CCX editor scripting best practices...

Jeff Bingham 1 posts since Dec 18, 2014

CCX editor scripting best practices refresh Dec 18, 2014 12:00 PM

All,

Even though I have been scripting in UCCx over the past several years, my previous company relied mostly on the IP-IVR that had a script that hadn't changed in years. We utilized the UCCx system in a very light capacity that small scripts sufficed for the company needs. Needless to say I am a little out of practice. I am in a new role where we rely heavily on the UCCx system and the associated scripts created. I am looking to refresh my brain on best practices for scripting that will keep the system running at its peak. The reason I ask this is today, for example, the company has a script that when called upon and a menu option is selected, it launches the call off to another trigger/script/CSQ. There are at least 8 different scripts/CSQ's it routes calls off too before routing the call to a resource. Also - because of this setup each resource has 25+ CSQ's and skills that are assigned to them that the system complains about. What is the communities opinion for cleaning this up and keeping this system running in the best way possible?

Thanks,

Jeff

Tags: ccx, best-practices, contactcenterexpressscripting(ccxs)

mrumale *4 posts since Jun 16, 2009*

Re: CCX editor scripting best practices refresh Feb 12, 2015 9:40 AM

Hi Jeff,

Looks like Cisco doesn't have a best practice guide for UCCX scripting. I am in the same boat as you are. My new position requires me to do a lot of scripting and create unique scripts. As a Cisco Partner engineer in the past I have deployed any number of applications using canned scripts and modified scripts. But now that I would like to write efficient code, and go beyond the basics to best practice I seem to have hit a wall.

My challenge is; we receive a lot of calls per script I would like to cut down the dependencies on XML files. As I know each call creates Disk I/O. I am looking for resources on how to accomplish this. I have turned up empty handed as well. And I have reached out to Cisco and they can't come up with anything.

Looks like we have to depend on each other.

Thanks,
Mahesh

CCX editor scripting best practices...

[Rikard Krvaric](#) *20 posts since Dec 8, 2011*

Re: CCX editor scripting best practices refresh Sep 1, 2016 2:03 PM

Jeff,
This might be a little late, but I thought I'd at least post the link, so anyone looking in the future can find this official UCCX Best Practices document.

Cisco Unified Contact Center Express and Cisco Unified IP IVR - Best Practices

http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_7_0/reference/guide/UCCX_…

Cheer!

[John Bushong](#) *4 posts since Nov 13, 2014*

Re: CCX editor scripting best practices refresh Feb 2, 2017 1:43 PM

⬆ in response to [Rikard Krvaric](#)

I didn't see a date on this document and some of the items in it make me wonder.
It mentions HTTP requests every 3 to 5 seconds should be avoided however, live data updates for Finesse are every 5 seconds.
It mentions problems in a Windows environment. I believe we left Windows servers after release 9.

I have not found a "Cisco" document for scripting best practices and I believe that is because Cisco does not support scripts, only the CCX application.

JB