



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Genesys Intelligent Automation Help

Natural Language Audio Streaming Menu

---

## Contents

- [1 Natural Language Audio Streaming Menu](#)
  - [1.1 Prerequisites for Audio Streaming](#)
  - [1.2 Configuring the Natural Language Audio Streaming Menu Microapp](#)
  - [1.3 Using the Natural Language Audio Streaming Menu Microapp](#)

# Natural Language Audio Streaming Menu

## Important

The Natural Language Audio Streaming feature is available only for Early Adaptor Customers and availability is under Product Manager Control. Contact your Account Executive for further information on using this feature.

The Natural Language Audio Streaming Menu microapp allows direct streaming of audio to Bot Engines using Nexus, GWS, and Google Dialogflow. Currently, Google Dialogflow Essentials is supported.

You can **import** the Natural Language Audio Streaming as a new product into Intelligent Automation and use it in your callflows.

## Prerequisites for Audio Streaming

You must have the following prerequisites available and configured before you can use the app:

- Genesys Intelligent Automation with Conversation AI Orchestration
- Genesys Digital (Nexus)
- Genesys Web Services and Applications 9
- Genesys Voice Portal
  - The latest MCP Linux release (Windows is not supported)
  - Voice Self Service Applications
  - vXML Interpreter
- Google Dialogflow

## Configuring the Natural Language Audio Streaming Menu Microapp

To enable this feature, configure the following Server Settings:

- **Nexus Api Key** - Enter the API Key to access the Nexus API.
- **Nexus BaseURL** - Enter the URL of the Nexus server.

## Natural Language Audio Streaming Menu

Navigation.ProductPath	products/	remove
NewCallDriver.VuiServer.TimeoutInMilliSecs	20000	remove
Nexus.ApiKey	41723b31-a4df-44f9-9f31-129d2b50ce11	remove
Nexus.BaseURL	http://nex-dev.usw1.genhtcc.com/nexus/v3	remove
Nexus.BotName	TestAgent	remove
Outbound.Campaign.RoundRobinHiddenField	ROUND_ROBIN_JSON	remove
Outbound.Campaign.RoundRobinHiddenField	http://nex-dev.usw1.genhtcc.com/nexus/v3	remove

To allow GVP to invoke Nexus for audio streaming, Intelligent Automation uses the following VXML properties:

- `<property name="com.genesyslab.asr.engine" value="nexus"/>`
- `<property name="com.genesyslab.asr.botName" value="<bot-name>"/>` - This property can be configured in the bot or intent settings.
- `<property name="com.genesyslab.asr.sessionid" gvp:expr="sessionid"/>`
- `<property name="com.genesyslab.asr.x-api-key" gvp:expr="apikey"/>`
- `<property name="com.genesyslab.asr.contexts" gvp:expr="var1"/>`
- `<property name="com.genesyslab.asr.contextsPolicy" value = "<contextPolicy>"/>`

After the options are configured, a new **Bot Registry** tab is available. the Bot Registry tab lists all bots that are available in the Nexus server.

The screenshot shows the 'Bot Registry' tab in the Intelligent Automation interface. The table lists the following bots:

Bot ID	Bot Name	Type	Description
Booktriptest	Booktriptest	LEX	Lex Bot Book Trip to book car or hotel
IATest1	IATest1	DIALOGFLOW	IATest1
IATest12345	IATest12345	DIALOGFLOW	IATest123
IATest2	IATest2	DIALOGFLOW	IATest2
IATest3	IATest3	DIALOGFLOW	IATest3
IATest4	IATest4	DIALOGFLOW	IATest4
IATest456	IATest456	DIALOGFLOW	IATest456
IATest5	IATest5	DIALOGFLOW	IATest5
IATest6	IATest6	DIALOGFLOW	IATest6
IATest7	IATest7	DIALOGFLOW	IATest7
IATest8	IATest8	DIALOGFLOW	IATest8
Jarvis	Jarvis	DIALOGFLOW	test_dialogflow_bot
Raggu	Raggu	DIALOGFLOW	ff
sample	sample	LEX	string

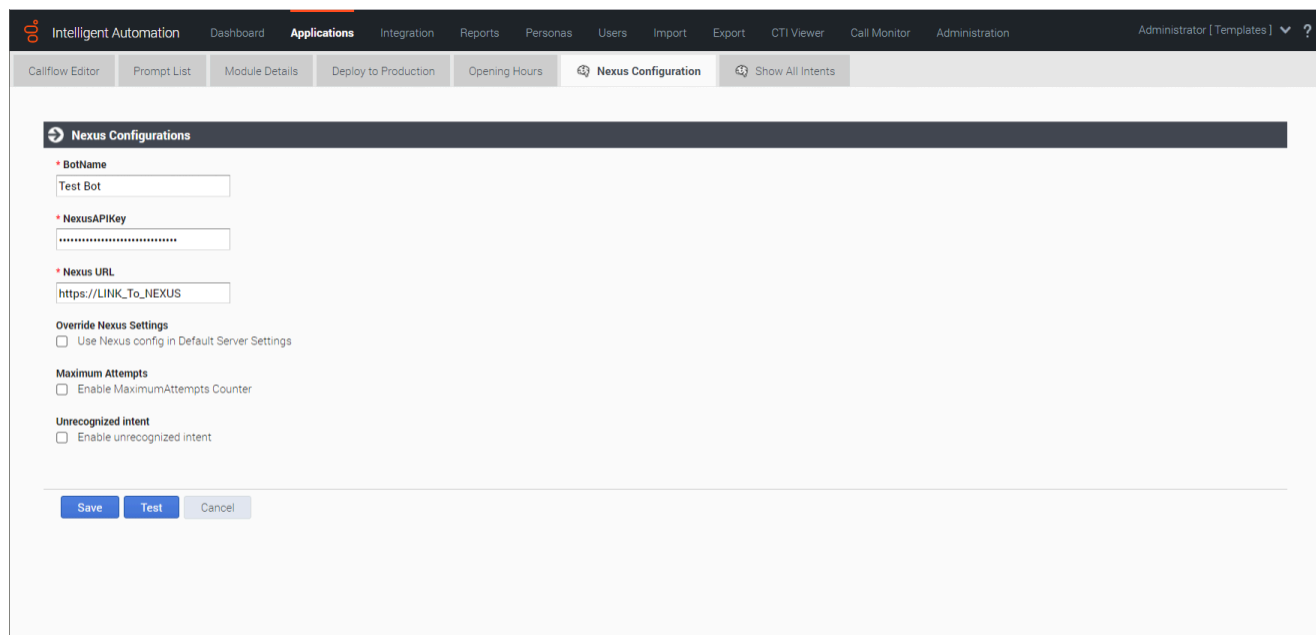
You can also add a new bot using the **+ Add Bot Details** option.

### Using the Natural Language Audio Streaming Menu Microapp

- Navigate to **Applications** and select **Create a new Menu**.
- Select the **Natural Language Audio Streaming Menu Template** option.
- Enter a name for the new module and select **Create**.
- Select the new module.

The audio streaming module has two additional tabs, **Nexus Configuration** and **Show All Intents**.

The **Nexus Configuration** tab displays the current Nexus configuration setting for the call flow.



The screenshot shows the 'Nexus Configuration' tab within the 'Applications' section of the Intelligent Automation interface. The interface has a top navigation bar with 'Intelligent Automation' and various menu items like 'Dashboard', 'Applications', 'Integration', 'Reports', 'Personas', 'Users', 'Import', 'Export', 'CTI Viewer', 'Call Monitor', 'Administration', and 'Administrator [Templates]'. Below this is a sub-navigation bar with 'Callflow Editor', 'Prompt List', 'Module Details', 'Deploy to Production', 'Opening Hours', 'Nexus Configuration' (selected), and 'Show All Intents'. The main content area is titled 'Nexus Configurations' and contains several input fields and checkboxes. The 'BotName' field is set to 'Test Bot'. The 'NexusAPIKey' field is masked with dots. The 'Nexus URL' field is set to 'https://LINK\_To\_NEXUS'. There are three sections of checkboxes: 'Override Nexus Settings' (with 'Use Nexus config in Default Server Settings' unchecked), 'Maximum Attempts' (with 'Enable MaximumAttempts Counter' unchecked), and 'Unrecognized intent' (with 'Enable unrecognized intent' unchecked). At the bottom are 'Save', 'Test', and 'Cancel' buttons.

If your callflow requires any additional configuration, you can override the settings configured in the Default Server Settings:

- **BotName** - Enter the name for the Bot.
- **NexusAPIKey** - Enter the API Key to access the Nexus API.
- **Nexus URL** - Enter the URL of the Nexus server.

When enabled, the **Use Nexus config in Default Server Settings** setting will use the information configured in the Default Server Settings options.

You can also specify the **maximum attempts** values by enabling the **Enable MaximumAttempts Counter** field.

To allow unrecognized intents to be handled, enable the **Enable unrecognized intent** option. You can configure the module that will be triggered when an intent is unrecognized.

The **Context Setting** option supports passing audio context to Nexus as part of Audio Streaming

application from GIA 9.0.112.12 onwards. The context values are specified by a variable defined in the **Enter Variable Name** field. The context policy selected in **Select Context Policy** field will pass on the corresponding context policy on how to use the context to Dialogflow.

Currently the following policies are supported:

- **merge\_soft** – This policy will merge existing parameters (returned from Dialogflow and preserved by Nexus) with the request data. If there is a conflict, the existing context is retained.
- **merge\_hard** – This policy merges the existing parameters (returned from Dialogflow and preserved by Nexus) with the request data. If there is a conflict, the values from the request (the ones provided by Nexus client) will take precedence.

The contexts are passed through the **asr.contexts** property and the context policies using the **asr.contextsPolicy** property in the VXML.

The **Show All Intents** tab lists all intents available for the bot.

### Important

Intents cannot be configured from within Intelligent Automation. The intents are fetched from Nexus and available for use within GIA.

## System Variables

```
<assign name="NLIntent" expr="nexus_form_Response.data.intent" />
<assign name="NLSlots" expr="JSON.stringify(nexus_form_Response.data.slots)" />
<assign name="NLTextResponse" expr="nexus_form_Response.data.message" />
<assign name="NLInputText" expr="nexus_form_Response.data.inputTranscript" />
```