CVP Development and Scripting Part 2

CVPDS

Price: 4995

Duration: 5 days

Delivery Methods: Virtual

Overview

CVPD Scripting-Part 2 provides in-depth coverage and hands-on practice of the more advanced programming topics of Call Studio such as web services and parsing their results, javascript, modularizing large applications. An introduction to Google Dialogflow is also included.

Prerequisites

CVPD Scripting Part 1 or equivalent Call Studio experience.

Target Audience

Those who have completed CVPD1 and are working with more advanced features of Call Studio.

Course Outline

JavaScript: Introduction to javascript:

- String functions: substring, string length, string replace, etc.
- Math functions: round, floor, ceiling, etc.
- Date functions: date or time arithmetic, validate dates, create formatted date/time variables
- Customize alphanumeric strings for playback using Say It Smart
- Remove invalid characters from data that would otherwise cause errors upon returning it to ICM

REST Web Service calls and XML: Learn to work with RESTful web services

- Use Post Man to test RESTful web service interface
- Learn XPath syntax to parse XML response and test using Notepad++ and free online tools
- Learn XPath expressions that select specific data from XML arrays
- How to use the Studio REST Client Element and to parse XML responses in Studio
- Set fetching properties for the voice browser

REST Web Service calls and JSON: JavaScript Object Notation (JSON) responses from web services

- Learn JSON syntax, how to parse JSON responses, and test using JSONPath.com free online tools
- Learn JSON path expressions to select specific data from JSON arrays
- Use the Studio Rest Client element and JavaScript in Studio to parse JSON results

SOAP Web Services: Understand how to invoke a SOAP and WSDL based web services

- SOAPUI to test web service connection outside of Studio
- Using the Studio Web Services Element
- Learn to parse SOAP responses manually using XPath expressions

Database: Use the SQL Database element in Studio

- Select data to implement a Prompt Recorder application
- Execute stored procedures in a SQL-based database
- Select multiple rows from SQL DB and parse the result using XPath expressions

Modularization and Multiple applications

- SubFlows – Subroutines (or â€˜functions) for reusability and readability
- Subdialogs – Calling another Studio application as a subroutine
- Application Transfers – Go to another Studio application without returning

Google DialogFlow Introduction

- How to create the Google Dialogflow account and configure CVP
- How to create a Google Dialogflow agent
- Using the Call Studio Customer Virtual Assistant elements to interface with a Google Dialogflow agent

Nuance Speech Recognition (upon request): Working with Nuance Speech Recognition

- Understanding grammars: builtin, inline, external
- Using Studio Digits, Number, Currency, YesNoMenu elements, Confirm if necessary
- Studio Form Element to build a menu, invoke builtin grammars, point to URI-based grammars
- Work with multiple results (N-Best list) Global Commands (HotLinks)

Courtesy Callback: How to customize Cisco Courtesy Callback

Course Schedule

Date	Time	Price	Options
10/19/2026	**09:00 AM - 05:00 PM CT**	**4,995.00**	**Buy Now Enroll**

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