

Script Name: E:\Work Related\Hubspot\Scripts\SupportTeam.aef

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Start
/* Support Team */
/* Front end for Support Team */
Accept (--Triggering Contact--)
/* Check for general message */
If (bGeneralMsgActive) Then
    True
        Play Prompt (--Triggering Contact--, pGeneralMsg)
        Delay 1 sec
    False
/* Check for Inclement Weather */
If (bBadWeatherActive) Then
    True
        Menu (--Triggering Contact--, pInclementWeatherMenu)
            1-Emergency
                Set sXferExtension = sOnCallPhone
                Goto Transfer
            2-NonEmergency
                Timeout
                Unsuccessful
                Set sXferExtension = sSupportVM
                Goto Transfer
    False
/* Check for Hours of Operation */
Set df = new java.text.SimpleDateFormat("EEEE")
Set tf = new java.text.SimpleDateFormat("HH:mm")
Set sDay = df.format(dtToday)
Set df = new java.text.SimpleDateFormat("MM/dd/yyyy")
Set sToday = df.format(dtToday)
Set sCurrentTime = tf.format(dtToday)
Check Variables based on sDay:
Switch String ( sDay )
    Sunday
        Set iIndex = hr0_Sun.indexOf("-")
        Set sOpenTime = hr0_Sun.substring(0,iIndex).trim()
        Set sCloseTime = hr0_Sun.substring(iIndex+1).trim()
    Monday
        Set iIndex = hr1_Mon.indexOf("-")
        Set sOpenTime = hr1_Mon.substring(0,iIndex).trim()
        Set sCloseTime = hr1_Mon.substring(iIndex+1).trim()
    Tuesday
        Set iIndex = hr2_Tue.indexOf("-")
        Set sOpenTime = hr2_Tue.substring(0,iIndex).trim()
        Set sCloseTime = hr2_Tue.substring(iIndex+1).trim()
    Wednesday
        Set iIndex = hr3_Wed.indexOf("-")
        Set sOpenTime = hr3_Wed.substring(0,iIndex).trim()
        Set sCloseTime = hr3_Wed.substring(iIndex+1).trim()
    Thursday
        Set iIndex = hr4_Thu.indexOf("-")
        Set sOpenTime = hr4_Thu.substring(0,iIndex).trim()
        Set sCloseTime = hr4_Thu.substring(iIndex+1).trim()
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Friday
    Set iIndex = hr5_Fri.indexOf("-")
    Set sOpenTime = hr5_Fri.substring(0,iIndex).trim()
    Set sCloseTime = hr5_Fri.substring(iIndex+1).trim()
Saturday
    Set iIndex = hr6_Sat.indexOf("-")
    Set sOpenTime = hr6_Sat.substring(0,iIndex).trim()
    Set sCloseTime = hr6_Sat.substring(iIndex+1).trim()
Default
    Goto END
If (sOpenTime == null || sCloseTime == null) Then
    True
        Goto END
    False
        Check for Business Hours:
        Set sOpenTime = sToday + " " + sOpenTime
        Set dtOpenTime = new java.util.Date(sOpenTime)
        Set sCloseTime = sToday + " " + sCloseTime
        Set dtCloseTime = new java.util.Date(sCloseTime)
        If ((dtToday.after(dtOpenTime) || dtToday.compareTo(dtOpenTime) == 0) && dtToday
        .before(dtCloseTime)) Then
            True
                Goto Main Menu
            False
                /* After Hours */
                Menu (--Triggering Contact--, pAfterHoursMenu)
                    1-Emergency
                        Set sXferExtension = sOnCallPhone
                        Goto Transfer
                    2-NonEmergency
                        Timeout
                        Unsuccessful
                        Goto Transfer
                    Set sXferExtension = sSupportVM
/* ***** */
Main Menu:
/* ***** */
Menu (--Triggering Contact--, pMainMenu)
    0-Operator
        Set sXferExtension = sOperatorExt
        Goto Transfer
    1-Tier1 Support
        Set CSQ = "SupportTier1_Q"
        Goto Send to Queue
    2-Tier2 Support
        Set CSQ = "SupportTier2_Q"
        Goto Send to Queue
    9-Repeat
    *-Auto Attendant
        Set sXferExtension = sAAExt
        Goto Transfer
    Timeout
    Unsuccessful
If (bRepeat) Then

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    True
        Set bRepeat = false
        Delay 1 sec
        Goto Main Menu
    False
Set sXferExtension = sOperatorExt
Goto Transfer
/* ***** */
Send to Queue:
/* ***** */
iLoggedInAgents = Get Reporting Statistic (Logged-In Resources[CSQ] from CSQ IPC
C Express)
If (iLoggedInAgents==0) Then
    True
        Set sXferExtension = sSupportVM
        Goto Transfer
    False
Select Agent:
Select Resource (--Triggering Contact-- from CSQ)
    Selected
        Connect (--Triggering Contact-- to usrSupport)
        Connected
            Goto END
        Failed
            Set Priority (--Triggering Contact--, Increase: 1)
            Goto Select Agent
    Queued
        positioninQueue = Get Reporting Statistic (--Triggering Contact--, Positio
n in Queue[CSQ] from CSQ IPCC Express)
        Play Prompt (--Triggering Contact--, pAllAgentsBusy1)
        Queue Loop:
            Call Hold (--Triggering Contact--)
            Delay 60 sec
            Call Unhold (--Triggering Contact--)
            Play Prompt (--Triggering Contact--, pAllAgentsBusy2)
            Call Hold (--Triggering Contact--)
            Delay 120 sec
            Call Unhold (--Triggering Contact--)
            Play Prompt (--Triggering Contact--, pAllAgentsBusy2)
            Call Hold (--Triggering Contact--)
            Delay 120 sec
            Call Unhold (--Triggering Contact--)
            Play Prompt (--Triggering Contact--, pAllAgentsBusy2)
            Goto Queue Loop
/* Transfer Caller */
Transfer:
Call Redirect (--Triggering Contact-- to sXferExtension)
    Successful
        Goto END
    Busy
    Invalid
    Unsuccessful
If (sXferExtension != sOperatorExt) Then
    True
        Set sXferExtension = sOperatorExt
        Goto Transfer

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False
  Terminate (--Triggering Contact--)
END:
End
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Name	Type	Value	Attributes
pMainMenu	Prompt	P[SupportTeam/Support Tech.wav]	
bRepeat	boolean	true	
sXferExtension	String	" "	
pEmergencyMenu	Prompt	P[]	
sOnCallPhone	String	"816175999795"	Parameter
sSupportVM	String	"5623"	Parameter
CEd	String	" "	
sOperatorExt	String	"0"	Parameter
sAAExt	String	"5000"	Parameter
usrSupport	User	null	
CSQ	String	" "	
pAllAgentsBusy1	Prompt	P[SupportTeam/Support Tech 1.wav]	
pAllAgentsBusy2	Prompt	P[SupportTeam/Support Tech 2.wav]	
pAllAgentsBusy3	Prompt	P[]	
iLoggedInAgents	int	0	
pGeneralMsg	Prompt	P[]	
bGeneralMsgActive	boolean	false	Parameter
bBadWeatherActive	boolean	false	Parameter
pIncllementWeatherMenu	Prompt	P[SupportTeam\Bad Weather.wav]	
hr0_Sun	String	"00:00-00:00"	Parameter
dtToday	Date	D[now]	
dtOpenTime	Date	D[now]	
hr1_Mon	String	"08:00-20:00"	Parameter
hr2_Tue	String	"08:00-20:00"	Parameter
hr3_Wed	String	"08:00-20:00"	Parameter
hr4_Thu	String	"08:00-20:00"	Parameter
hr5_Fri	String	"08:00-20:00"	Parameter
hr6_Sat	String	"00:00-00:00"	Parameter
sOpenTime	String	" "	
sToday	String	" "	
sCloseTime	String	" "	
df	java.text.SimpleDateFormat		
sDay	String	" "	
tf	java.text.SimpleDateFormat		
iIndex	int	0	
pAfterHoursMenu	Prompt	P[SupportTeam/Support Closed.wav]	
sCurrentTime	String	" "	
dtCloseTime	Date	D[now]	
positioninQueue	int	0	

Resources