A MITEL
PRODUCT
GUIDE

MiContact Center Enterprise

Script Manager Development Overview

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OVERVIEW

The Script Manager Development tutorials (*Basic Call Handling and Advanced Applications*, *Simple Voice Mail Applications*, *Speech Recognition Applications*, *Database Component Applications, Integrated Applications and E-mail Applications*) are guides that help to create and test applications in a few hours. What seems as complex outcomes are performed easily without the need to write computer programs.

The tutorials provide help to build complex scripts using various components provided by Script Designer and Script Manager. The tutorials consist of detailed descriptions of the sample scripts as well as an explanation of user specific cases.

There is also a troubleshooting document (*Handling Faults*) that offers tips to help troubleshoot the script you are creating. *Debugging applications* can be easily done using SpyTracer. SpyTracer allows a developer to see the execution of each block.

The *Hook Development* and *Web Services Integration* documents provide detailed instructions on creating customer specific integrations so that the solution can be tailored to the customer needs. For example, access to customer specific data through non-standard databases or web APIs.

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