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Script Name: \default\PES_ABPANQueueing.aef
Start
/* Accept the call */
Accept (--Triggering Contact--)
/* If ContactInactiveException exception occurs, go to ExceptionCIE label */

(ContactInactiveException) Goto ExceptionCIE
/* Get Contact information
   Calling Number is in callerID variable
   C
   alled Number is in calledNumber variable */
Get Call Contact Info (--Triggering Contact--
ing Contact--)
/* Play the welcome prompt to the user from pWelcome variable */
Play Prompt
(--Triggering Contact--, pWelcome)
/* Label ToCallCenter */
ToCallCenter:
/* Select an available resource from the queue. The selected queue is set in th
e variable "CSQ"
   The results of selected resource information is in the "
   selectedResource" variable */
Select Resource (--Triggering Contact-- from C
SQ)
Selected
/* Connect the caller to the selected available resource */
Conne
ct (--Triggering Contact-- to selectedResource)
Connected
/* Go to End label */
Goto End
Failed
/* Go to ToCallCenter label if the connection to the agent failed. *
/
Goto ToCallCenter
Queued
/* Play a queue prompt to the user from pQueueFirst variable. */

Play Prompt (--Triggering Contact--, pQueueFirst)
/* Label QueueLoop */
QueueLoop:
/* Put the call on hold so the user can listen to music while waiting */

Call Hold (--Triggering Contact--)
/* Delay the application the amount of the second whose value is in

delayInQueueLoop variable */
Delay delayInQueueLoop sec
/* Resume the call off hold */
Call Unhold (--Triggering Contact-
-)
/* Return the current position in queue for this call and stores it in

the "positionInQueue" variable. */
positionInQueue = G
et Reporting Statistic (--Triggering Contact--, Position in Queue[CSQ] fr
om CSQ IPCC Express)
/* Creates a prompt out of the variable "positionInQueue" and stores it in
"positionPrompt" */
positionPrompt = Create Generated Prompt nu
mber (positionInQueue)
/* Takes the second queue prompt "pQueuePrompt" and "positionPrompt" and c
oncatenates (merges)
them together and stores the in the "pr
ompt" variable */
prompt = Create Container Prompt Concatenation
(pQueueSecond + positionPrompt)
/* label Menu */
Menu:
/* Prompts user to select one of the options or stay on the line for an av
ailable agent
*/

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        callbackNumber = Get Digit String (--Triggering Contact--)
Successful
/* Generates a prompt from the value of the callbackNumber var
   iable.
   The result is in pCallBackNum
   ber variable */
pCallbackNumber = Create
   Generated Prompt telephone.number (callbackNumber)
/* label ConfirmCallbackNumber */
Confirm
   CallbackNumber:
/* Prompts user to confirm the entered callbacknumber.

           The prompt is combination of three small pr
ompts, which are in the following variable

       1) pYouEntered
       2) pCallbackNumb
er
       3) pConfirmation */

   Explicit Confirmation (--Triggering Contact--, pYouEnt
ered + pCallbackNumber + pConfirmation)
   Yes
/* Sets the value of the callbackNumberEntered variable
   to the value of
   the call
   backNumber variable */
Set c
   allbackNumberEntered = callbackNumber
/* Prompts user to record the message. The prompt is in

       pRecordCallbackMessage v
   ariable.
   The recorded me
   ssage is in recordedMessage variable */

       recordedMessage = Recording (--Triggering C
ontact--, pRecordCallbackMessage, 30)
   Successful
   Unsuccessful
/* Sets the value of the isSessionActive variable to the
   value of session's
   Acti
   ve attribute */
isSessionAct
ive = Get Contact Info (--Triggering Contact--, Active)

/* If the value of the isSessionAvtive variable is true
*/
If (isSessionActive) Then

   True
/* Plays the confirmation prompt that is in pCallb
ackConfirm variable. */

       Play Prompt (--Triggering Contact--, pCal
lbackConfirm)
/* Terminates the call */

       Terminate (--Triggering Contact--)
/* Go to PlaceCallCallback label */

           Goto PlaceCallCallback

   False
/* Go to PlaceCallCallback label */

           Goto PlaceCallCallback

No
/* Go to EnterCallbackNumber label */

       Goto EnterCallbackNumber

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        PlayCallbackMessageAgain
ConnectToCustomer:
/* If the length of the callback number in callbackNumber
variable equals to 10. */

    If (callbackNumber.length() == 10) Then
True
/* If the first three digit of the callback
number in

        callbackNumber variable equals the
area code

        in the localAreaCode variable.
*/
I
f (callbackNumber.substring(0,3) == localAreaCode) Then
    True
/* Adds the value of the digitForDialTone
variable in

        front of
the callback number in callbackNumber
variable after

        it remove
s the first three digits of it as are
a code

        Considers the entered
number as a local number. */

        Set callbackNumber = digitForDialTone
+ callbackNumber.substring(3)
False
/* Adds the value of the digitForDialTone
variable and 1 in

        fro
nt of the callback number in callback
Number variable.

        Considers
the entered number as a long distance
number. */

        Set callbackNumber = digitForDialTone
+ "1" + callbackNumber
False
/* If the length of the callback number in callbackNumber
variable equals to 7. */

    If (callbackNumber.length() == 7) Then
True
/* Adds the value of the digitForDialTone
variable in

        front of the callback number in
callbackNumber variable.

        Considers the entered
number as a local number. */

        Set callbackNumber

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        er = digitForDialTone + callbackNumber
    False
/* Redirects the call that agent answered to the number
that customer entered in callbackNumber variable..

The call agent is
on controlled by outboundCallContact variable. */
/
Call Redirect
(outboundCallContact to callbackNumber)
Successful
/* Go to END label */

Goto END

Busy
/* Generates a prompt from the value of the
callbackNumber variable.

The result is in p
CallbackNumber variable */

pCallbackNumber = Create Generated Prompt telephone.number (callbackNumberEntered)
/* Plays the busy message and the callback number to the agent.

pBusyMessage and pCallbackNumber variables are played */

Play Prompt (outboundCallContact, pBusyMessage + pCallbackNumber)
/* Terminates the call */

Terminate (outboundCallContact)
/* Go to END label */

Goto END

Invalid
/* Generates a prompt from the value of the
callbackNumber variable.

The result is in p
CallbackNumber variable */

pCallbackNumber = Create Generated Prompt telephone.number (callbackNumberEntered)
/* Plays the Invalid message and the callback number to the agent.

pInvalidMessage and pCallbackNumber variables are played */

Play Prompt (outboundCallContact, pInvalidMessage + pCallbackNumber)
/* Terminates the call */

Terminate (outboundCallContact)
/* Go to END label */

Goto END

Unsuccessful
/* Generates a prompt from the value of the

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        callbackNumber variable.

        The result is in p
        CallbackNumber variable */

        pCallbackNumber = Cr
        eate Generated Prompt telephone.number (cal
        lbackNumberEntered)
        /* Plays theUnsuccessful message and the cal
        lback number to the agent.

        pUnsuccessfulMess
        age and pCallbackNumber variables are playe
        d */

        Play Prompt (outboundCallContact, pUnsucce
        ssfulMessage + pCallbackNumber)
        /* Terminates the call */

        Terminate (outboundCal
        lContact)
        /* Go to END label */

        Goto END

Timeout
    /* Go to WaitForAgentCallback label */

        Goto WaitForAgentCallback

Unsuccessful
    /* Go to WaitForAgentCallback label */

        Goto WaitForAgentCallback

NoAnswer
    /* Go to END label */
    Goto EN
    D

Busy
    /* Go to END label */
    Goto EN
    D

Invalid
    /* Go to END label */
    Goto EN
    D

NoResource
    /* Go to END label */
    Goto EN
    D

Unsuccessful
    /* Go to END label */
    Goto EN
    D

Timeout
    /* Go to QueueLoop label */
    Goto QueueLoo
    P

Unsuccessful
    /* Go to QueueLoop label */
    Goto QueueLoo
    P

Timeout
    /* Loop back to QueueLoop label */
    Goto QueueLoop

Unsuccessful
    /* Loop back to QueueLoop label */
    Goto QueueLoop

/* Label ExceptionCIE */
ExceptionCIE:
/* Clear ContactInactiveException exception */
(ContactInactiveException)
/* Go to End label */
Goto End

```

END:
End

Name	Type	Value	Attributes
callerID	String	" "	
calledNumber	String	" "	
pWelcome	Prompt	P[]	Parameter
CSQ	String	"PES_ABPANC"	Parameter
selectedResource	User	null	
pQueueFirst	Prompt	P[]	Parameter
pQueueSecond	Prompt	P[]	Parameter
delayInQueueLoop	int	10	Parameter
positionInQueue	int	0	
positionPrompt	Prompt	P[]	
prompt	Prompt	P[]	
recordedMessage	Document	DOC[]	
outboundCallContact	Contact	null	
strAnyDigit	String	" "	
callbackNumber	String	" "	
pEnterCallbackNumber	Prompt	P[]	Parameter
extensionOutCallCallback	String	"6016"	Parameter
pListenCallbackMessage	Prompt	P[]	Parameter
pCallbackConfirm	Prompt	P[]	Parameter
localAreaCode	String	"212"	Parameter
digitForDialTone	char	'9'	Parameter
pYouEntered	Prompt	P[]	Parameter
pConfirmation	Prompt	P[]	Parameter
pCallbackNumber	Prompt	P[]	
isSessionActive	boolean	false	
pRecordCallbackMessage	Prompt	P[]	Parameter
pBusyMessage	Prompt	P[]	Parameter
pInvalidMessage	Prompt	P[]	Parameter
pUnsuccessfulMessage	Prompt	P[]	Parameter
pRepeatCallbackMessage	Prompt	P[]	Parameter
callbackNumberEntered	String	" "	

Resources