

Configure Custom Script for CallBack Feature in UCCX

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Introduction

This document describes the script steps used to configure the CallBack feature in Cisco Unified Contact Center Express (Unified CCX).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Unified CCX
- Scripting development

Components Used

The information in this document is based on Unified CCX 10.6.X and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

In order to create the script, you need Unified CCX Editor. You can download it from **CCX Administration Page > Tools > Plug-ins > Cisco Unified CCX Editor**.

This is not related to the Outbound Dialer feature in Unified CCX. This is a custom script by which the callback can be placed to the customer on the specified callback number.

Note: This custom script example is just for reference. It is a proof of concept from a lab environment. Custom scripts are not supported by the Cisco Technical Assistance Center (TAC).

Configure

In order to complete the configuration, create two scripts.

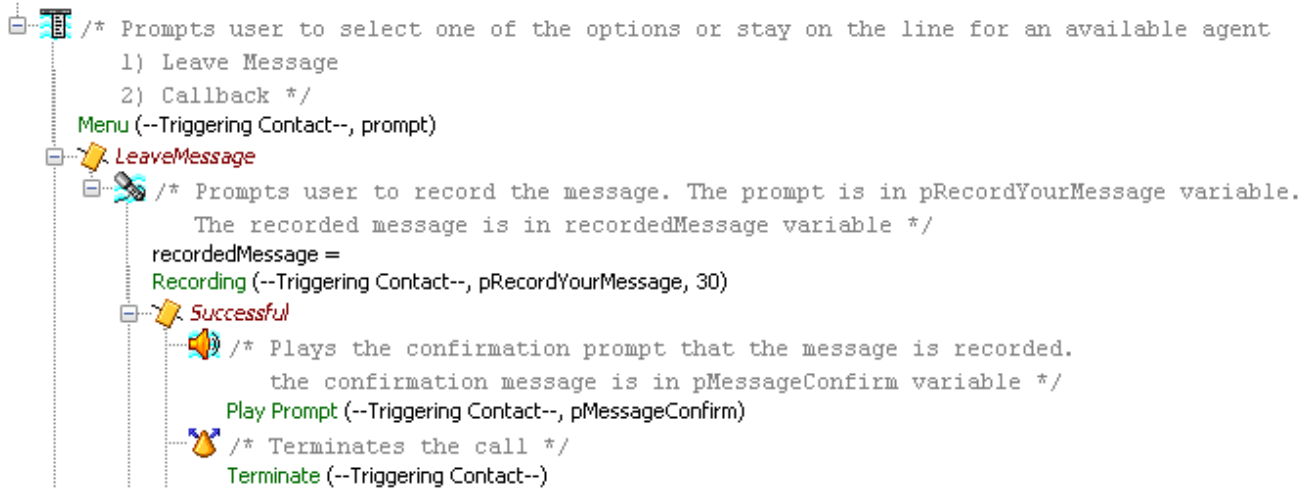
Script 1

This is the logic and other details:

Callflow and Script Logic

1. The caller calls into the script (Script 1).
2. If an agent is available, the call is connected to the agent.
3. If no agent is available, the call is queued.
4. Under the queued step, after a time (approximately five minutes); the option is given to the caller: Would you like to leave a message and also request callback? This is an example how the script

looks:



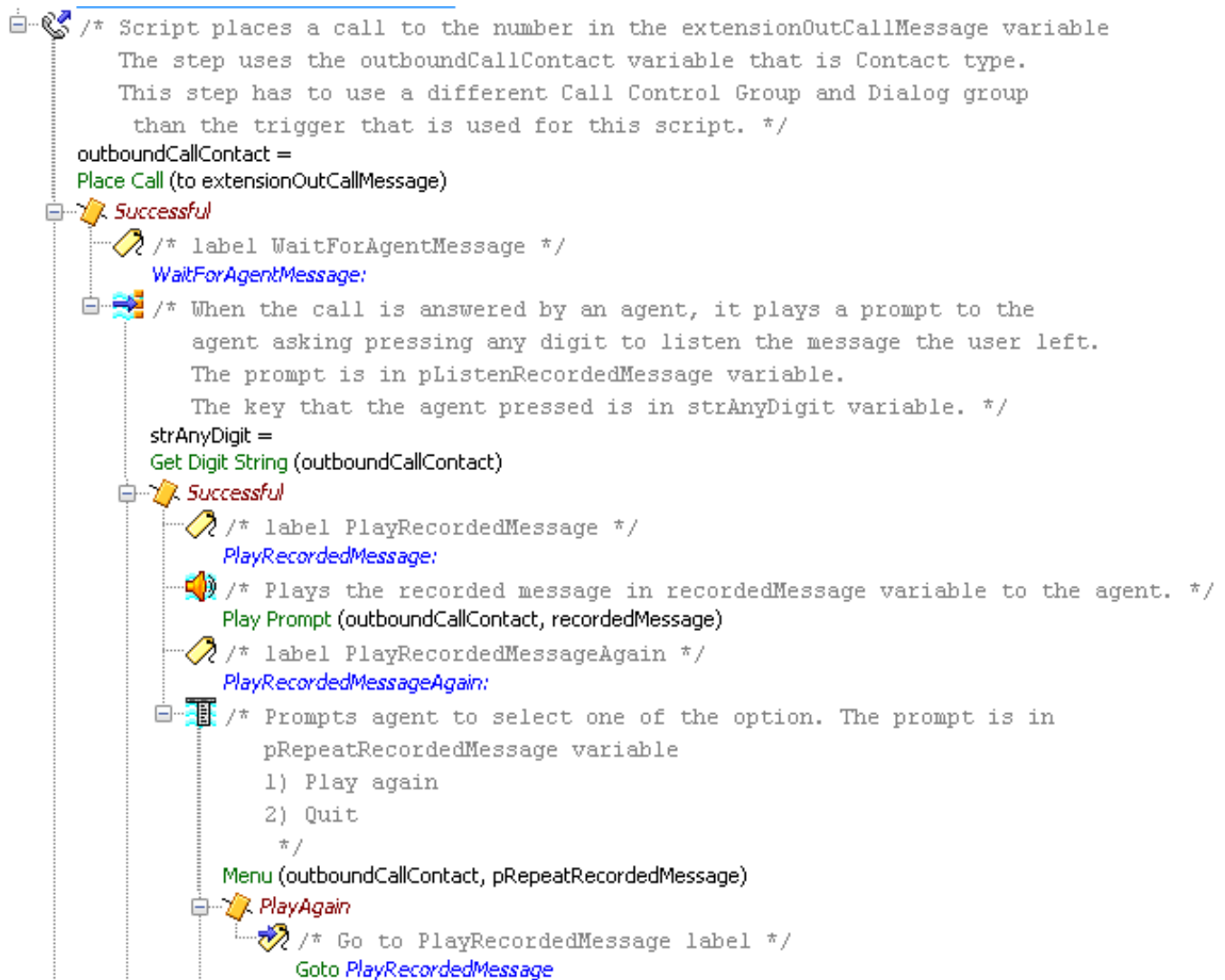
5. The caller presses 1 to leave a message or request callback. If the caller chooses the first option, his message is recorded and the call is terminated.

Leave Message

Since the message has been recorded, a call is played to another trigger which is associated with an Application/script (script 2) which just has Accept > Select Resource.

Once an agent accepts the call there, the system plays a prompt (Play Prompt in Script 1) to that agent. This agent is usually part of another set of agents who are available to take these calls.

This is an example of how the script looks:



Note: When PlaceCall is used, a new call is generated and this is saved into a Contact variable called outboundCallContact. In the Play Prompt step, you need to select this contact instead of the Triggering Contact since the Triggering Contact has already dropped off (the caller who called in). You play the prompt to the agent and this is for the new call/contact which was created through the PlaceCall step.

Callback

When the caller choses the callback option, this is the logic used:

1. Get the callback number from the caller.
2. Store it in a variable and write it into a database (if needed).
3. Use the Place Call step and call another trigger which is associated with an application/script (Script 2) which has an Accept > Select Resource. This will usually search for agents from another team where the agents are available for such calls.
4. Once the agent accepts the call, use the redirect step in Script 1 in order to redirect the call to the callback number collected from the end user.

Collect and Confirm the Callback Number

```
CallBack
  /* label EnterCallbackNumber */
  EnterCallbackNumber:
  /* Prompts to enter the callback number and press # key. The result is stored
  in callbackNumber variable.
  The prompt is in pEnterCallbackNumber variable. */
  callbackNumber =
  Get Digit String (--Triggering Contact--)
  Successful
  /* Generates a prompt from the value of the callbackNumber variable.
  The result is in pCallbackNumber variable */
  pCallbackNumber =
  Create Generated Prompt telephone.number (callbackNumber)
  /* label ConfirmCallbackNumber */
  ConfirmCallbackNumber:
  /* Prompts user to confirm the entered callbacknumber.
  The prompt is combination of three small prompts, which are in the following variable
  1) pYouEntered
  2) pCallbackNumber
  3) pConfirmation */
  Explicit Confirmation (--Triggering Contact--, pYouEntered + pCallbackNumber + pConfirmation)
```

This is an example of the script when it connects the call to the agent and then redirects the call to the callback number:



Note: When PlaceCall is used, a new call is generated and this is saved into a Contact variable called outboundCallContact. In the redirect step, you need to select this contact instead of the Triggering Contact. This is because you need to redirect the call which is connected to the agent and this is the new call/contact which is created with the Place Call step. The Triggering Contact is not there anymore, since this call from the caller has already dropped.

Script 2

It is a simple script with Accept and Select Resource.

Verify

There is currently no verification procedure available for this configuration.

Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

Related Information

- [UCCX Call Back Feature as seen on CUCM and UCCX](#)
- [Cisco Unified Contact Center Express Getting Started with Scripts](#)
- [Technical Support & Documentation - Cisco Systems](#)