Cisco CVP for Developers (CVPD)

Course Objectives

Students will use CVP Call Studio and VXML Server on classroom laptops and will receive Cisco certified training materials for this course. After an introduction to the full CVP Solution, students will spend the remainder of the class writing and testing CVP self-service applications using the CVP Call Studio and CVP VXML Server.

Prerequisites

The knowledge and skills you must have before attending this course are as follows:

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.

Course Outline

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

- o Learn to configure Activity Logging to omit sensitive data
- o Configure automated purging of old logs on VXML Server
- o Enable Debug Logging of all VXML pages and exchanges with the gateway
- o Completely understand Administrative Scripts on VXML Server
- o Directory structure and what needs to be backed up