

GENESYS

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Genesys Designer Quick Start Guide

Using Recorded Audio

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Using Recorded Audio

- Say "Hello"
- Add menu
- Retries
- Audio

Your application can now greet callers and offer them a simple menu. The next step is to use recorded audio, instead of TTS, to give your application a more polished presentation. In this example, you will upload recorded audio and use it in your sample application.

The video below demonstrates the full example. See below the video for step-by-step instructions.

Link to video

Add an Audio Collection

တို Designer	Applications Shared Modules	Audio Resource	s Speech Grammars	Analytics	Business Controls 🔻					<u>*</u> •	\$ 8
I	+ Add Audio Collection				★ Download Template	Q Search			×		
	Quick Filters 🌣						×				
	Name 🗢	Crea	ating new Au	dio Colle	ection		Action	ı			
	Callback	Name	-				ø	@ ⊘			
	System Resources	2 Rout	ing audio		Greate	Create and Open					
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	Shared Resources			10/25/2017	10/25/201	7					
	Callback V2 Audio			05/31/2017	05/31/201	7	P	© ©			

Click Audio Resources in the Navigation Bar to open the list of Audio Collections.

The list shows collections of Audio Resources that are stored on your system. Each collection might have one or more audio resources associated with it.

Your next step is to create an Audio Collection and add an Audio Resource to it. You will use this audio resource in your application.

Click Add Audio Collection and enter Routing audio in the Name field. Click Create and Open.

Add an Audio Resource

+ Add Audio Resource	Q s	Search X
name	description	tags
Ні		

Click **Add Audio Resource**. A pop-up window appears and asks you to name this announcement. Enter Hi in the **Name** field and click **OK**. The **Hi** audio resource now appears in the list.

Now that you have added an audio resource to this collection, your next step is to upload an audio file.

Upload an Audio File

Manage Languages					
+ Add Language			This ar	nouncement play	ys TTS only.
Language	Alternate TTS Text	File			Delete
English (United States) (en-US)	Hello	des_hi.wav	0	►.	â
Save					Cancel

Select the **Hi** audio resource to view its details, which appear to the right of the Audio Resources list. At the bottom of the details section, click **Manage Languages** .

Make sure that This announcement plays TTS only is NOT selected.

Click **Add language** to select the language spoken by the audio resource. For this example, select **English (United States) (en-us)**.

Download the following sample audio file: des_hi.wav

Click the **File** button and select the audio file you have just downloaded. A checkmark appears when the file is uploaded successfully.

Click Save.

Publish the Audio Collection

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ODESIGNEN Applications Share	d Modules Audio Resources Message Resources Speech Gramm	nars Analytics Business Controls v	C ReS	→ Publish Audio Co	dilection
+ Add Audio □ name ☑ Hi	description	tags Auto	ame Hi escription		
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Audio Collections must be published before their audio resources can be used in applications.

From the Audio Resources page, click **Publish Audio Collection**. Designer will display a message when the audio collection is successfully published.

You now have an audio resource that you can use in your application.

Add Audio to your Application

	This block i (previously	s used upload	to play audio messages. The ad in Audio Resources page,	se messages can be TTS (Text to s or variables played as TTS.	Speech), Audio Files	
pecify pi	ompts to be	played				
Disabl	barge-in 😯)				
Always	play prompt	and di	able buffering 🕜			
-						
+ Add Pr	ompt					
+ Add Pr Type	ompt	Var?	Value		Play as	Actions

Click **Applications** in the Navigation Bar to return to the applications list.

Click the **Routing** application to open it for editing and then click **Settings**.

Go to the **Audio** tab. From the **Audio Resource Collection** drop-down list, select the **Routing audio** collection that you created in the previous step. Click **OK**.

Next, select the first **Play Message** block in your application to edit its properties.

Change the prompt **Type** to **Announcement**, and then click the **Value** field. Go to the **Routing audio** tab and select the **Hi** announcement. Click **OK**.

Publish and Test

Click **Publish** to publish your application and save your changes.

Call your application to hear it say "Hi" with the recorded audio that you uploaded in this example.

Next steps

Congratulations, you have created your first application in Genesys Designer.

The next pages will explain application structure and configuration so you can create more

applications that suit your business needs.

You can also refer to the Bonus Example page to learn more about advanced topics such as shared modules and segmentation.