



Preface

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Change History

This table lists changes made to this guide. Most recent changes appear at the top.

Change	See	Date
Initial Release of Document for Release 12.0(1)		January, 2019
Added Requery Support to the Agent to Agent Node	Transfer Calls from Agents to Agents	
Added information about ECC payloads	ECC Payloads ECC Payloads in Scripts ECC Payloads with NAM or ICM-to-ICM	
Updated documentation for script validation, default call types, and navigation details for finding nodes in Common Task section. Modified the section for Expanded Call Context Variables for Web Callback and removed the references of CMB. Updated the section with information related to ECC (Enterprise Chat and Email) variable.	Viewing Modes Common find nodes dialog box properties Expanded Call Context Variables for Web Callback	
Added information related to "Business Hours Variables" and "Dynamic Formula for Business Hours".	Use of Formulae	

About This Guide

This manual describes how to use the Script Editor tool for Cisco Unified Intelligent Contact Management (Unified ICM) and Cisco Unified Contact Center Enterprise (Unified CCE) to create and maintain routing and administrative scripts.

Audience

This document is intended for system managers. A system manager must have a general understanding of contact center operations and management, and specific information about the contact centers and carrier networks connected to a Unified ICM/Unified CCE system.

Related Documents

Documentation for Cisco Unified Intelligent Contact Management/Cisco Unified Contact Center Enterprise, as well as related documentation, is accessible from Cisco.com at:

<https://www.cisco.com/cisco/web/psa/default.html>.

Related documentation includes the documentation sets for Cisco Unified Contact Center Management Portal, Cisco Unified Customer Voice Portal (Unified CVP), Cisco Unified IP IVR, and Cisco Unified Intelligence Center. The following list provides for information:

- For documentation for these Cisco Unified Contact Center Products, go to <https://www.cisco.com/c/en/us/support/customer-collaboration/unified-contact-center-enterprise/tsd-products-support-series-home.html>
- For troubleshooting tips for the Cisco Unified Contact Center products, go to https://techzone.cisco.com/t5/Unified-Contact-Center/ct-p/ucc_ucce.
- You can access documentation for Cisco Unified Communications Manager from: https://www.cisco.com/c/en_in/products/unified-communications/unified-communications-manager-callmanager/index.html
- You can access technical Support documentation and tools from: <https://www.cisco.com/en/US/support/index.html>.
- You can access the Product Alert tool from (login required): <https://www.cisco.com/c/en/us/support/web/tools/cns/notifications.html>.

Communications, Services, and Additional Information

- To receive timely, relevant information from Cisco, sign up at [Cisco Profile Manager](#).
- To get the business impact you're looking for with the technologies that matter, visit [Cisco Services](#).
- To submit a service request, visit [Cisco Support](#).
- To discover and browse secure, validated enterprise-class apps, products, solutions and services, visit [Cisco Marketplace](#).
- To obtain general networking, training, and certification titles, visit [Cisco Press](#).

- To find warranty information for a specific product or product family, access [Cisco Warranty Finder](#).

Cisco Bug Search Tool

[Cisco Bug Search Tool](#) (BST) is a web-based tool that acts as a gateway to the Cisco bug tracking system that maintains a comprehensive list of defects and vulnerabilities in Cisco products and software. BST provides you with detailed defect information about your products and software.

Field Notice

Cisco publishes Field Notices to notify customers and partners about significant issues in Cisco products that typically require an upgrade, workaround, or other user action. For more information, see *Product Field Notice Summary* at <https://www.cisco.com/c/en/us/support/web/tsd-products-field-notice-summary.html>.

You can create custom subscriptions for Cisco products, series, or software to receive email alerts or consume RSS feeds when new announcements are released for the following notices:

- Cisco Security Advisories
- Field Notices
- End-of-Sale or Support Announcements
- Software Updates
- Updates to Known Bugs

For more information on creating custom subscriptions, see *My Notifications* at <https://cway.cisco.com/mynotifications>.

Documentation Feedback

To provide comments about this document, send an email message to the following address: contactcenterproducts_docfeedback@cisco.com

We appreciate your comments.

Conventions

This document uses the following conventions:

Convention	Description
boldface font	<p>Boldface font is used to indicate commands, such as user entries, keys, buttons, folder names, and submenu names.</p> <p>For example:</p> <ul style="list-style-type: none"> • Choose Edit > Find. • Click Finish.

Convention	Description
<i>italic font</i>	Italic font is used to indicate the following: <ul style="list-style-type: none">• To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.• A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)• A book title. Example: See the <i>Cisco Unified Contact Center Enterprise Installation and Upgrade Guide</i>.
window font	Window font, such as Courier, is used for the following: <ul style="list-style-type: none">• Text as it appears in code or that the window displays. Example: <code><html><title>Cisco Systems, Inc. </title></html></code>
< >	Angle brackets are used to indicate the following: <ul style="list-style-type: none">• For arguments where the context does not allow italic, such as ASCII output.• A character string that the user enters but that does not appear on the window such as a password.