

# CVP DEVELOPMENT AND SCRIPTING PART 2 (CVPDS PART 2)

Course Code: 860051

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.

## Who Needs to Attend

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

## Prerequisites

CVPD Scripting Part 1 or equivalent Call Studio experience.

# CVP DEVELOPMENT AND SCRIPTING PART 2 (CVPDS PART 2)

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CLASSROOM LIVE

\$6,495 CAD

5 Day

## Classroom Live 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 '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

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VIRTUAL CLASSROOM LIVE

\$6,495 CAD

5 Day

## Virtual Classroom Live Outline

### JavaScript:

- Introduction to JavaScript
- String functions: substring, string length, string replace, etc.
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- 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 'functions) for reusability and readability
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### **Courtesy Callback:**

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