



Cisco Customer Voice Portal Developer 7.0 (CVPD)

Description

The CVPD course is a five day instructor-led, hands-on training course that teaches you everything you need to know about developing and debugging of self-service applications using the CVP Call Studio and CVP VXML Server. You will leave class an expert on CVP Call Studio applications and return to work prepared to begin your first project.

This course strongly emphasizes hands-on application development of IVR Self-Service applications using the Cisco CVP Call Studio and VXML Server.

Objectives

Upon completing this course, you will:

- Understand CVP software architecture and contact centre integration
- Understand VXML Server operation and administration
- Build, execute, and debug CVP Call Studio applications, including:
 - Writing full featured applications using ASR, DTMF, TTS, Pre-recorded Audio
 - Creating menus, collecting information from callers, confirming caller input, specifying custom input
 - Using prompts appropriately: Initial; NoMatch1,2,3; NoInput1,2,3; Help; Success; Disconfirmation
 - Configuring Tomcat to use SQL databases with CVP Call Studio
 - Understanding VoiceXML timers, enabling/disabling the terminating character, clearing pending DTMF tones
 - Working with multi-language applications
 - Working with speech recognition in CVP Call Studio.
 - Using Studio to create custom ASR grammars, and how to save these to files for better ASR resource management.
 - Writing CVP Call Studio Subroutines that you invoke from other Studio applications.
 - Incorporating 'Global Commands' (eg, start over, agent, cancel, go back)
 - Taking recordings from callers, including Emergency Broadcast Messages
 - Handling and understanding VoiceXML events
 - Creating an Error Element
 - Creating variables, performing assignments and math calculations, using counters
 - Incorporating code written in other languages, including Java, into your Studio application to provide additional functionality and integration
- Maintain VXML Server Software
 - Monitor performance and operation of VXML Server
 - Understand and use CVP VXML Server Activity Logging
 - Learn to configure Activity Logging to omit sensitive data
 - Configure automated purging of old logs on VXML Server
 - Enable Debug Logging of all VXML pages and exchanges with the gateway
 - Completely understand Administrative Scripts on VXML Server
 - Directory structure and what needs to be backed up

Student Prerequisites

Programming or IVR scripting experience is recommended. In addition, it is required that prospective students have either attended the Cisco® CVPI training course or have knowledge of the ICM/CVP architecture, as it will be introduced, but is not the focus of this course.

Who Should Attend

CVPD is intended for the VUI designer to produce call flows, the application developer who will be writing applications that use CVP Studio and VXML Server. It is also recommended for technical support personnel who will be supporting this product.

Length of Course

5 days

Maximum Class Size

12 Students

Class Locations

All locations, subject to suitable venue.

Further Information - Housley Communications

Level 13, 132 Arthur Street
North Sydney NSW 2060
Australia
Tel: +61 2 9954 4055
Email: learning@housley.com.au
www.housley.com.au