GENESYS™

Genesys Intelligent Automation Deployment Guide

VoiceBots

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VoiceBots

VoiceBots (previously known as Cognitive IVR) uses Google Cloud Speech-to-Text to improve the performance of natural-language interfaces such as Dialog Engine. This makes it easier for callers to use spoken natural-language phrases to navigate through an Genesys Intelligent Automation application.

> ## Warning
>
> Please note that the customer is responsible for ensuring that the environment and bot applications they build are properly configured and secured according to PII and HIPAA requirements.

For example, a traditional IVR might have trouble interpreting the following phrase: "I would like to book a flight to Paris on Friday afternoon." Instead, the traditional IVR would need to ask several sequential questions to deduce the following information:

- What do you want to do? (Book a flight)
- Where do you want to travel? (Paris)
- When do you want to travel? (Friday afternoon)

However, VoiceBots can interpret and parse natural language so the customer can make the same one-sentence request without having to sequentially answer several questions: "I would like to **book a flight** to **Paris** on **Friday afternoon**."

Other than a new login screen, using VoiceBots does not affect how you use Genesys Intelligent Automation. You can build and use applications in the same way (but note the limitations below) and share the same database.

Integrate Intelligent Automation with Google Speech-to-Text

When setting up Intelligent Automation for use with voice, a start page is required.

Speech-to-Text Engine	Text-to-Speech Engine	Product	Version	Start Page
Google Cloud for Speech Recognition	Nuance	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_Vocalizer
		PureConnect	2018R4 - 2019R2	Interactive_GoogleSR_Vocalizer5.j
		PureConnect	2019R3 and above	Interactive_GoogleSR_Vocalizer5_J

Speech-to-Text Engine	Text-to-Speech Engine	Product	Version	Start Page
	Google	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_GoogleS
		PureConnect	2018R4 - 2019R2	Interactive_GoogleSR_GoogleSS.js
		PureConnect	2019R3 and above	Interactive_GoogleSR_GoogleSS_JS

The start page should contain the following parameters:

- `testsiteid` - The ID of the application being provisioned.
- `istestcall` - When set to *True*, the provisioning uses the test mode (the latest saved version) or the production mode (the latest deployed version) when set to *False*.
- `authtoken` - This will be available from the **Company Details** page.
- `mrcpversion` - This is an optional parameter. The default value is *1*.

An example start page that uses GVP: *http://<server>:<port>/fish-vui/start/ GenesysGVP8_GoogleSR_Vocalizer6.jsp?testsiteid=53&istestcall=true&authtoken=303a935e028b1aae234476fed4*

The RTP is streamed to Google STT and the resulting transcription is sent to Dialog Engine or DialogFlow for processing.

Limitations

The following limitations apply to the use of VoiceBots:

- Multimodal communication is not supported.
- The **Release ASR** API command for the Script block does not have any effect when using VoiceBots.
- WebIVR applications are not supported.
- For a given persona, the TTS language is also used for the speech-recognition language.

Prerequisites

To use VoiceBots with Genesys Intelligent Automation, the following prerequisites are needed.

Genesys Engage

- Genesys Voice Platform 9.0.019.68 or higher
- Intelligent Automation v9.0.100 or higher

PureConnect

> ### Important
> From PureConnect 2019R3 onwards, Intelligent Automation v9.0.106 or higher is required.

- PureConnect 2018R4 or higher
- UniMRCP 1.5.0 or higher
- Google Speech Recognition plugin for UniMRCP
- Intelligent Automation v9.0.105 or higher