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The Script Editor is used to develop agent routing scripts, and to invoke Unified CVP micro-applications - basic building blocks of a voice interaction

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design. The Unified CVP micro-applications are: Play Media, Get Speech, Get Digits, Menu, Play Data, and Capture.

**Cisco Packaged Contact Center Enterprise Administration ...**  
Configuration and Administration

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Guide for Cisco Unified Customer  
Voice Portal 9.0(1) First Published:  
July06,2012 Last Modified:  
June22,2016 Americas Headquarters  
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Delete, Edit window lists the available devices of the type you selected, sorted by name, 10 per screen.

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essential feature of any enterprise

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system. Once started, a system must

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Symptom: The Configuration and Administration Guide for Cisco Unified Customer Voice Portal is missing part of the ACE configuration which is

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needed. Missing in the documentation:  
interface vlan 192 description "Client-  
Server VLAN" ip address  
192.168.150.5 255.255.255.0 alias  
192.168.150.193 255.255.255.0 peer  
ip address 192.168.150.6  
255.255.255.0 no normalization  
access-group input ALL nat ...

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Updated the link to the Configuration and Administration Guide for Cisco Unified CVP. Workarounds: Final: 2016-January-05: 1.3: Updated the Workarounds section. Final: 2013-August-28: 1.2: Added location of patches for 8.x releases. 2013-July-30: 1.1: Updated the

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Workarounds and Software Versions  
and Fixes sections. 2013-May-10: 1.0:  
Initial public release. 2013-May-08

## **Multiple Vulnerabilities in Cisco Unified Customer Voice ...**

All, We are trying to identify Calls that  
have been abandoned in Queue,

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which is Call Disposition 2 according to the guide. However I ran a query and can see that there hasn't been a single one (even though we have tested) The abandoned calls ALWAYS get code 13.. I see in the admin guide on thi...

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## **CVP + ICM Abandoned Call Disposition - Cisco Community**

The CVP Configuration and Administration Guide contains information regarding the usage ECC variable

call.user.microapp.override\_cli. [http://www.cisco.com/en/US/docs/voice\\_ip\\_](http://www.cisco.com/en/US/docs/voice_ip_)

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comm/cust\_contact/contact\_center/customer\_voice\_portal/cvp8\_0/configuration/guide/cvp\_801\_cag.pdf

## **CVP**

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