Genesys Administrator Extension Help

Audio Resources (Configuration Manager)

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Audio Resources (Configuration Manager)

This window enables you to manage personalities and their associated audio resources (announcements and music files).

You can create Personalities to help you organize which files belong to a particular speaker. For example, you might have a personality called John that uses dialog spoken in English by a male speaker. Or, you might have a personality called Marie that uses dialog spoken in French by a female speaker.

You can upload two types of audio resources:

- Announcements—These are files that contain spoken dialog that will be played for customers. For example, you might have an announcement file that tells customers about your business hours.

- Music—These are files that play music for customers. For example, you might have a music file that plays music for customers who are about to be transferred to an Agent.

The **Audio Resources** window in Genesys Administrator Extension (GAX) is a unified list of your personalities and audio resources. For each audio resource, GAX displays the following:

- A logo to indicate whether the file has been designated as Announcement or Music.

- The name of the audio resource.

- The Audio Resource ID (ARID).

- Additional columns, one for each personality, to indicate which personality is using this audio resource.

Click **Show Quick Filter** and type the name or partial name of an object in the **Quick Filter** field. The list updates dynamically to show items that match the text in the **Quick Filter** field.

Audio Resource Management (ARM) is integrated with Operational Parameters Management (OPM) to allow users to dynamically select personalities and audio resources to 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.

Click a tab below to learn more.

Personalities

Creating a Personality

To create a new Personality, click **New**.

[+] Show Procedure

Procedure: Creating a Personality

Steps

1. Click **New** and select **Add Personality**.
2. Enter the following information:
   - **Personality Name**—The name of this personality.
   - **Language**—The language spoken by this personality.
   - **Description**—A description of this personality.
   - **Gender**—Select whether this personality is `Male`, `Female`, or `Not Specified`.
3. Click **Save**.

Other Actions

Once you create a personality, you can:

- Edit the personality—Click **Edit** beside a personality to edit personality properties.
- Delete the personality—Click **Edit** to view personality properties. In the **Edit Personality** window, click **Delete** to delete the personality.

Important
You cannot delete a Personality that is a part of one or more Audio Resource Files.

- Manipulate the audio resource—Once an audio resource is assigned to the personality, several options become available to manipulate the file.
  - Play the file—Click the play button to listen to the file.
  - **Delete**—Delete the file. This does not delete the associated personalities, but it does delete the original audio files. A file can only be removed if the audio resource to which it has been assigned has not been deployed. If the user performing this operation is a Service Provider, the file can only be removed if the file was not created by a Tenant.

- **Reprocess**—Reprocessing recreates an audio resource file from the original audio file that was uploaded (if it has not been deleted from the database and/or target storage). It also performs any necessary conversion between audio formats.

- **Download**—Download the file to your computer.

- **Encodings**—View information about how the file was encoded by GAX. When audio files are uploaded, GAX automatically encodes them to the following formats: **μ-law**, **A-law**, and **GSM**. Only **.wav** files are supported for uploading.

Audio Resources

Creating an Audio Resource

To create an Audio Resource, click **New**.

[+] Show Procedure

Procedure: Creating an Audio Resource

Steps

1. Click **New** and select **Add Message**.
2. Enter the following information:
   - **Name**—The name of this audio resource.
   - **Description**—A description of this audio resource.
   - **Type**—Select whether this audio resource is Music (a music file) or Announcement (an announcement file).
3. Click **Save**.

Uploading Audio Resources

[+] Show Procedure

Procedure: Uploading Audio Resources

Steps

1. Identify which audio resource and personality to assign to the file. Once identified, select or hover over the table cell that is shared by the target audio resource and personality.

2. Click **Upload Audio File**.

3. Your browser opens a dialog box to select an audio resource to upload. Select a file to upload.

4. The audio resource is uploaded to GAX and assigned to the personality.

Deleting Audio Resources

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Procedure: Deleting Audio Resources

Steps

1. Click the check box beside the audio resource that you want to delete.

2. Click **Delete**.

> ### Important
> - If you delete an audio resource, all files that are associated with it are also deleted.
> - If you are deleting an audio resource that is being used by Operational Parameter Management, and this Audio Resource being used by one or more parameters or Parameter Groups, a message is displayed that indicates this fact. When this happens, you can either cancel the deletion or force the deletion.

Other Actions

Once you upload a file, you can select or highlight over the file and choose one of the following

actions:

- Play the file—Click the play button to listen to the file.

- **Delete**—Delete the file. This does not delete the associated personalities, but it does delete the original audio files. A file can only be removed if the audio resource to which it has been assigned has not been deployed. If the user performing this operation is a Service Provider, the file can only be removed if the file was not created by a Tenant.

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Sharing Audio Resources

The Environment Tenant (Service Provider) can share audio resources with other Tenants. Deployed audio resources have the following properties:

- A new audio resource is created for each 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.

- 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 deploy 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 files of the deployed audio resources are propagated automatically. This includes adding, updating, and removal of Audio Resource Files of deployed audio resources.

Deploying Audio Resources

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Procedure: Deploying Audio Resources

Steps

You can deploy audio resources by Tenant or by audio resource. Choose one of the methods below:

By Tenant

1. Click **Tenant Directory** and choose a Tenant to receive the audio resource.

2. Click **Edit Deployment**.

3. The **Environment Owner Messages** displays a list of audio resources in your environment. You can add or remove audio resources from the Tenant by clicking **Add** or **Remove** beside each audio resource.

4. Click **OK**.

By Audio Resource

1. Click the check box beside the audio resource that you want to deploy.

2. Click **Edit**.

3. In the Tenants list, select which Tenants to which this audio resource will be deployed. You can also click **Make this message available for all tenants** to deploy the resource to all Tenants.

4. Click **Save**.