

TOP LOC 1751 MiContact Center Enterprise Extended Script Manager

The course covers advanced scripting topics in MiCC Enterprise.

Target Group

Installation and Support engineers

Requirements

- | MiContact Center Enterprise (Solidus) Technical Certification Completed
- | Basic telephony and PBX technology
- | Microsoft Windows 20016/ 2019 Server
- | Microsoft SQL Server Version 2016

Your Benefits

Upon completion of the course, students will have a thorough understanding of the MiCC Enterprise Extended Script Manager possibilities and will be able to create advanced scripts using Databases and other programming languages.

Methods

Instructor Leader Led/ILL: Physical classroom environment

Remote Leader Led/RLL: Virtual classroom environment

Hybrid: ILL or RLL. You can attend the course on-site or remotely.

Equipment and Setup Requirements for Remote Leader Led Training:

- | One PC headset for conference audio
- | Two PCs or one PC with dual screens. One will be for the web session and the other is for ESM and documentation access.
- | Four Mitel SIP Phones (68xxi /69xx series).
- | One Layer 2, PoE Switch to support the IP Phones High Speed Internet connection. 2 Mbps download and 400 Kbps upload minimum recommended speeds. A Mitel/Aastra power supply for the SIP phone is also acceptable.
- | Web Camera

Equipment for class needs to be set up in a quiet environment for the best learning experience. Students must also have access rights to install software on the PC(s) for purposes of the lab environment. Notification and information regarding Teleworker IP addressing and URLs will be communicated to the student by the Instructor prior to class start date. A test procedure will be included in this information to ensure all communication requirements will be met.

Key Features

The following topics are covered during this training and can be executed with TAS or OAS:

Day 1

- | Course Outline Warm-up
- | Basic scripting Using Databases in SM
- | Standard SQL queries - Stored Procedures

Day 2

- | Databases Continued Set Call Result
- | Using the Startup section of Scripts
- | Application Events, Flow events, User Events and User Exceptions Event Continue

Day 3

- | VB Script/Jscript/Macro Execute
- | Standard usage - Connect to web interfaces
- | Email Scripting
- | Focus will be on VB Script and Macro Execute

Events

Duration

3 Days

Certificate

Mitel Certification

Contact Person



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