CVPD Scripting - Part 1

Category: Infrastructure & IT Operations | **Vendor:** Various

Duration: 40.00 hours (5 days) **32.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format: Instructor Led - Online

Course Overview

Overview of a UCCE with CVP Comprehensive Call Flow

About This Course

Overview of a UCCE with CVP Comprehensive Call Flow

Who Should Attend

Application Developers; Programmers, Sales and Pre Sales, Technical Support, Project Managers, Cisco customers, partners and employees involved in UCCE/CVP or CVP stand alone deployments

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Upon completing this course, the learner will be able to meet these overall objectives: Introduction to the Java API, its capabilities and limitations - Practice - This course is applicable for any version of CVP and Studio. Introduction to Voice Elements and their complexity - creating every different Java component to extend Studio (see below)

Detailed Course Outline

Module 1

- Overview of a UCCE with CVP Comprehensive Call Flow

Module 2

- ICM routing scripts to route calls to CVP VXML Server applications
- Passing data (e.g., global variables)
- Parsing and evaluating data returned
- Queueing
- Assigning data to send to Finesse.

Module 3

- Writing Call Studio scripts (applications)
- Prompting Callers using pre-recorded audio; TTS text-to-speech; Say it Smart to format audio as digits, date, time, currency; input error reprompting
- Menus
- Collecting and confirming caller input, such as account numbers, dates of birth, etc
- Working with variables Session data, Element data, Call data, Local data (CVP11)
- Introduction to retrieving data from back end systems:
- SQL Database interaction using the Studio Database element to select data
- Web service interaction- Studio Web Services element for SOAP-web services and calling a simple REST web service
- Playing audio to callers during back-end data retrieval
- Catch events
- Working with counters, decisions, math
- Introduction to javascript for substrings and string length
- Setting VoiceXML properties affecting the gateway
- Multi-Language applications

Module 4

- Working with Version Control

Module 5

- Implementing a Post Call Survey

Module 6

- Using the Studio Debugger to test applications within Studio

Module 7

- CVP Reporting Server and CVP CUIC Reports

  Best practices regarding naming elements and variables

  Configuring data to pass to the Reporting Server using OAMP

  Understanding Reporting Server tables

  Understanding the Application Summary CUIC reports

Module 8

- Administration covered throughout the course
- OAMP Operations Console to deploy applications to VXML Server
- Using Studio Documenter to print Visio-like diagrams of the application
- Configuring log file properties
- Using logs for debugging applications
- Administrative scripts for graceful updates or suspensions of the server
- Important log, debug, administration files

Module 9

- Cisco Courtesy Callback
- Detailed discussion of the CCB Call flow, the ICM script, and the 5 Studio scripts used for Courtesy Callback.

Additional Course Details

Nexus Humans CVPD Scripting - Part 1 training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the CVPD Scripting - Part 1 course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for CVPD Scripting - Part 1?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: How many CPD hours does this course provide?

The 5-day CVPD Scripting - Part 1 course provides up to 32.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the CVPD Scripting - Part 1 training?

The training takes place over 5 day(s), with each day lasting approximately 40.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for CVPD Scripting - Part 1?

Yes, we provide corporate training, dedicated training, and closed classes for CVPD Scripting - Part 1. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for CVPD Scripting - Part 1?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your CVPD Scripting - Part 1 training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

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