CVP Development and Scripting Part 1 (CVPDS Part 1)

Duration: 5 Days **Course Code: SL_CVPDS-1** **Delivery Method: Virtual Learning**

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.

Updated November 2026

Virtual Learning

This interactive training can be taken from any location, your office or home and is delivered by a trainer. This training does not have any delegates in the class with the instructor, since all delegates are virtually connected. Virtual delegates do not travel to this course, Global Knowledge will send you all the information needed before the start of the course and you can test the logins.

Target Audience:

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.

Objectives:

- After this course participants should be able to:
- Use the features of Call Studio to build self-service IVR applications for CVP VXML Server.
- Route calls to CVP VXML Server and pass data between CVP, ICM, and Finesse Agent Desktop.
- Retrieve data using SQL Database, SOAP Web Services, and REST Web Services.
- Troubleshoot applications through log files analysis and Studio Debugger.
- Deploy applications to VXML Server using OAMP and configure CVP Reporting Server.

Prerequisites:

CCE Admin training or basic ICM scripting experience.

Follow-on-Courses:

- SL_CVPDS-2 - CVP Development and Scripting Part 2 (CVPDS Part 2)

Content:

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

Further Information:

For More information, or to book your course, please call us on +1 (800) 268 7737

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