



A MITEL  
PRODUCT  
GUIDE

# MiContact Center Enterprise

## Installation Instructions Sample Scripts

Release 9.7  
Document Version 1.0

November 2023

## Notices

The information contained in this document is believed to be accurate in all respects but is not warranted by **Mitel Networks™ Corporation (MITEL®)**. The information is

subject to change without notice and should not be construed in any way as a commitment by Mitel or any of its affiliates or subsidiaries. Mitel and its affiliates and subsidiaries assume no responsibility for any errors or omissions in this document. Revisions of this document or new editions of it may be issued to incorporate such changes. No part of this document can be reproduced or transmitted in any form or by any means - electronic or mechanical - for any purpose without written permission from Mitel Networks Corporation.

## Trademarks

The trademarks, service marks, logos and graphics (collectively “Trademarks”) appearing on Mitel's Internet sites or in its publications are registered and unregistered trademarks of Mitel Networks Corporation (MNC) or its subsidiaries (collectively "Mitel") or others. Use of the Trademarks is prohibited without the express consent from Mitel. Please contact our legal department at [legal@mitel.com](mailto:legal@mitel.com) for additional information. For a list of the worldwide Mitel Networks Corporation registered trademarks, please refer to the website: <http://www.mitel.com/trademarks>.

®,™ Trademark of Mitel Networks Corporation

© Copyright 2023, Mitel Networks Corporation All rights reserved

## OVERVIEW

This document contains Sample Scripts installation instructions needed for the following tutorials:

- *Basic Call Handling and Advanced Applications* (Demonstrates the usage of the most used components and advance system components)
- *Simple Voice Mail Applications* (Demonstrates the usage of media components and ODBC components)
- *Speech Recognition Applications* (Demonstrates the usage of ASR components)
- *Database Components Applications* (Demonstrates the usage of the database components)
- *Integrated Applications* (Demonstrates how to use the Contact Center components and FAX components)
- *Debugging Applications* (Contains tips and sample usage on how to debug scripts using the SpyTracer application)
- *Hook Development* (Provides information on writing hooks, and how to integrate hooks into the script application)
- *Handling Faults* (Contains a list of common problems and mistakes when creating scripts)
- *VoiceXML Applications* (Demonstrates how to use Script Manager as an implementation platform for VoiceXML applications)
- *E-mail Applications* (Demonstrates how to use Script Manager for automated e-mail handling in combination with routing to a Service Group of the contact center)
- *Web Services Integration* (Demonstrates how to incorporate web service calls from Script Manager)

## INSTALLING SAMPLE SCRIPTS

The sample scripts are available on the MiContact Center Enterprise product DVD.

Before you start the installation of sample scripts, install MiCC Enterprise services and applications including **Configuration Manager**, **Script Designer**, **Script Manager Configuration** and **Script Manager Development Tools** to your development PC.



**Note:** Do not attempt to perform the development on a production system as it may have a severe impact on your Script Manager System.

Once the development tools are installed, the sample scripts are located in the `<InstallDir>\MiCC Enterprise\ScriptManager\SampleScripts` directory. A project called `tutorials.fdp` contains all the sample scripts used.

Some of the sample scripts require an ODBC compliant database. The instructions to install the sample database is provided in the individual tutorials, see list above.

The sample scripts also require a set of voice prompts and play messages configured in the Open Application Server. The list of voice prompts and the content descriptions are provided in the individual tutorials. Some voice prompts are provided as the sample voice prompt on the MiCC Enterprise DVD. They are available in the `<InstallDir>\MiCC Enterprise\Localization\prompts` directory. Copy the voice prompts to the OAS root container directory before configuring the play messages.

1. Launch the Script Designer by clicking Start => Programs => Script Manager => Script Designer.
2. The Script Designer application opens.
3. Open the tutorials project workspace from the SampleScript directory and build the project to generate the binary.
4. Now you are ready to try out the specific tutorials you are interested in.



mitel.com

© Copyright 2020, Mitel Networks Corporation. All Rights Reserved. The Mitel word and logo are trademarks of Mitel Networks Corporation, including itself and subsidiaries and authorized entities. Any reference to third party trademarks are for reference only and Mitel makes no representation of ownership of these marks.