>" For example: "ftpPath=en-us/app/ag_gr"	Specifies the FTP information that the CVP Server uses to write greeting files to the media server. The value for array index must be 2. The value consists of: <ul style="list-style-type: none"> • ftpPath= to set the path to the dedicated directory for agent greeting files. • The path must begin with the locale directory.
Variable: Call:user.microapp. ToExtVXML[]	Array Index: 0 Value: "application=RecordAgentGreeting"	Identifies the external Unified CVP micro-application (RecordAgentGreeting) that is used to record the greeting. The value for array index must be 0.
RunExtScript: Run Default Recording Application	GS, Server, V	Runs the VRU script that launches the Get Speech micro-application on the CVP Server.

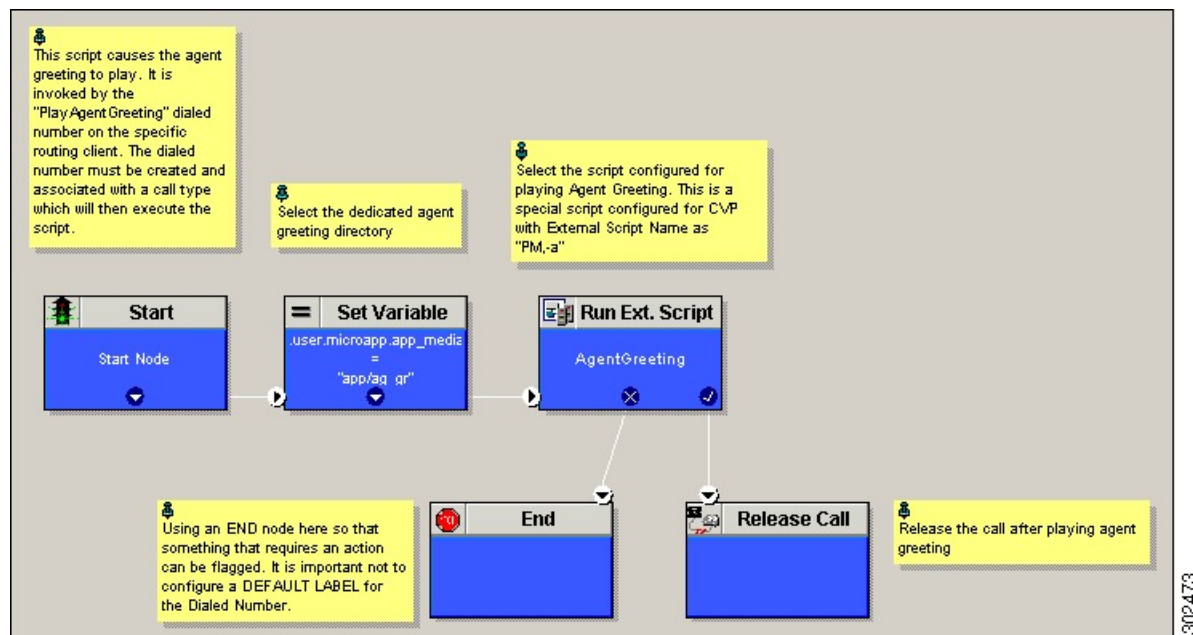
Descriptive Agent Greeting Type Strings

The previous Agent Greeting record script example stores Agent Greeting Type values as numbers (although in string format). But suppose you prefer more descriptive string names. For example, “English,” “French,” and “Spanish.” Or “Sales,” “Billing,” and “Tech Support.”

Descriptive names can make it easier to understand at a glance what different numeric key selections in your scripts correspond to. Note that they also affect how greeting files are named (for example, for an agent whose Person ID is 5050, 5050_English.wav as opposed to 5050_1.wav).

The following script example is almost identical to the previous record script, except that it includes four additional nodes (highlighted in green). They consist of an additional CED node that maps the keys 1, 2, and 3 to language names. The Run Ext Script node (in gray) was modified for the new options. The rest of the script is the same with no other changes required. Note that your routing scripts require a corresponding mapping of numeric keys to language names.

Figure 3: Agent Greeting Play Script Example



On a Mobile Agent callflow, CUCM may return a 404 error due to the absence of Agent Greeting, leading to call failure. To fix this issue, do the following:

1. Add a new Run External Script node with its backup media mapped to the agent greeting.
2. Add the Run External Script node between the failure path of the AgentGreeting Run External Script node and the End node.
3. Connect the Run External Script node's success path to the existing Release call node and failure path to the existing end node.

Adding the Run External Script node may add a short delay of one to two seconds to the call flow.

Administration and Usage

Use Agent Greeting with Your Finesse Desktop

Configure Custom Dialed Number for Finesse Agent Greeting Record

To record Agent Greetings with Finesse, create your own custom dialed number for recording. You may want to create different dialed numbers for different customers.

To record the greeting, your agents can enter the record dialed number using the dial pad on their desktops.

Use the following steps to create a custom dialed number for Finesse Agent Greeting Record:

1. Create a CTI Route Point in Unified CM and associate it with an Application User (PG User).
2. Create a Dialed Number in Unified ICM for the CTI Route Point created in Unified CM.

3. Create a Call Type for the Custom Dialed Number.
4. Associate the Call Type and Dialed Number with the Record Agent Greeting Script.
5. Create a Phonebook Entry in Finesse for the agent to dial the Custom Dialed Number.

Reporting

In agent, skill group, and precision queue reports, greeting time is not specifically broken out. The period during which the greeting plays is reported as talk time. Record time is counted as an internal call by the default skill group.

Calls that involve Agent Greeting consist of two call legs: the inbound call from the customer and the call to Unified CVP for the greeting. Both of these legs have the same RouterCallKeyDay and RouterCallKey values in the TCD and RCD tables in the database. You can use these values to link the two legs together for reporting purposes.

Greeting Call Statistics

To view greeting call statistics, create a separate call type and associate it with the routing script that plays agent greeting. New Cisco Unified Intelligence Center templates for the agent greeting call type are created based on the data in the existing Call_Type_Real_Time and Call_Type_Interval table in the database.

Peripheral Call Types for Agent Greeting

There are two peripheral call types specific to Agent Greeting that you can use to track and report on the feature.

- Call Type 39: Play Agent Greeting. Route request to play an Agent Greeting.
- Call Type 40: Record Agent Greeting. Agent call for recording an Agent Greeting.

Serviceability

Serviceability for Agent Greeting includes SNMP events captured by your Network management software that indicate reasons for greeting failures and counters to track the number of failed greeting events.



Note There is no counter for the number of failed agent greeting calls.

When system components fail, Agent Greeting may be impacted. For example, if a requested greeting audio file cannot be found for any reason, the call proceeds without the Agent Greeting.

