

CCIE Collaboration (<http://labs.ine.com/workbook/toc/ccie-collaboration>) » UCCX (Unified Contact Center Express)

## UCCX Custom Scripting

« Integration on UCCX with CallManager (</workbook/view/ccie-collaboration/task/integration-on-uccx-with-callmanager-MzA4MA%3D%3D>) | IM&P Server Integration (</workbook/view/ccie-collaboration/task/im-p-server-integration-MzA4Mg%3D%3D>) »

Last updated: November 13, 2017

### Tasks

Modify the previously used ICD script to support the following requirements.

- When PSTN dials 5022300 from Line 1 it should prompt, **Thank you for calling. Press 1 for Sales, 2 for Accounts, 9 to connect to an agent**
- If the user presses 1 it should be transferred to HQ Phone 1 and ensure if HQ Phone 1 does not pickup up the call it should go to voicemail.
- If the user presses 2 it should be transferred to HQ Phone 2 and ensure if HQ Phone 2 does not pickup up the call it should go to voicemail.

#### Note:

When the user presses 9 it should work exactly as it worked in the previous task.  
It is not required to test this task from Site B/Site C

### Configuration: [Click to collapse](#)

Go to HQ Unity Connection and record the prompt.

#### HQ UCCX

Application > Prompt Management

Prompt Management

[Create New Folder](#) [Upload Prompts](#)

Status: **Ready**

Language:

Folder: .. \

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
Press1.wav	45.29 KB	01/27/2016 10:58:07 AM Pacific Standard Time	admin			

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[Create New Folder](#) [Upload Prompts](#)

On Jabber 1 Machine Launch CCX Editor



# Cisco Unified CCX Editor



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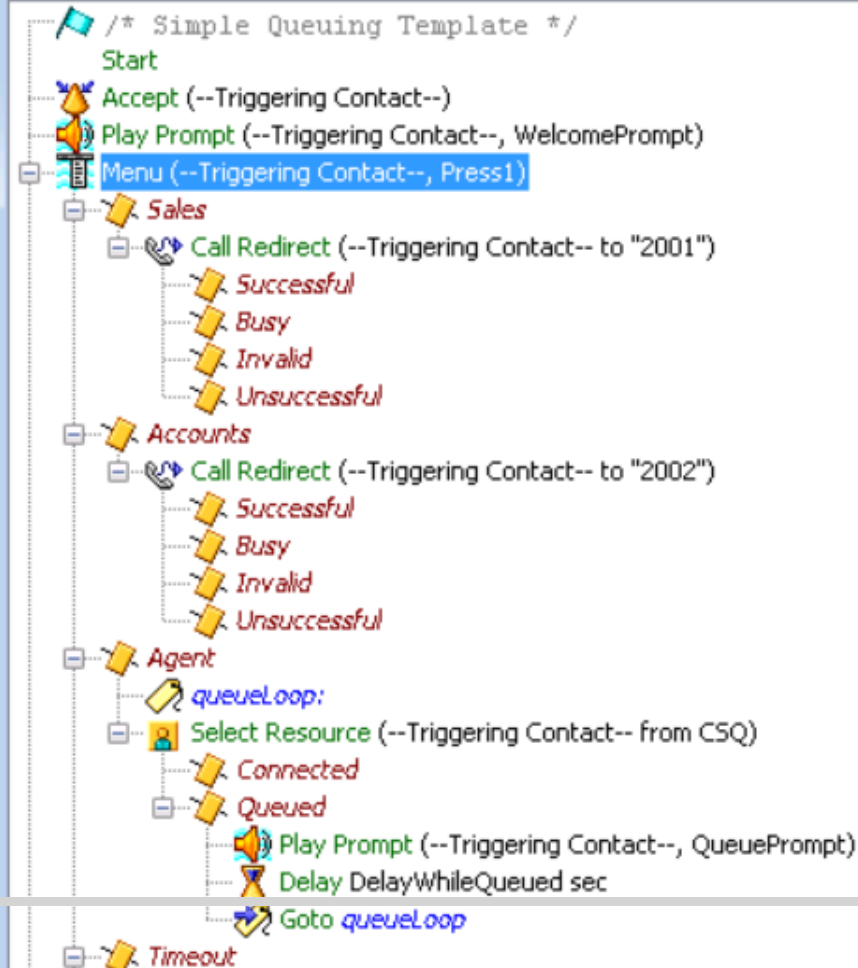
## Authentication

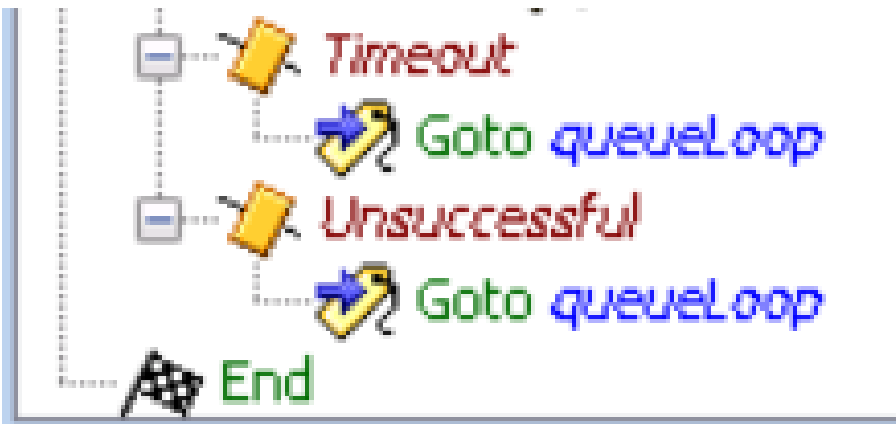
User Identification

Password

Unified CCX Server

\default\icdtest.aef





Name	Type	Value	Attributes
CSQ	String	""	Parameter
DelayWhileQueued	int	10	Parameter
HQ1	String	"2001"	
HQ2	String	"2002"	
Press1	Prompt	P[]	Parameter
QueuePrompt	Prompt	SP[ICD\ICDQueue.wav]	Parameter
SRS_TempResourceSel...	User	null	
WelcomePrompt	Prompt	SP[ICD\ICDWelcome.wav]	Parameter
resourceID	String	""	

### Upload the Script to UCCX

### HQ UCCX

Application > Script Management

Script Management

[Create New Folder](#) [Upload Scripts](#)

Status: Ready

Folder path: ..

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
icdtest.aef	15.45 KB	01/27/2016 11:00:55 AM Pacific Standard Time	admin			

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[Create New Folder](#) [Upload Scripts](#)

Application > Application Management

Name: CCIEAPPS

ID\*:

Maximum Number of Sessions\*:

Script\*:  [Edit](#)

CSQ:

DelayWhileQueued:

WelcomePrompt:  [Show Prompts](#)

QueuePrompt:  [Show Prompts](#)

Press1:  [Show Prompts](#)

## Verification

Dial from PSTN Phone 1 Line 1 5022300 and verify.

« Integration on UCCX with CallManager (/workbook/view/ccie-collaboration/task/integration-on-uccx-with-callmanager-MzA4MA%3D%3D) | IM&P Server Integration (/workbook/view/ccie-collaboration/task/im-p-server-integration-MzA4Mg%3D%3D) »