

Cisco UCCX Scripting Training

After finishing this UCCX Scripting training, you'll know how to write scripts that optimize and automate the behavior of Cisco's contact center application UCCX. Learn how to generate reports automatically, maintain high levels of throughput and automate network behavior with this course in UCCX scripting.

[CBT Nuggets course material](#) →

WEEK 1

UCCX: Creating a basic script

151 min.

Supplemental File	1
Intro: Creating a basic script	1
UCCX Administrative Pages	6
UCCX Editor	7
Creating our first Application	10
Creating a Basic Script	13
Debugging our Basic Script	14

UCCX: Creating a script with a menu option

Overview	1
Supplemental File	1
Intro: Creating a script with a menu option	1
Requirements for our script	2
Steps and Variables	12
Building our script	14
Debugging our script	6
Prompt and Menu steps options	5
Many ways to accomplish the same task	6

UCCX: Specifying Business Hours within your script

Overview	1
Supplemental File	1
Intro: Specifying Business Hours within your script	1
Business Hours	5
Calendar Management	2
Building our script	19
Cisco Finesse Calendar Management	4

Time of Day	8
Day of the week	5

UCCX: Using Subflows for Business Hours and Holiday Check

Overview	1
Supplemental File	1

WEEK 2

54 min.

Intro: Using subflows for Business Hours and Holiday check	1
Business Hours Subflow	2
Creating the Business Hours Subflow	12
Incorporating the Business Hours Subflow script	16
Holiday Check Subflow	14
Incorporating the Holiday Check Subflow script	8