

Obtain the Current Date When Writing a Cisco CRS Script

Document ID: 48141

Questions

Introduction

How to obtain the current date when you write a CRS script?

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Introduction

This document discusses how to obtain the current date when you develop a script with the help of the Cisco Customer Response Solutions (CRS) Application Editor in a Cisco IP Contact Center (IPCC) Express Edition environment.

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Note: Cisco recommends that you have basic knowledge of CRS scripting.

Q. How to obtain the current date when you write a CRS script?

A. Java objects can be used for date comparisons. However, to do this, it is necessary to obtain the current date. Here is the step-by-step procedure to obtain the current date:

1. Add a Create Java Object step (see Step 1 in Figure 1). The variable name is `dateObject` and data type is `Date`. The constructor is `java.util.Date()`.
2. Add an Execute Java Method step to get the current year (see Step 2 in Figure 1). The method is `getYear()`. The result is assigned to `currentYear`, which is an integer variable.

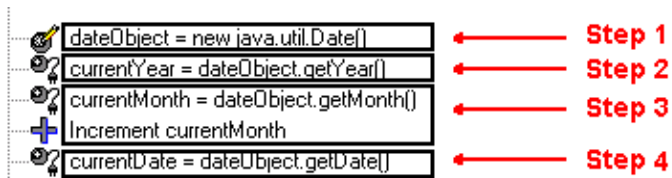
Note: The `getYear()` method returns a value, which is 1900 less than the calendar year. In order to correlate to the correct calendar year, 1900 should be added to the returned value. This step is not shown in the sample script.

3. Add an Execute Java Method step to get the current month (see Step 3 in Figure 1). The method is `getMonth()`. The result is assigned to `currentMonth`, which is an integer variable.

Note: The `getMonth()` method returns 0–11 for month value. In order to correlate to 1–12 calendar month value, `currentMonth` is increased by 1.

4. Add an Execute Java Method step to get the current date (see Step 4 in Figure 1). The method is `getDate()`. The result is assigned to `currentDate` which is an integer variable.

Figure 1 Sample Script



Note: The purpose of this sample script is to demonstrate how to obtain the current date.

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Updated: Apr 06, 2005

Document ID: 48141