

Advanced Contact Center Express Scripting Labs (ACCXSL)

Price: 4195

Duration: 5 days

Delivery Methods: Virtual

Overview

Advanced Contact Center Express Scripting Labs (ACCXSL) is a 5-day instructor-led, lab-intensive course intended for experienced Unified Contact Center Express (CCX) administrators who need in-depth knowledge advanced scripting techniques using complex script steps to resolve sophisticated contact center requirements. This course addresses the steps in the Script Editor pallet as well as scripting techniques involving databases, HTTP, XML, VXML, Java Objects, and Finesse Administration.

This course is intended to be a follow-on course to UCCX. ACCXSL introduces updated best practices, sophisticated steps, and modern concepts for deploying advanced contact center applications and techniques.

The class utilizes Cisco Unified Contact Center Express and highlights new application features and services. Sunset Learning has deployed Unified CCX labs on the latest UCS platforms using VMWare ESXi and vSphere technology.

After a short review of Unified CCX architecture, basic administration and the Script Editor, the course begins with a discussion of new and changed features in UCCX. Next we provision our first application to build familiarity with call control groups, dialog groups, applications, triggers, prompt management, and the script editor.

The class will then address the creation of a basic contact center to refresh knowledge of call flow, agents, teams, Cisco Finesse Agent and Supervisor Desktop, Email and Chat Contact Service

Queues, and other new capabilities offered by UCCX.

Every contact center needs a series of tools to help build scripts and applications. The class will build tools to record prompts and to record and deploy emergency/status prompts. Next students will build some common subflows to manage holidays using multiple techniques. Default scripts will be built for caller troubles and system errors. Students will experience using text-to-speech as a valuable development tool to substitute for prompts while creating scripts.

Next the class will explore manipulating and speaking data, working with date and time variables and manipulating and speaking dates, time and data. Students will create open/closed scripts used for manually opening and closing your contact center using XML documents and the new abbreviated X-path techniques. Students will learn to manipulate languages using the language tools in the script editor.

For the rest of the week the class will conduct a master project and will build a major contact center application, deploying database routing, skills-based routing, expected wait time subflows, and caller's position in queue subflows. The labs will consider what happens when agents are logged in and ready. If agents are not ready the class will investigate how to use various overflow routing techniques. Students will spend lab time using the Cisco Finesse Administrator to develop Workflows and Workflow Actions. The Finesse Administrator's Call Variable Layout Administration, newly capable, will be used to create applications that push data to the agent desktop and cause the agent desktop to react to that data. There are optional desktop labs for those who wish extend their learning experience.

Audience Profile

- Experienced Unified CCX engineers and administrators charged with building applications.
- Anyone who has attended UCCX and requires more hands-on training on advanced features and troubleshooting

Outline

Module 1: Overview

Module 2: CCX Application Development Tools and Techniques

Module 3: Help Desk Labs

Module 4: Finesse Applications

Module 5: Caller Callback Techniques

Module 6: Premium Applications

Module 7: Example Optional Advanced Techniques

Prerequisites

To fully benefit from this course, students should have the following prerequisite skills and knowledge:

- UCCX course or equivalent knowledge
- Some UCCX additional field experience

Course Schedule

Date	Time	Price	Options
06/08/2026	09:00 AM - 05:00 PM CT	4,195.00	Buy Now Enroll

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FAQ

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Ten (10) business days' notice is required to reschedule a class with no additional fees. Notify TOPTALENT LEARNING as soon as possible at 469-721-6100 or by written notification to info@toptalentlearning.com to avoid rescheduling penalties.

How do I enroll for this class?

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What is your late policy?

If a student is 15 minutes late, they risk losing their seat to a standby student. If a student is 30 minutes late or more, they will need to reschedule. A no-show fee will apply. Retakes are enrolled on a stand-by basis. The student must supply previously issued courseware. Additional fees may apply.

What happens when I finish my class?

You will receive a 'Certificate of Completion' once you complete the class. If you purchased an exam voucher for the class, a team member from TOPTALENT LEARNING will reach out to discuss your readiness for the voucher and make arrangements to send it.