Composer Help

DB Prompt Block

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DB Prompt Block

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The DB Prompt block speaks out prompts generated using TTS based on the data returned by an associated DB Data block. The DB Prompt block will speak each row of the data result set as a sentence. To speak data returned by a DB Data block in a specific format, Genesys recommends using the Prompt block along with ECMA script. A template application (Database Query Result Access Project) is provided which demonstrates the use of ECMA script to allow Prompting of currency and data formats as an example. **DB Prompt Block Tip:** The DB Prompt block speaks out all columns for each record returned by the database as the result of a query. The ordering of columns and of the records is controlled by the query itself and DB Prompt plays them all in the same order without any breaks. To introduce breaks or to add prefix or suffix text to individual columns, you can use a custom query and introduce these features in that query. For example: SELECT 'name ' + employee.firstname + employee.lastname + '. . .' FROM employee WHERE employee.emp_id < 10 This query will speak out the text name with a small gap before speaking out each name of each employee returned from the database. After each record, it will pause for a small period due to the '. . .' literal in the query. The DB Prompt block has no page exceptions. The DB Prompt block has the following properties:

Name Property

Find this property's details under Common Properties.

Block Notes Property

Can be used for both callflow and workflow blocks to add comments.

Data Source Property

The Data Source property allows you to select the DB Data block that contains a previously-defined database query. The results of this database query will be used to create the voice prompt. To select the data source (a DB Data block):

1. Select the Data Source row in the block's property table.
2. In the Value field, select the appropriate DB Data block from the drop-down list.

Language Property

The language set by this property overrides any language set by the Set Language block, the Project preferences, or the incoming call parameters. The property takes effect only fr the duration of this block, and the language setting reverts back to its previous state after the block is done. In the case of the DB Prompt block, this property affects the language of grammars of TTS output:

1. Click under Value to display a down arrow.

2. Click the down arrow and select English - United States (en-US) or the variable that contains the language.

Clear Buffer Property

Use the Clear Buffer property for clearing the DTMF digits in the key-ahead buffer. If it is not set to true, the DTMF digits entered are carried forward to the next block. It is commonly used for applications the caller is familiar with. For example, the caller hears a welcome prompt but knows the next prompt will solicit the caller's input or menu selection. The caller may start inputting with DTMF while the welcome prompt plays and expect the input to carry forward. To assign a value to the Clear Buffer property:

1. Select the Clear Buffer row in the block's property table.

2. In the Value field, select true or false from the drop-down list.

Immediate Playback Property

When Immediate Playback is set to true, prompts are played immediately on the execution of the prompt without queuing them. When Immediate Playback is set to false, the interpreter goes to the transitioning state and queues the TTS Prompt until the interpreter waits for an input (such as the Menu, Input, Record,and Transfer blocks). To assign a value to the Immediate Playback property:

1. Select the Immediate Playback row in the block's property table.

2. In the Value field, select true or false from the drop-down list.

Interruptible Property

This property specifies whether the caller can interrupt the prompt before it has finished playing. To assign a value to the Interruptible property:

1. Select the Interruptible row in the block's property table.

2. In the Value field, select true,false,or DTMF (for DTMF barge-in mode support) from the drop-down list.

Prompts Property

Find this property's details under Common Properties. Note: When Type is set to Value and Interpret-As is set to Audio, you can specify an HTTP or RTSP URL. When Type is set to Variable and Interpret-As is set to Audio, you can specify a variable that contains an HTTP or RTSP URL.

Timeout Property

The Timeout property defines the length of the pause between when the voice application plays the last data in the list, and when it moves to the next block. To provide a timeout value:

1. Select the Timeout row in the block's property table.

2. In the Value field, type a timeout value, in seconds.

Condition Property

Find this property's details under Property Common Properties for Callflow Blocks.

Logging Details Property

Find this property's details under Common Properties for Callflow Blocks.

Log Level Property

Find this property's details under Common Properties for Callflow Blocks.

Enable Status Property

Find this property's details under Common Properties for Callflow Blocks.