CVP Development and Scripting Part 1 CVPDS

Price: 4995

Duration: 5 days

Delivery Methods: Virtual

Overview

COURSE OVERVIEW

CVP Development and Scripting – Part 1 is part of the Cisco CCE/CVP suite of Contact Center suite. CVPDS-1 teaches each student to use the features of Call Studio to build self-service IVR applications for CVP VXML Server, and to pass data between CCE/ICM and CVP. Students have ample practice writing applications, using OAMP for put applications into production on the classroom VXML Server, and troubleshooting through log files analysis.

WHO WILL BENEFIT FROM THIS COURSE?

This class is for application developers, programmers, sales and pre-sales, technical support, and project managers to learn to script in CVP Call Studio and VXML Server.

PREREQUISITES

CCE Admin training or basic ICM scripting experience.

COURSE OUTLINE

1. Overview of a UCCE with CVP Comprehensive Call Flow

2. ICM routing script basics to route calls to CVP VXML Server and to pass data between CVP, ICM, Finesse Agent Desktop

3. Most of the class is dedicated to creating Call Studio applications that include the following: a. Menus, collect and confirm caller input, such as account numbers. Prompt callers with audio files, TTS text-to-speech, and Say it Smart audio b. Variables – Session data, Element data, Call data, Local variables. Data from ICM. c. Introduction to back end system data retrieval. i. SQL Database ii. SOAP Web Services iii. REST Web Services iv. Parse XML results v. Parse JSON results vi. Play audio to callers during back-end data retrieval vii. Set timers associated with web services d. Errors: understand, troubleshoot, and catch e. Counters and Decisions (if/else) f. Introduction to javascript for substrings and string length g. Set VoiceXML properties affecting the voice browser h. Multi-Language applications

 4. Post-Call Survey

 5. Studio Debugger to test applications

 6. CVP Reporting Server and CVP CUIC Reports a. Best practices regarding naming elements and variables b. Configuring data to pass to the Reporting Server using OAMP c. Understanding Application Summary CUIC reports

 7. Administration covered throughout the course: a. OAMP Operations Console Server to deploy applications to VXML Server b. Calling in and testing apps, then using logs for debugging c. Administrative scripts for graceful updates or suspensions of the server d. Studio Documenter to print Visio-like diagrams of the application

Course Schedule

Date	Time	Price	Options
07/06/2026	09:00 AM - 05:00 PM CT	4,995.00	**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?

Please contact our team at 469-721-6100; we will gladly guide you through the online purchasing process.

What happens once I purchase a class?

You will receive a receipt and an enrollment confirmation sent to the email you submitted at purchase. Your enrollment email will have instructions on how to access the class. Any additional questions our team is here to support you. Please call us at 469-721-6100.

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.