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1
2 <?xml version="1.0" encoding="utf-8"?>
3 <ScriptContainer xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  noNamespaceSchemaLocation="http://lab-iniws01/scriptcontainer.xsd" BusNo="4606881"
  UserID="44030417">
4   <Actions>
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7       <Action>REQAGENT</Action>
8       <Caption>Reqagent</Caption>
9       <Parameters>
10        <string>Default</string>
11        <string />
12        <string>DefaultfromSkill</string>
13        <string>0</string>
14        <string>1</string>
15        <string />
16        <string>1000</string>
17        <string />
18        <string>AfterSequence</string>
19        <string>DefaultFromSkill</string>
20        <string />
21        <string>1</string>
22        <string>20</string>
23        <string>NotApplicable</string>
24      </Parameters>
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33        <DefaultBranch>
34          <ActionId>-1</ActionId>
35          <Segments />
36        </DefaultBranch>
37        <Branches />
38        <CaseBranches />
39      </ExtraInfo>
40      <xws>0</xws>
41      <yws>0</yws>
42    </ActionStruct>
43    <ActionStruct>
44      <ActionID>26</ActionID>
45      <Action>SNIPPET</Action>
46      <Caption>Send EndOfConversation Event to Kore</Caption>
47      <Parameters>
48        <string>DYNAMIC params
49        params.conversationId = "{contactid}"
50        params.botid = "{botid}"
51        params.clientid="{clientid}"
52        params.clientsecret="{clientsecret}"
53        params.baseurl="{baseurl}"
54        params.language="{language}"
55        requestBody = "{params.asJSON()}"
56
57        existingUserProxy = GetRESTProxy()
58        existingUserProxy.ContentType = "application/json" // set content type
59
60        ASSIGN tempArr = "{baseurl.split('/')}"
61
62        ASSIGN baseURI = "{tempArr[1]}"
63        baseURI.append("/")
64        baseURI.append("{tempArr[2]}")
65        baseURI.append("/")
66        baseURI.append("{tempArr[3]}")

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67
68 ASSIGN summaryURI = "{baseURI}/integrations/nice/triggerSummary" //set endpoint url
69 respondedBody = existingUserProxy.MakeRestRequest(summaryURI, requestBody ,0, "POST")
70
71 ASSIGN responseString="{respondedBody.asJSON()}"</string>
72     <string>Limit2K</string>
73     </Parameters>
74     <Branches />
75     <Cases />
76     <X>896</X>
77     <Y>832</Y>
78     <DependencyOrder>19</DependencyOrder>
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86         <Branches />
87         <CaseBranches />
88     </ExtraInfo>
89     <xws>0</xws>
90     <yws>0</yws>
91 </ActionStruct>
92 <ActionStruct>
93     <ActionID>25</ActionID>
94     <Action>AgentAssistV1_LIBID_b2aedee9-able-4923-9d64-04cee8118482</Action>
95     <Caption>Agent Assist</Caption>
96     <Parameters>
97         <string>KAA</string>
98         <string />
99         <string />
100        <string />
101        <string />
102        <string />
103        <string>scriptparamsjson</string>
104    </Parameters>
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106    <Cases />
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108    <Y>688</Y>
109    <DependencyOrder>18</DependencyOrder>
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117        <Branches />
118        <CaseBranches />
119    </ExtraInfo>
120    <xws>0</xws>
121    <yws>0</yws>
122 </ActionStruct>
123 <ActionStruct>
124     <ActionID>24</ActionID>
125     <Action>SNIPPET</Action>
126     <Caption>Generate Iframe Params</Caption>
127     <Parameters>
128         <string>ASSIGN global:clientid="Kore.ai Client ID"
129 ASSIGN global:clientsecret="Kore.ai Client Secret"
130 ASSIGN global:botid="Kore.ai Bot ID"
131 ASSIGN global:baseurl="Kore.ai Agent AI Widget URL"
132 ASSIGN global:language="en"
133
134 // 'customdata' object can be utilized to pass information to Agent AI Bot
135 DYNAMIC customdata

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136
137 DYNAMIC scriptparams
138 scriptparams.clientid="{clientid}"
139 scriptparams.clientsecret="{clientsecret}"
140 scriptparams.botid="{botid}"
141 scriptparams.conversationid="{contactid}"
142 scriptparams.source="nice"
143 scriptparams.isCall=true
144 scriptparams.baseurl="{baseurl}"
145 scriptparams.interactiveLanguage="{language}"
146 scriptparams.customdata="{customdata.asJSON()}"
147 scriptparams.sessionId="{sp3}"
148
149 ASSIGN scriptparamsjson="{scriptparams.asJSON()}"
150 </string>
151     <string>Limit2K</string>
152 </Parameters>
153 <DefaultNextAction>
154     <Text />
155     <ActionID>25</ActionID>
156     <Index>0</Index>
157     <LabelDistance xsi:nil="true" />
158     <Segments />
159 </DefaultNextAction>
160 <Branches />
161 <Cases />
162 <X>544</X>
163 <Y>688</Y>
164 <DependencyOrder>17</DependencyOrder>
165 <Impl_Type>0</Impl_Type>
166 <LibraryID>b333da63-33c8-4297-a58a-e9546cf7f0f2</LibraryID>
167 <ExtraInfo>
168     <DefaultBranch>
169         <ActionId>25</ActionId>
170         <Segments />
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172     <Branches />
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174 </ExtraInfo>
175 <xws>0</xws>
176 <yws>0</yws>
177 </ActionStruct>
178 <ActionStruct>
179     <ActionID>22</ActionID>
180     <Action>ONANSWER</Action>
181     <Caption>Onanswer</Caption>
182     <Parameters>
183         <string>SKLNAME</string>
184         <string>FIRST</string>
185         <string>LAST</string>
186         <string>AGENTID</string>
187     </Parameters>
188     <DefaultNextAction>
189         <Text />
190         <ActionID>24</ActionID>
191         <Index>0</Index>
192         <LabelDistance xsi:nil="true" />
193         <Segments />
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198     <Y>688</Y>
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201     <LibraryID>4b611ba4-8e81-45a6-9fcc-97c24f43ccbc</LibraryID>
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205         <Segments />
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210 <xws>0</xws>
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212 </ActionStruct>
213 <ActionStruct>
214     <ActionID>21</ActionID>
215     <Action>SNIPPET</Action>
216     <Caption>POCTransfer</Caption>
217     <Parameters>
218         <string>ASSIGN spawned=true
219 ASSIGN callerid="{ani}"</string>
220         <string>Limit2K</string>
221     </Parameters>
222     <DefaultNextAction>
223         <Text />
224         <ActionID>3</ActionID>
225         <Index>0</Index>
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227         <Segments />
228     </DefaultNextAction>
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232     <Y>144</Y>
233     <DependencyOrder>0</DependencyOrder>
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249     <Action>PLAY</Action>
250     <Caption>Play</Caption>
251     <Parameters>
252         <string>"%Ending the Call"</string>
253         <string />
254         <string>True</string>
255         <string>True</string>
256         <string />
257         <string />
258         <string />
259         <string />
260     </Parameters>
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264         <Index>0</Index>
265         <LabelDistance xsi:nil="true" />
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271     <Y>352</Y>
272     <DependencyOrder>14</DependencyOrder>
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276   <DefaultBranch>
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278     <Segments />
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282 </ExtraInfo>
283 <xws>0</xws>
284 <yws>0</yws>
285 </ActionStruct>
286 <ActionStruct>
287   <ActionID>19</ActionID>
288   <Action>IF</Action>
289   <Caption>Check for active call</Caption>
290   <Parameters>
291     <string>spawned = true</string>
292   </Parameters>
293   <Branches>
294     <BranchStruct>
295       <Text>True</Text>
296       <ActionID>18</ActionID>
297       <Index>0</Index>
298       <LabelDistance xsi:nil="true" />
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301   </Branches>
302   <Cases />
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304   <Y>832</Y>
305   <DependencyOrder>13</DependencyOrder>
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323 <yws>0</yws>
324 </ActionStruct>
325 <ActionStruct>
326   <ActionID>18</ActionID>
327   <Action>SIGNAL</Action>
328   <Caption>Signal</Caption>
329   <Parameters>
330     <string>{SPAWNID}</string>
331     <string />
332     <string>end</string>
333   </Parameters>
334   <DefaultNextAction>
335     <Text />
336     <ActionID>26</ActionID>
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347     <LibraryID>0b8f561d-889e-4f1b-bf42-f36469b8f7a0</LibraryID>
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357     <yws>0</yws>
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359 <ActionStruct>
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364         <string />
365         <string />
366     </Parameters>
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368         <Text />
369         <ActionID>19</ActionID>
370         <Index>0</Index>
371         <LabelDistance xsi:nil="true" />
372         <Segments />
373     </DefaultNextAction>
374     <Branches />
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377     <Y>832</Y>
378     <DependencyOrder>11</DependencyOrder>
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380     <LibraryID>ea1363d4-fade-4cac-b15e-c4c514c2f9b5</LibraryID>
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382         <DefaultBranch>
383             <ActionId>19</ActionId>
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386         <Branches />
387         <CaseBranches />
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389     <xws>0</xws>
390     <yws>0</yws>
391 </ActionStruct>
392 <ActionStruct>
393     <ActionID>15</ActionID>
394     <Action>PLAY</Action>
395     <Caption>Play</Caption>
396     <Parameters>
397         <string>"%Disconnected from the bot transferring you to an agent
398 "</string>
399         <string />
400         <string>True</string>
401         <string>True</string>
402         <string />
403         <string />
404         <string />
405         <string />
406     </Parameters>
407     <DefaultNextAction>
408         <Text />
409         <ActionID>28</ActionID>
410         <Index>0</Index>
411         <LabelDistance xsi:nil="true" />
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412         <Segments />
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440     <Y>480</Y>
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453     <yws>0</yws>
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455 <ActionStruct>
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457     <Action>CASE</Action>
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465         <Index>0</Index>
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480     <Y>352</Y>

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483     <LibraryID>22050500-6dc0-4949-af9c-1e52975f141d</LibraryID>
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537 </string>
538         <string>Limit2K</string>
539     </Parameters>
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543         <Index>0</Index>
544         <LabelDistance xsi:nil="true" />
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547     <Branches />
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571     </Parameters>
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609             <Index>0</Index>
610             <LabelDistance xsi:nil="true" />
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616             <Index>0</Index>
617             <LabelDistance xsi:nil="true" />
618             <Segments />
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653         <string>S1</string>
654         <string />
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656         <string>signal</string>
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685     <Action>LINK</Action>
686     <Caption>Link</Caption>
687     <Parameters>

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688         <string>{SPAWNID}</string>
689         <string>False</string>
690         <string>False</string>
691     </Parameters>
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694             <Text>Error</Text>
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703     <Y>480</Y>
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705     <Impl_Type>0</Impl_Type>
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727     <Caption>SIP Spawn</Caption>
728     <Parameters>
729         <string>SIP Spawn</string>
730         <string>SPAWNID</string>
731         <string>{dialoutSkill}</string>
732         <string />
733         <string />
734         <string>{callerid}</string>
735     </Parameters>
736     <DefaultNextAction>
737         <Text />
738         <ActionID>8</ActionID>
739         <Index>0</Index>
740         <LabelDistance xsi:nil="true" />
741         <Segments />
742     </DefaultNextAction>
743     <Branches>
744         <BranchStruct>
745             <Text>Error</Text>
746             <ActionID>20</ActionID>
747             <Index>2</Index>
748             <LabelDistance xsi:nil="true" />
749             <Segments />
750         </BranchStruct>
751     </Branches>
752     <Cases />
753     <X>1008</X>
754     <Y>144</Y>
755     <DependencyOrder>1</DependencyOrder>
756     <Impl_Type>0</Impl_Type>
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757         <LibraryID>e86250d4-8659-4df0-937e-1f50e64e180e</LibraryID>
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759             <DefaultBranch>
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761                 <Segments />
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763             <Branches>
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765                     <KeyName>2</KeyName>
766                     <ActionId>20</ActionId>
767                     <Segments />
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770             <CaseBranches />
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772         <xws>0</xws>
773         <yws>0</yws>
774     </ActionStruct>
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777         <Action>BEGIN</Action>
778         <Caption>Entry Script</Caption>
779         <Parameters>
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783         </Parameters>
784         <DefaultNextAction>
785             <Text />
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787             <Index>0</Index>
788             <LabelDistance xsi:nil="true" />
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798         <ExtraInfo>
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801                 <Segments />
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805         </ExtraInfo>
806         <xws>0</xws>
807         <yws>0</yws>
808     </ActionStruct>
809 </Actions>
810 <LibraryItem LibraryID="ee35fd4e-0322-46c3-8aba-4eb5ce6a2600" ApiClassificationId="0"
BusNo="4606881" Name="SIP Main" Alias="SIP Main" MediaType="4" RoutingMode=""
VariableRedaction="">
811     <Icon />
812     <ImplPath>SIP Main</ImplPath>
813     <CreateDate>2025-05-29T07:24:23.387</CreateDate>
814     <ModifyDate>2025-05-29T13:45:28.323</ModifyDate>
815     <ModifyUserID>44030417</ModifyUserID>
816     <ModifiedBy>Kore.ai</ModifiedBy>
817     <URI />
818     <DefaultTimeZone>Mountain Standard Time</DefaultTimeZone>
819     <Parameters />
820     <Branches />
821 </LibraryItem>
822 <MediaType>4</MediaType>
823 <ModifyDate>0001-01-01T00:00:00</ModifyDate>
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824 </ScriptContainer>
825 apps-fileview.texmex_20250522.00_p1
826 SIP Main.XML
827 Displaying SIP Main.XML.
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