GENESYS™

GVP Documentation Supplement

ASR and TTS Support

5/2/2025

ASR and TTS Support

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SUMMARY: Genesys support of specific Nuance ASR/TTS software versions has changed.

The next publication of the GVP 8.5 Deployment Guide will include this revision:

BOOK: GVP 8.5 Deployment Guide
CHAPTER: Chapter 4: Prerequisites and Planning
SECTION: Prerequisites
CHANGES: The ASR and TTS sections of *Table 10: Software Requirements—Windows* and *Table 11: Software Requirements—Linux* are changed as follows:

Table 10: Software Requirements for Windows

Category	Requirements and comments
The upper portions of this table are not changed.	
Automatic speech recognition (ASR) (Optional)	Genesys recommends that the ASR servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party ASR software: • Nuance Recognizer 10.2.4 with Nuance Speech Server (NSS) 6.2.5 • Nuance Recognizer 9.0.18 with Nuance Speech Server (NSS) 5.1.7 • Telisma Telispeech ASR 2.0 SP1. • IBM WebSphere Voice Server (WVS) 6.1.1 ASR or higher. **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. • Media Resource Control Protocol version 1 (MRCPv1) supported. • MRCPv2 supported only with Nuance NSS. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.
Text-to-speech (TTS) (Optional)	Genesys recommends that the TTS servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party TTS software: • Nuance Vocalizer 6.0.2 with Nuance Speech Server (NSS) 6.2.5

Category	Requirements and comments
	• Nuance Vocalizer 5.7.3 with Nuance Speech Server (NSS) 6.2.5 • Nuance Vocalizer 5.0.5 with Nuance Speech Server (NSS) 5.1.7 • IBM WebSphere Voice Server 6.1.1 TTS or later, with IBM TTS connector **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. • MRCPv1 supported. • MRCPv2 supported only with Nuance NSS. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual. • RealSpeak is now at End of Life for both Nuance and Genesys.

Software Requirements for Linux

The table below summarizes the software requirements for GVP 8.5 deployments on Linux:

Table 11: Software Requirements Linux

Category	Requirements and comments
The upper portions of this table are not changed.	
Third-party Supporting Components	
Automatic speech recognition (Optional)	Genesys recommends that the ASR servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party ASR software: • Nuance Recognizer 10.2.4 with Nuance Speech Server (NSS) 6.2.5 • Nuance Recognizer 9.0.18 with Nuance Speech Server (NSS) 5.1.7 • Telisma Telispeech ASR 2.0 SP1. • IBM WebSphere Voice Server (WVS) 6.1.1 ASR or higher. **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. • MRCPv1 supported.

Category	Requirements and comments
	• MRCPv2 supported only with Nuance NSS. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.
Text-to-speech (Optional)	Genesys recommends that the TTS servers are installed and operational before you install the Genesys Voice Platform. Genesys has validated the following third-party TTS software: • Nuance Vocalizer 6.0.2 with Nuance Speech Server (NSS) 6.2.5 • Nuance Vocalizer 5.7.3 with Nuance Speech Server (NSS) 6.2.5 • Nuance Vocalizer 5.0.5 with Nuance Speech Server (NSS) 5.1.7 • IBM WebSphere Voice Server 6.1.1 TTS or later, with IBM TTS connector **Notes:** • It is your responsibility to obtain the software and the appropriate licenses. • MRCPv1 supported. • MRCPv2 supported only with Nuance NSS. • For more speech information, see the Genesys Supported Media Interfaces Reference Manual.