Genesys Administrator Extension Help

Audio Resource Management

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Audio Resource Management

Genesys Administrator Extension provides an interface for Audio Resource Management (ARM). This enables a user to manage audio resources for both announcements and music files.

ARM is integrated with Operational Parameters Management (OPM) to allow users to dynamically select managed audio resources by using the Audio Resource name. It can also be used with a parameterized strategy or orchestration application, or a parameterized routing or voice applications.

Access to ARM is based on both role privileges and tenant access control permissions, as follows:

- User access to screens or certain ARM functionality is managed by role privileges.
- Access control permissions define which audio resources can be viewed or modified by an authenticated user. Access to audio resources is granted by tenant. Users have access to all audio resources for each tenant to which they have access.

Audio Resources are collections of Audio Resource Files that have the following properties:

- Each Audio Resource can contain one or more Audio Resource Files
- Each Audio Resource File is associated with a Personality
- Personalities are unique within an Audio Resource; therefore, one Personality can be used only once in each Audio Resource
- Personalities may be used in more than one Audio Resource

When audio files are added to an Audio Resource, they are automatically encoded to the following formats: μ-law, A-law, and GSM.

- The encoded files are written to a file server that is defined in the Genesys Administrator Extension configuration settings.
- The name of the Audio Resource File is a concatenation of the following strings:

Tenant ID (tenantDBID) + Audio Resource ID (ARID) + Personality ID (personalityID)

- For deployed Audio Resources, the Tenant ID is the ID of the tenant that deployed the audio resources.
- The ARID is a unique 4-digit integer on a per tenant basis.
- The Environment tenant may have up to 8000 owned Audio Resources with the following ID range: 1000-8999
- All other tenants may have up to 1000 owned Audio Resources with the following ID range: 9000-9999
- Each tenant may have additional shared Audio Resources as described in the following section.
- The personalityID is a unique 2-digit integer on a per tenant basis with the following ID ranges.
- Environment Tenant : 10-29 (for shared) and 30-99 (for private)
- All other Tenants: 30-99

Example: the concatenated name of an Audio Resource File might be 102902531. The names of the resulting encoding files for μ-law, A-law, and GSM would then be 102902531_pcmu.wav, 102902531_pcma.wav, and 102902531_gsm.wav.

Sharing Audio Resources

The Environment tenant can share Audio Resources with other tenants. This sharing is called deploying an Audio Resource. It is limited to the Environment tenant only. Deployed Audio Resources have the following properties:

- A new Audio Resource is created for each shared Audio Resource (one per tenant).

- If the tenant does not have matching personalities, new personalities are automatically created.

- The Personality IDs and Audio Resource IDs match the IDs of the files that are being deployed.

- The Audio Resource File names are shared through the new Audio Resource. New files are not created on the file server. Audio Resources provide a mechanism to make the encoded file names visible to other tenants so that they can be used with Operational Parameter Management.

- Only the Environment tenant can depoy an Audio Resource to another tenant. It is not possible for a tenant to re-deploy an Audio Resource to another tenant.

- Changes that are made by the Environment tenant in Audio Resource Files of the deployed Audio Resources are propagated automatically. This includes adding, updating, and removal of Audio Resource Files of deployed Audio Resources.

In This Chapter

This chapter includes the following sections:

Audio Resources	Audio Resource Files
These pages explain how to manage audio resources.	These pages explain how to manage audio resource files.
Audio Resources and their properties	Audio Resource Files and their properties
Create, modify, delete, and deploy audio resources	Create and assign, modify, remove, delete, and reprocess audio resource files

Personalities

These pages explain how to manage personalities.

Personalities and their properties

Create, modify, and delete personalities