



ศูนย์เทคโนโลยีสารสนเทศและการสื่อสาร สป.มท.  
Information and Communication Technology Center.

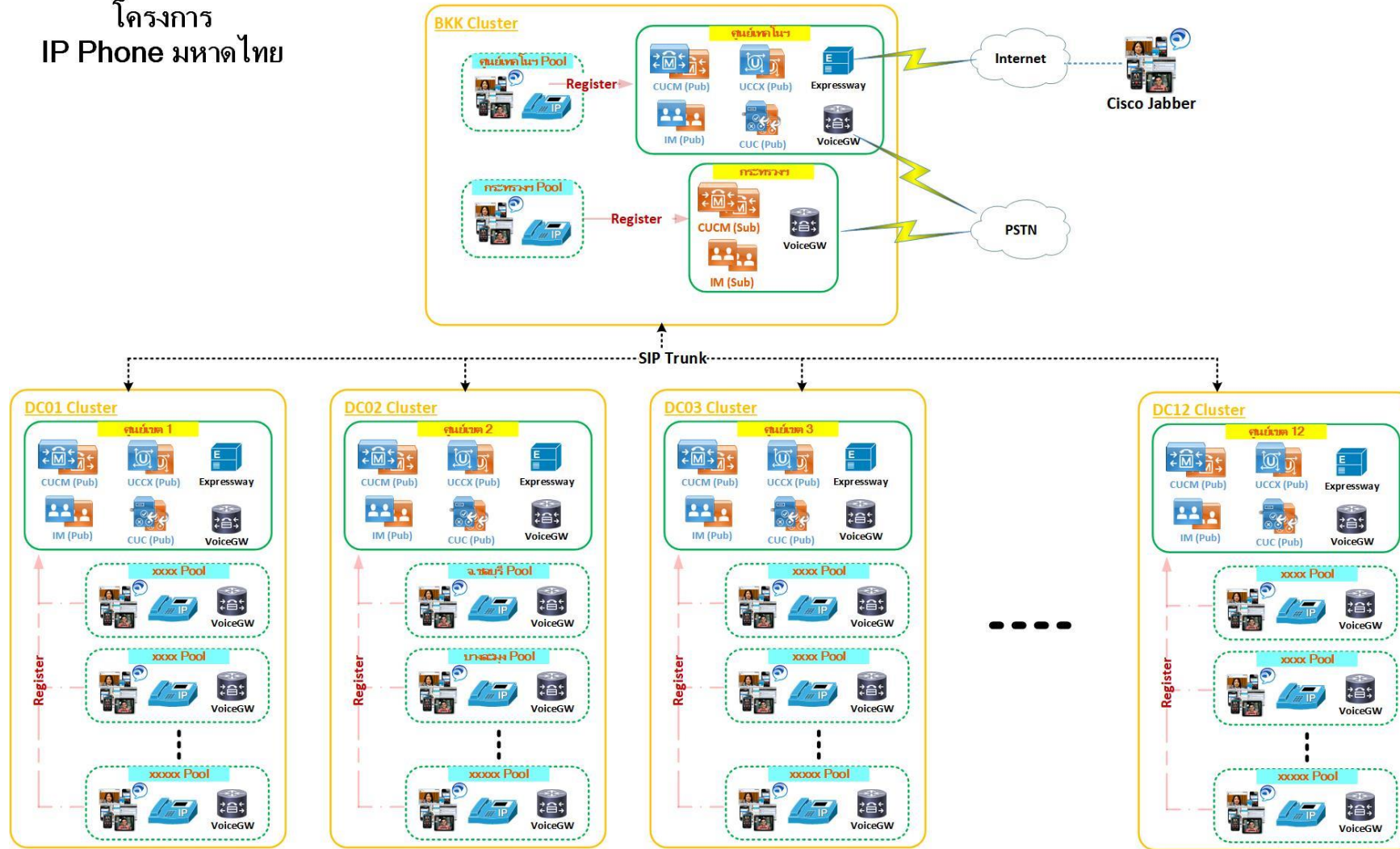
**SAMART**

# IP Telephony

ระบบตอบรับ (IVR)

ศูนย์บริการลูกค้าสัมพันธ์

## โครงการ IP Phone มหาดไทย



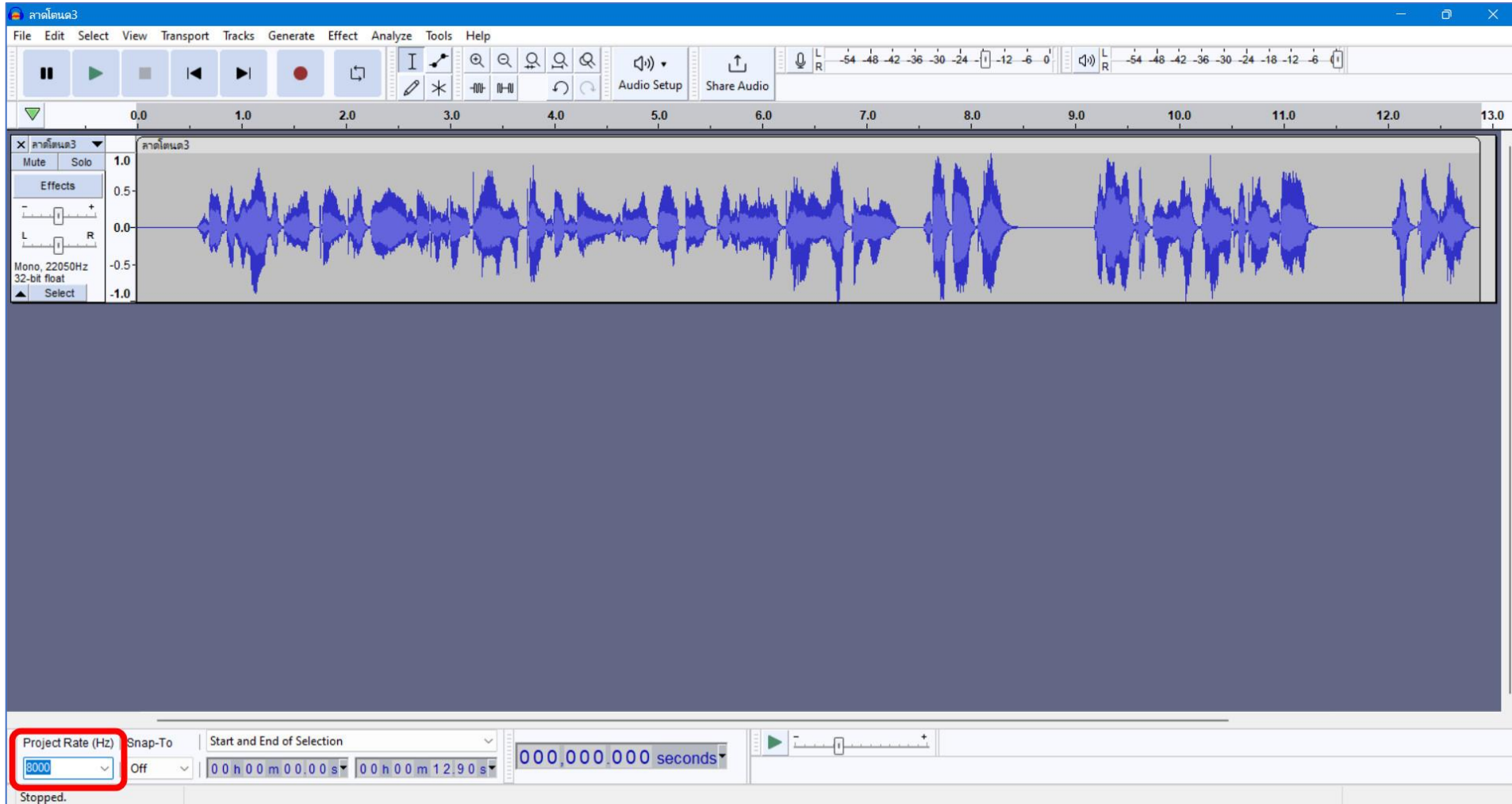
- Cisco UCCX Prompt Requirement
  - Audio Sample Size : 8-bit words
  - 8000 samples per second
  - Audio Format: CCITT u-law
  - Channels: 1 (Mono, not stereo)
  - Bit Rate: 8-bits x 8000 = 64Kbit Audio

- UCCX: Converting Audio Prompt
  - Software: Audacity

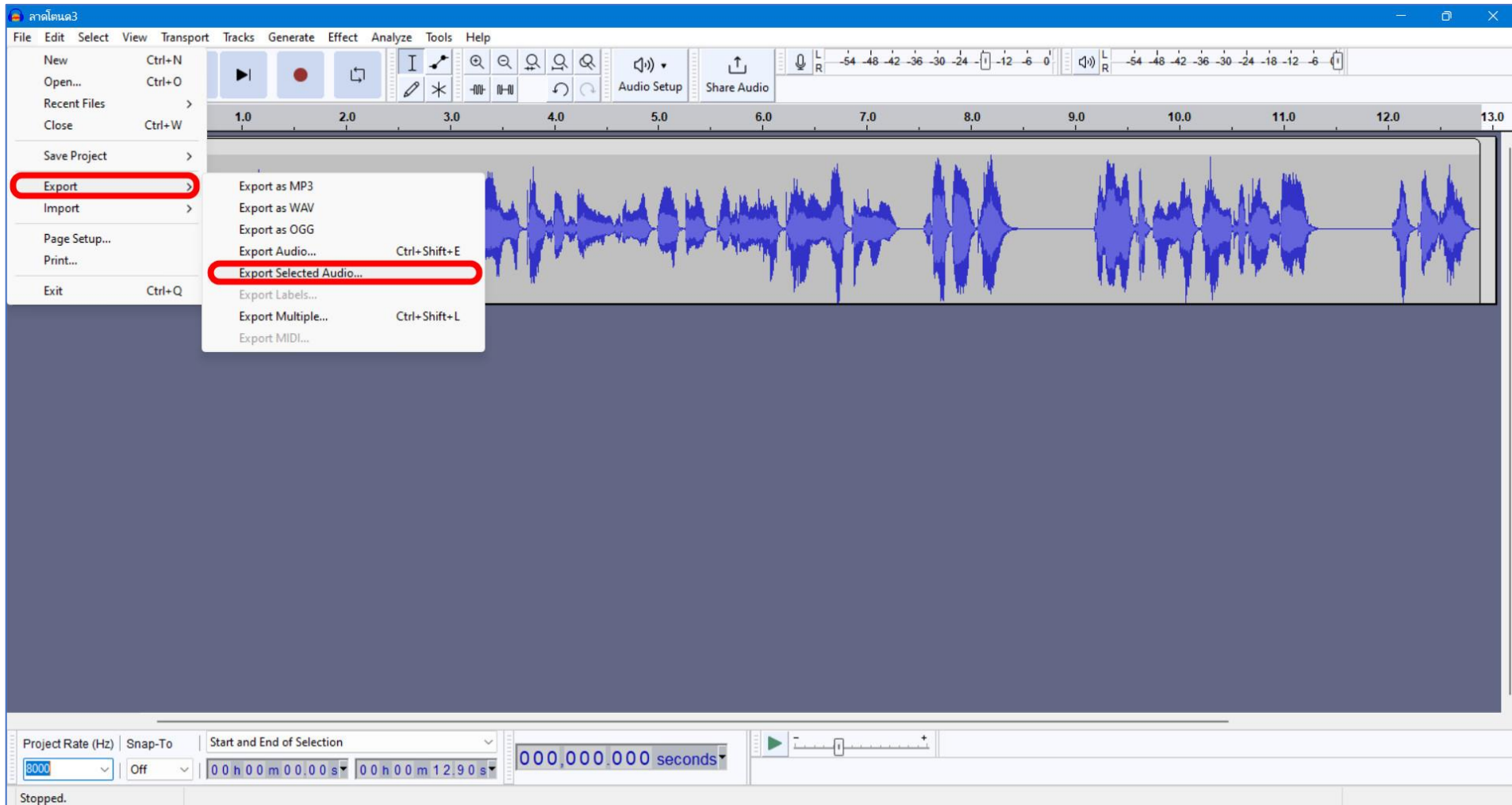


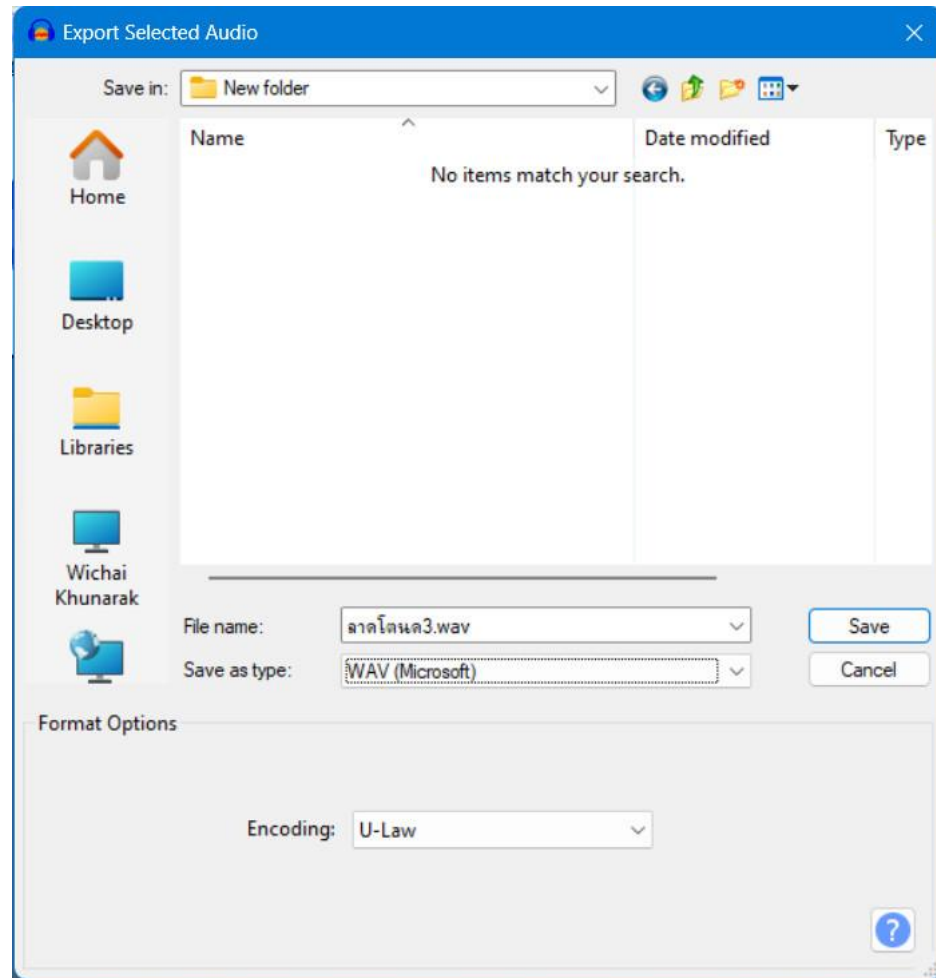
# Unified Contact Center Express (UCCX)

- Project Rate (Hz): 8000



- เลือก File > Export > Export Selected Audio...





- File name: ตั้งชื่อไฟล์.wav
- Save as type: WAV (Microsoft)
- Encoding: U-Law
- เลือก Save

- เลือก OK

Tag	Value
Artist Name	
Track Title	
Album Title	
Track Number	
Year	
Genre	
Comments	





## Cisco Unified Contact Center Express Tools

- Cisco Unified Contact Center Express Administration
- Cisco Unified Contact Center Express Reporting

## Cryptographic Features

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

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- เลือก Cisco Unified Contact Center Express Administration



## Cisco Unified Contact Center Express Tools

- Cisco Unified Contact Center Express Administration
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Cisco Unified CCX Administration  
For Cisco Unified Communications Solutions

Navigation Cisco Unified CCX Administration Go

Cisco Unified CCX Administration

Username  
administrator

Password  
.....

Login Reset

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- ใส่ Username และ Password
- กด Login

# Unified Contact Center Express (UCCX)

Cisco Unified CCX Administration  
For Cisco Unified Communications Solutions

Navigation Cisco Unified CCX Administration Go  
administrator | About | Logout

System Applications Subsystems Wizards Tools Help

Application Management  
Script Management  
Prompt Management  
Grammar Management  
Document Management  
AAR Management  
Calendar Management

Warning: The system is not fully configured. This is required to recover your system in case of failure. Please refer to [Backup Device Configuration page](#).

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- เลือก Applications
- เลือก Prompt Management

- เลือก default

The screenshot shows the Cisco Unified CCX Administration interface. The main heading is "Prompt Management". Below it, there are buttons for "Create Language" and "Upload Zip Files". The status is "Ready". The language is set to "--Root--". The folder path is "...".

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
default	1,230.12 KB	09/15/2021 06:33:17 PM Indochina Time	administrator			
en	0 KB	09/15/2021 06:33:17 PM Indochina Time	administrator			
en_AU	0 KB	09/15/2021 06:33:17 PM Indochina Time	administrator			
en_CA	0 KB	09/15/2021 06:33:17 PM Indochina Time	administrator			
en_GB	0 KB	09/15/2021 06:33:17 PM Indochina Time	administrator			
en_US	0 KB	09/15/2021 06:33:17 PM Indochina Time	administrator			

Navigation: Cisco Unified CCX Administration Go  
administrator | About | Logout  
System Applications Subsystems Wizards Tools Help  
Language: --Root--  
Folder: ...  
First Previous Next Last Page 1 of 1  
Create Language Upload Zip Files

Upload Prompt

Status

Ready

Please click the browse button to locate the prompt or zip file and then click the upload button to upload the file.

File Name\*  No file selected.

\*- indicates required item

Please note that the maximum limit for the size of a file that can be uploaded is 20 MB

- กด Browse... ไปยังไฟล์ที่ต้องการใช้งาน
- เลือก Upload

- เลือก Upload Prompts

Cisco Unified CCX Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration Go  
administrator About Logout

System Applications Subsystems Wizards Tools Help

### Prompt Management

Create New Folder Upload Prompts

Status: Ready

Language: default [default]

Folder: .. \

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
ATH_Prompt.wav	60.08 KB	03/19/2022 04:52:28 AM Indochina Time	administrator			
ATH_Prompt1.wav	253.35 KB	03/02/2023 03:24:41 PM Indochina Time	administrator			
AYA_Prompt.wav	68.89 KB	03/19/2022 04:26:56 AM Indochina Time	administrator			
RG01_Prompt.wav	89.9 KB	03/19/2022 04:27:18 AM Indochina Time	administrator			
RG01_Prompt1.wav	127.91 KB	06/28/2022 02:40:02 PM Indochina Time	administrator			
SAR_Prompt.wav	61.5 KB	03/19/2022 04:47:55 AM Indochina Time	administrator			
SIB_Prompt.wav	60.78 KB	03/19/2022 04:55:17 AM Indochina Time	administrator			
SIB_Prompt1.wav	241.41 KB	04/29/2022 12:52:04 PM Indochina Time	administrator			
SIB_Prompt2.wav	206.31 KB	10/25/2022 01:47:24 PM Indochina Time	administrator			
SUP_Prompt.wav	59.99 KB	03/19/2022 04:33:42 AM Indochina Time	administrator			

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Create New Folder Upload Prompts

- เลือก Upload Prompts

Cisco Unified CCX Administration  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration Go  
administrator About Logout

System Applications Subsystems Wizards Tools Help

### Prompt Management

Create New Folder Upload Prompts

Status: Ready

Language: default [default]  
Folder: \_\

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
ATH_Prompt.wav	60.08 KB	03/19/2022 04:52:28 AM Indochina Time	administrator			
ATH_Prompt1.wav	253.35 KB	03/02/2023 03:24:41 PM Indochina Time	administrator			
AYA_Prompt.wav	68.89 KB	03/19/2022 04:26:56 AM Indochina Time	administrator			
RG01_Prompt.wav	89.9 KB	03/19/2022 04:27:18 AM Indochina Time	administrator			
RG01_Prompt1.wav	127.91 KB	06/28/2022 02:40:02 PM Indochina Time	administrator			
SAR_Prompt.wav	61.5 KB	03/19/2022 04:47:55 AM Indochina Time	administrator			
SIB_Prompt.wav	60.78 KB	03/19/2022 04:55:17 AM Indochina Time	administrator			
SIB_Prompt1.wav	241.41 KB	04/29/2022 12:52:04 PM Indochina Time	administrator			
SIB_Prompt2.wav	206.31 KB	10/25/2022 01:47:24 PM Indochina Time	administrator			
SUP_Prompt.wav	59.99 KB	03/19/2022 04:33:42 AM Indochina Time	administrator			

First Previous Next Last Page 1 of 1

Create New Folder Upload Prompts



- เลือก Application Management

The screenshot shows the Cisco Unified CCX Administration web interface. The top navigation bar includes the Cisco logo, the title "Cisco Unified CCX Administration", and the subtitle "For Cisco Unified Communications Solutions". On the right, there is a "Navigation" dropdown menu set to "Cisco Unified CCX Administration" and a "Go" button. Below the navigation bar, there are tabs for "System", "Applications", "Subsystems", "Wizards", "Tools", and "Help". The "Applications" tab is selected, and a dropdown menu is open, listing the following options: "Application Management", "Script Management", "Prompt Management", "Grammar Management", "Document Management", "AAR Management", and "Calendar Management". The "Application Management" option is highlighted. In the background, a warning message is visible: "Warning: The system is not fully configured. This is required to recover your system in case of failure. Please refer to [Backup Device Configuration page](#)". At the bottom of the page, there is a copyright notice: "Copyright © 1999-2020 Cisco Systems, Inc. All rights reserved." and a disclaimer: "This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately. A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/www/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to [export@cisco.com](mailto:export@cisco.com)."

- เลือก Application Management

The screenshot displays the Cisco Unified CCX Administration web interface. The top navigation bar includes the Cisco logo, the title "Cisco Unified CCX Administration", and the subtitle "For Cisco Unified Communications Solutions". On the right, there is a "Navigation" dropdown menu set to "Cisco Unified CCX Administration" and a "Go" button. Below the navigation bar, a user profile for "administrator" is shown with links for "About" and "Logout". The main menu is open, showing options: "Application Management", "Script Management", "Prompt Management", "Grammar Management", "Document Management", "AAR Management", and "Calendar Management". A warning message is visible: "Warning: The system is not fully configured. This is required to recover your system in case of failure. Please refer to [Backup Device Configuration page](#)." The footer contains copyright information for Cisco Systems, Inc. (1999-2020) and a disclaimer regarding cryptographic features and legal compliance.

- เลือก Application Management

The screenshot shows the Cisco Unified CCX Administration interface. The main heading is "Application Management". Below it, there are buttons for "Add New" and "Refresh All". A status bar indicates "6 records found". The "Application List" table is highlighted with a red box and contains the following data:

Name	ID	Sessions	Enabled	Delete	Copy	Refresh	Summary
<a href="#">AYA-AA</a>	10	4	Yes				
<a href="#">SUP-AA</a>	9	4	Yes				
<a href="#">SAR-AA</a>	8	4	Yes				
<a href="#">ATH-AA</a>	7	4	Yes				
<a href="#">SIB-AA</a>	3	4	Yes				
<a href="#">RG01-AA</a>	11	4	Yes				

- เลือก Application Management

The screenshot shows the Cisco Unified CCX Administration interface. The main heading is "Application Management". Below it, there are buttons for "Add New" and "Refresh All". A status bar indicates "6 records found". The "Application List" table is highlighted with a red box and contains the following data:

Name	ID	Sessions	Enabled	Delete	Copy	Refresh	Summary
<a href="#">AYA-AA</a>	10	4	Yes				
<a href="#">SUP-AA</a>	9	4	Yes				
<a href="#">SAR-AA</a>	8	4	Yes				
<a href="#">ATH-AA</a>	7	4	Yes				
<a href="#">SIB-AA</a>	3	4	Yes				
<a href="#">RG01-AA</a>	11	4	Yes				

- แก้ไขข้อมูลและเลือก Update

**Cisco Unified CCX Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CCX Administration | Go  
administrator | About | Logout

System Applications Subsystems Wizards Tools Help

### Cisco Script Application

**Update** Delete Cancel Back to Application List

Status: Ready

Trigger: Unified CM Telephony Trigger: 10998 | Add new trigger

**Basic Configuration**

Name	SIB-AA
ID*	3
Maximum Number of Sessions*	4
Script*	SCRIPT[MainMenu_SIB_P0-5.aef]   Edit
<input checked="" type="checkbox"/> MainMenu	SIB_Prompt2.wav   Select Prompt
<input checked="" type="checkbox"/> Press0	"11138"
<input checked="" type="checkbox"/> Press1	"11142"
<input checked="" type="checkbox"/> Press2	"11175"
<input checked="" type="checkbox"/> Press3	"11152"
<input checked="" type="checkbox"/> Press4	"11144"
<input checked="" type="checkbox"/> Press5	"11155"
<input checked="" type="checkbox"/> delay	1
Description	SIB-AA
Enabled	<input checked="" type="radio"/> Yes <input type="radio"/> No
Default Script	- System Default -   Edit

**Advanced Configuration**

Webex Experience Management (WXM) Post-Call Survey: - No Selection -

**Not Enabled**

1. Enable WXM to capture customer experience with the contact center. This helps to build numerous analytics that can be used to improve agents' performance, business goals, and anticipate customer needs.
2. Follow the procedure as mentioned in the Unified CCX Features guide.

Update Delete Cancel Back to Application List

\* - indicates required item



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Thanks and Regards.

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