

---

## Cisco IPCC Advanced Scripting

Varighet: 2 Days    Kurskode: IPCAS

---

### Beskrivelse:

In the Cisco IPCC Enterprise Advanced Scripting course you will learn to convert business requirements into call-flow design and then into scripts that provide the routing information to routing clients. The process includes configuring, scripting and testing complex call flows. Example scripts are utilized to demonstrate the provision of specific interactive voice response (IVR) treatment, the collection of call processing variables used in databases lookups for call routing, and the facilitation of standard reporting. Other topics include collecting and setting the variables to provide CTI screen pops.

---

### Målgruppe:

This course is intended for call center professionals and other technical professionals responsible for deploying or supporting Cisco IPCC Enterprise/ICM or responsible for implementing end to end call-flow designs.

---

### Agenda:

- Develop a technique for determining the business rules that dictate the delivery of calls within a call center
  - Convert business rules into a call-flow design based on the requirements
  - Develop scripts providing IVR treatment, collecting digits, performing database lookups, and facilitating screen pops at the desktop
  - Recognise how scripting can affect historical reporting and identify script failure and learn troubleshooting techniques
  - Test the scripting logic to verify that it meets the business requirements
- 

### Forkunnskaper:

Delegates are required to meet the following pre-requisites:

- Familiarity with Cisco Call Center Technology
- Working knowledge of ICM or IPCC

### Test og sertifisering:

Recommended as preparation for exam(s):

- There is no exam available following this course
- 

### Påfølgende kurs:

The following courses are recommended for further study:

- ICMP1 – ICM Product Training
  - ICMP2 – ICM Product Training
-

## Innhold:

Common Script Nodes

Routing Rules

Contingency Scripting

Scheduling Scripts

Administrative Scripts

Advanced Concepts

New Features

Troubleshooting

Maintenance

Business Rules

Database Routing

---

## Ytterligere informasjon:

For mer informasjon eller kursbooking, vennligst ring oss 22 95 66 00

[info@globalknowledge.no](mailto:info@globalknowledge.no)

[www.globalknowledge.no](http://www.globalknowledge.no)

Grenseveien 97, 0663 Oslo, PO Box 6256 Etterstad, 0606 Oslo, Norway