

Grammar in Explicit Confirmation



Steven Pawlak 7 posts since Aug 24, 2012

Grammar in Explicit Confirmation Feb 16, 2015 12:47 PM

Can someone confirm that if you leave the grammar field blank on the Filter tab of the Explicit Confirmation step, that it should accept Yes or No spoken answers, assuming the trigger is on ASR ports?

Thanks



Hemant Joshi 56 posts since Jul 3, 2012

Re: Grammar in Explicit Confirmation Jun 9, 2015 12:15 AM

If you provide the Grammar, then it will override the system default grammar.

For more detailed explanation and details on the explicit confirmation step , you can refer CCX latest scripting and dev series documentation from below links:

Volume 1: (Chapter 12, page 12-62)

http://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_0/programming/guide/SeriesVol1.pdf

Volume 2: (Chapter 2, page 2-92)

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/crs/express_10_0/programming/guide/SeriesVol2.pdf

Hope it helps

Regards

Hemant