

Service Request Report

Ticket ID	IT/2412/0197
Customer Name	Tokio Marine Life Insurance Indonesia, PT
Request	Setting IVR Greeting Libur Natal
PIC Compnet	Ridha Ardian
PIC Customer	Pak Agam
Date	26 Desember 2024
Technology	Collaboration

Request Description

Dear Compnet Support,

Sehubungan dengan perayaan hari natal 2024

Mohon di bantu setup Greeting recording Libur Natal 25 desember 2024, dengan rincian sebagai berikut:

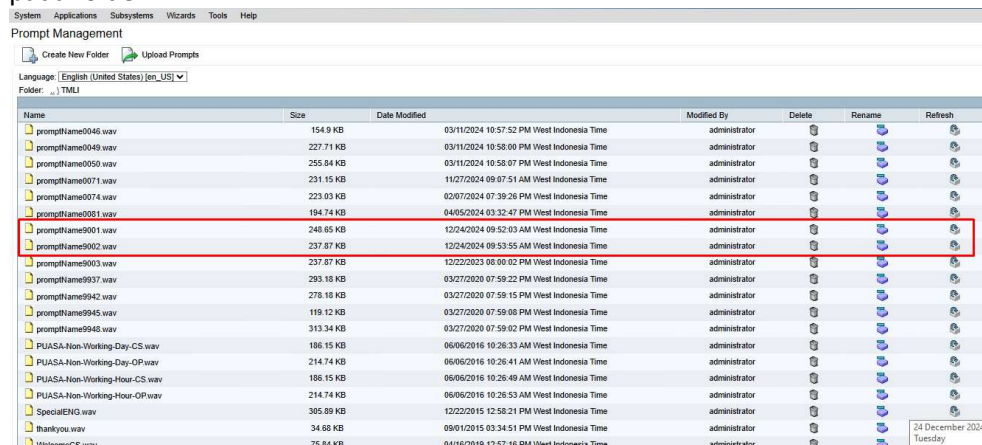
- Tanggal 24 Desember 2024 mulai Pukul 12:00WIB - 17:30WIB
 - Tanggal 25 Desember 2024 mulai Pukul 08:30WIB - 17:30WIB (Natal)
- Di Kembalikan Normal kembali di tanggal 26 Desember 2024.

Request Fulfillment

Langkah- langkah yang dilakukan untuk menangani request tersebut yakni :

1. Upload Promt Libur Nataru

Login Cisco CCX Administration > Application > Prompt Management > Upload file Prompt pada folder TMLI



Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
promptName0046.wav	154.9 KB	03/11/2024 10:57:52 PM West Indonesia Time	administrator			
promptName0049.wav	227.71 KB	03/11/2024 10:58:00 PM West Indonesia Time	administrator			
promptName0050.wav	255.84 KB	03/11/2024 10:58:07 PM West Indonesia Time	administrator			
promptName0071.wav	231.15 KB	11/27/2024 09:07:51 AM West Indonesia Time	administrator			
promptName0074.wav	223.03 KB	02/07/2024 07:39:26 PM West Indonesia Time	administrator			
promptName0081.wav	194.74 KB	04/05/2024 03:32:47 PM West Indonesia Time	administrator			
promptName0091.wav	248.65 KB	12/24/2024 09:52:03 AM West Indonesia Time	administrator			
promptName0092.wav	237.87 KB	12/24/2024 09:53:55 AM West Indonesia Time	administrator			
promptName0093.wav	237.87 KB	12/22/2023 08:00:02 PM West Indonesia Time	administrator			
promptName0097.wav	293.18 KB	03/27/2020 07:59:22 PM West Indonesia Time	administrator			
promptName0092.wav	278.18 KB	03/27/2020 07:59:15 PM West Indonesia Time	administrator			
promptName0095.wav	119.12 KB	03/27/2020 07:59:08 PM West Indonesia Time	administrator			
promptName0096.wav	313.34 KB	03/27/2020 07:59:02 PM West Indonesia Time	administrator			
PUASA-Non-Working-Day-CS.wav	186.15 KB	06/06/2016 10:26:33 AM West Indonesia Time	administrator			
PUASA-Non-Working-Day-OP.wav	214.74 KB	06/06/2016 10:26:41 AM West Indonesia Time	administrator			
PUASA-Non-Working-Hour-CS.wav	186.15 KB	06/06/2016 10:26:49 AM West Indonesia Time	administrator			
PUASA-Non-Working-Hour-OP.wav	214.74 KB	06/06/2016 10:26:53 AM West Indonesia Time	administrator			
SpecialENG.wav	305.89 KB	12/22/2015 12:58:21 PM West Indonesia Time	administrator			
thankyou.wav	34.66 KB	08/01/2015 03:34:51 PM West Indonesia Time	administrator			
thankyou.wav	34.66 KB	08/01/2015 03:34:51 PM West Indonesia Time	administrator			

2. Pengecekan Scrip pada Aplikasi Manageme

Application > Application Management > Open application **IVR_TMLI_CS** dan **IVR_TMLI_OPERATOR** untuk melihat script yang running pada masing2 Aplikasi Management tersebut.

System Applications Subsystems Wizards Tools Help

Cisco Script Application

Update Delete Cancel Back to Application List

Trigger: Unified CM Telephony Trigger: 4322 Add new trigger

Basic Configuration

Name: IVR_TMLI_CS

ID*: 1

Maximum Number of Sessions*: 10

Script*: SCRIPT(TMLI-v-1.9_CS2.aef) Script Existing

Script*

initMaxRetry: 2

Welcome: xxx/promptName9950.wav Select Prompt

LanguageMenu: xxx/promptName9951.wav Select Prompt

strOperator: "8888"

strLayout: "TMLI"

docDateList: <Holidays> <Holiday1>-7/4/2015-<Holiday1> Select Document

dateSpecial: D(now)

prnSpecialIND: Select Prompt

prnSpecialENG: Select Prompt

booClosed: false

prnClosedIND: TMLI/ClosedIND.wav Select Prompt

prnClosedENG: TMLI/ClosedENG.wav Select Prompt

Description: IVR_TMLI_CS

Enabled: Yes No

Default Script: - System Default - Edit

Advanced Configuration

Enable Cisco Webex Experience Management post-call survey

IVR: No Selection -

SMS/Email: No Selection -

Enable Cisco Webex Experience Management post-call survey

1. Enable Cisco Webex Experience Management to capture the customer experience with the Cisco Contact Center. You can use the customer experience to build analytics that improves agents performance, business goals, and anticipate customer needs.

2. Follow the procedure as mentioned in the Unified CCX Features guide.

24 December 2024 Tuesday

System Applications Subsystems Wizards Tools Help

Cisco Script Application

Update Delete Cancel Back to Application List

Trigger: Unified CM Telephony Trigger: 4321 Add new trigger

Basic Configuration

Name: IVR_TMLI_OPERATOR

ID*: 1

Maximum Number of Sessions*: 10

Script*: SCRIPT(TMLI-v-1.9_OP.aef) Script Existing

Script*

Welcome_OP.wav Select Prompt

LanguageMenu.wav Select Prompt

"8888"

"TMLI"

<Holidays> <Holiday1>-7/4/2015-<Holiday1> Select Document

D(now)

TMJMenu.wav Select Prompt

TMJMenu.wav Select Prompt

false

TMJ/ClosedIND.wav Select Prompt

TMJ/ClosedENG.wav Select Prompt

Description: IVR_TMLI_OPERATOR

Enabled: Yes No

Default Script: - System Default - Edit

Advanced Configuration

Enable Cisco Webex Experience Management post-call survey

IVR: No Selection -

SMS/Email: No Selection -

Enable Cisco Webex Experience Management post-call survey

1. Enable Cisco Webex Experience Management to capture the customer experience with the Cisco Contact Center. You can use the customer experience to build analytics that improves agents performance, business goals, and anticipate customer needs.

2. Follow the procedure as mentioned in the Unified CCX Features guide.

24 December 2024 Tuesday

3. Download Script Existing

Application > Script Management > Download File Script **TMLI-v-1.9_CS2.aef** dan File Script **TMLI-v-1.9_OP.aef**

System Applications Subsystems Wizards Tools Help

Script Management

Create New Folder Upload Scripts

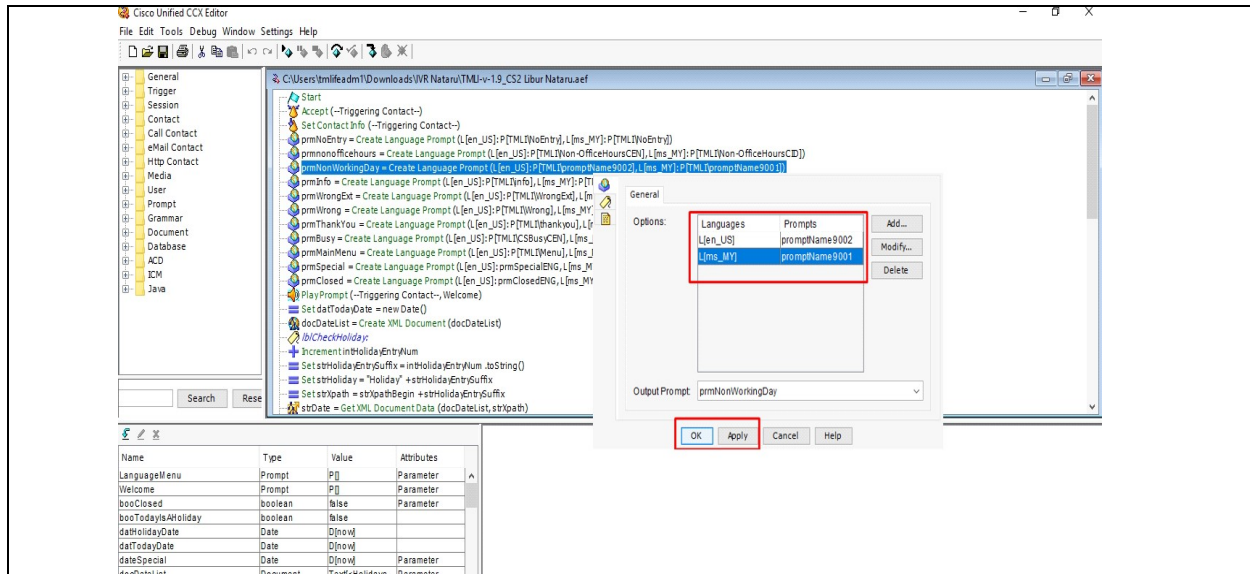
Folder path: ..

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
TMLI-v-1.9_CS2 Libur Nataru.aef	85.58 KB	12/24/2024 12:33:49 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-Pemilu.aef	85.4 KB	02/13/2024 07:49:05 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-Pemilu2024.aef	85.4 KB	02/14/2024 09:28:33 AM West Indonesia Time	administrator			
TMLI-v-1.9_CS2Tahunbaru2023-2024.aef	85.46 KB	12/22/2023 08:53:28 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-testing.aef	84.27 KB	07/18/2020 09:11:17 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS3.aef	85.39 KB	04/14/2024 06:21:56 PM West Indonesia Time	administrator			
TMLI-v-1.9_CSKondisiSaatiniaef	85.36 KB	12/08/2020 08:49:43 PM West Indonesia Time	administrator			
TMLI-v-1.9_CSKondisiSaatinia2.aef	85.33 KB	12/24/2020 12:20:27 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS-Pemilu.aef	85.36 KB	04/15/2019 02:37:22 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS-Pemilu2019.aef	85.35 KB	04/16/2019 11:05:24 AM West Indonesia Time	administrator			
TMLI-v-1.9_CS-PILKADA50DES20.aef	85.45 KB	12/08/2020 08:12:29 PM West Indonesia Time	administrator			
TMLI-v-1.9_Lebaran2021.aef	86.91 KB	05/11/2021 09:43:28 PM West Indonesia Time	administrator			
TMLI-v-1.9_OP.aef	98.7 KB	07/25/2017 08:32:26 PM West Indonesia Time	administrator			
TMLI-v-1.9_OP_17Juni24.aef	98.75 KB	06/14/2024 08:48:27 PM West Indonesia Time	administrator			

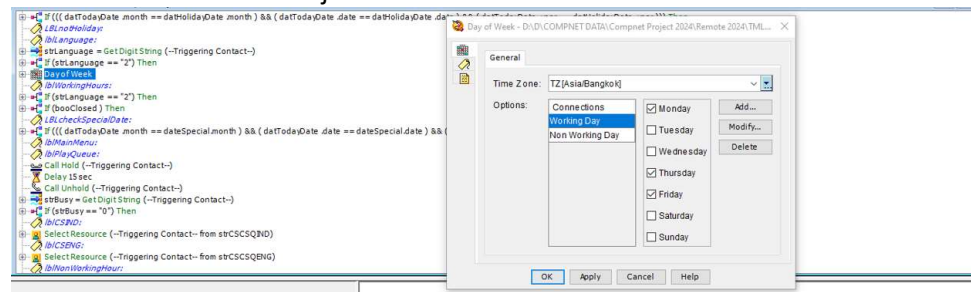
4. Edit File Script **TMLI-v-1.9_CS2.aef** dan File Script **TMLI-v-1.9_OP.aef** yang sudah di download, menggunakan CCX Editor.

Contoh pada Script **TMLI-v-1.9_CS2.aef** :

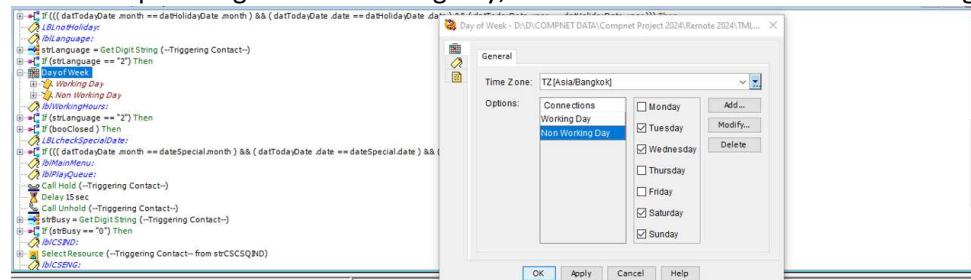
Edit pada bagian **prnNonWorkingDay** dan sesuaikan dengan nama file prompt dan lokasi file yang telah diupload sebelumnya dan sesuaikan juga dengan bahasa pada masing-masing prompt. Save



Pada bagian Day of Week, ubah working day hanya di hari Senin, Kamis dan Jumat karena selasa after jam 12:00 dan kamis adalah hari libur.



Kemudian pada bagian Non Working Day, tambahkan hari Selasa dan Rabu sebagai hari libur.



Save Script (TMLI-v-1.9_CS2 Libur Nataru.aef)

Note : lakukan juga pengeditan yang sama pada script TMLI-v-1.9_OP.aef
Save Script (TMLI-v-1.9_OP Libur Nataru.aef)

5. Upload File script **TMLI-v-1.9_CS2 Libur Nataru.aef** dan **TMLI-v-1.9_OP Libur Nataru.aef**.
Application > Script Management > Upload File Script **TMLI-v-1.9_CS2 Libur Nataru.aef** dan
File Script **TMLI-v-1.9_OP Libur Nataru.aef**

System Applications Subsystems Wizards Tools Help

Script Management

Create New Folder Upload Scripts

Folder path: ..

Name	Size	Date Modified	Modified By	Delete	Rename	Refresh
TMLI-v-1.9_CS2 Libur Nataru.aef	85.58 KB	12/24/2024 12:33:49 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-Pemilu.aef	85.4 KB	02/13/2024 07:49:05 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-Pemilu2024.aef	85.4 KB	02/14/2024 09:28:33 AM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-Tahunbaru2023-2024.aef	85.46 KB	12/22/2023 08:53:28 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS2-testing.aef	84.27 KB	07/18/2020 09:11:17 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS3.aef	85.39 KB	04/14/2024 06:21:56 PM West Indonesia Time	administrator			
TMLI-v-1.9_CSKondisiSaatin.aef	85.36 KB	12/08/2020 08:49:43 PM West Indonesia Time	administrator			
TMLI-v-1.9_CSKondisiSaatin2.aef	85.33 KB	12/24/2020 12:20:27 PM West Indonesia Time	administrator			
TMLI-v-1.9_CSPemilu.aef	85.36 KB	04/15/2019 02:37:22 PM West Indonesia Time	administrator			
TMLI-v-1.9_CS-Pemilu2019.aef	85.35 KB	04/16/2019 11:05:24 AM West Indonesia Time	administrator			
TMLI-v-1.9_CS-PILKADA6DES20.aef	85.45 KB	12/08/2020 08:12:29 PM West Indonesia Time	administrator			
TMLI-v-1.9_Lebaran2021.aef	86.91 KB	05/11/2021 09:43:28 PM West Indonesia Time	administrator			
TMLI-v-1.9_OP.aef	98.7 KB	07/25/2017 08:32:26 PM West Indonesia Time	administrator			
TMLI-v-1.9_OP_17Jun24.aef	98.75 KB	06/14/2024 08:48:27 PM West Indonesia Time	administrator			

6. Pada pukul 12:00 wib running script **TMLI-v-1.9_CS2 Libur Nataru.aef** dan **TMLI-v-1.9_OP Libur Nataru.aef**. pada masing-masing aplikasi Management **IVR_TMLI_CS** dan **IVR_TMLI_OPERATOR – Update**.

System Applications Subsystems Wizards Tools Help

Cisco Script Application

Update Delete Cancel Back to Application List

Trigger: Unified CM Telephony Trigger: 4532 Add new trigger

Basic Configuration

Name: IVR_TMLI_CS

ID: 10

Maximum Number of Sessions: 10

Script: SCRIPT[TMLI-v-1.9_CS2 Libur Nataru.aef] Edit

InitialMaxRetry: 2

Welcome: [Select Prompt]

LanguageMenu: [Select Prompt]

strOperator: "8888"

strLayout: "TMLI"

docDateList: <Holidays> <Holiday1>7/4/2015<Holiday1> [Select Document]

dateSpecial: D(now)

prmSpecialIND: [Select Prompt]

prmSpecialENG: [Select Prompt]

booClosed: false

prmClosedIND: [Select Prompt]

prmClosedENG: [Select Prompt]

Description: IVR_TMLI_CS

Enabled: Yes No

Default Script: System Default - Edit

Advanced Configuration

Enable Cisco Webex Experience Management post-call survey

IVR: No Selection

SMS/Email: No Selection

Enable Cisco Webex Experience Management post-call survey

1. Enable Cisco Webex Experience Management to capture the customer experience with the Cisco Contact Center. You can use the customer experience to build analytics that improves agents performance, business goals, and anticipate customer needs.

2. Follow the procedure as mentioned in the Unified CCX Features guide.

System Applications Subsystems Wizards Tools Help

Cisco Script Application

Update Delete Cancel Back to Application List

Trigger: Unified CM Telephony Trigger: 4532 Add new trigger

Basic Configuration

Name: IVR_TMLI_OPERATOR

ID: 10

Maximum Number of Sessions: 10

Script: SCRIPT[TMLI-v-1.9_OP Libur Nataru.aef] Edit

InitialMaxRetry: 2

Welcome: Welcome_OP.wav [Select Prompt]

LanguageMenu: LanguageMenu.wav [Select Prompt]

strOperator: "8888"

strLayout: "TMLI"

docDateList: <Holidays> <Holiday1>7/4/2015<Holiday1> [Select Document]

dateSpecial: D(now)

prmSpecialIND: TMLIMenu.wav [Select Prompt]

prmSpecialENG: [Select Prompt]

booClosed: false

prmClosedIND: TMLIClosedIND.wav [Select Prompt]

prmClosedENG: TMLIClosedENG.wav [Select Prompt]

Description: IVR_TMLI_OPERATOR

Enabled: Yes No

Default Script: System Default - Edit

Advanced Configuration

Enable Cisco Webex Experience Management post-call survey

IVR: No Selection

SMS/Email: No Selection

Enable Cisco Webex Experience Management post-call survey

1. Enable Cisco Webex Experience Management to capture the customer experience with the Cisco Contact Center. You can use the customer experience to build analytics that improves agents performance, business goals, and anticipate customer needs.

2. Follow the procedure as mentioned in the Unified CCX Features guide.

7. Melakukan testing call ke 02129751888 untuk operator dan 1500086 untuk CS. Dalam hal ini welcome greeting akan muncul pada saat melakukan panggilan, kemudian pilih Bahasa yang digunakan, setelah memilih Bahasa maka Greeting Cuti akan muncul sesuai dengan Bahasa yang dipilih.
8. Pada tanggal 25 Desember 2024 Pukul 20:00, dikonfigurasi ulang ke IVR existing, agar IVR Existing kembali bisa running pada tanggal 26 dan 27 Desember 2024.

Last Status
Ivr Libur Natal sudah running pada tanggal 24-25 Desember 2024, dan pada tanggal 26 Desember telah kembali running ke Script Existing.
Recommended Action
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