GENESYS™

Genesys Voice Platform

asr Section

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asr Section

- defaultengine
- delay_for_dtmf
- load_once_per_call
- log_metrics_to_asr
- reserve

defaultengine

Default Value: default
Valid Values: The engine name must be a string.
Changes Take Effect: Immediately/session

The engine specified here will be used to load a default engine when using the log metrics to ASR configuration. An application using a different name should override this using the Request URI configuration or asrengine property.

delay_for_dtmf

Default Value: 250
Valid Values: asr.delay_for_dtmf should be an integer that is greater than or equal to 0 and less than or equal to the maximum integer as defined by the Genesys Administrator Help.
Changes Take Effect: Immediately

The amount of delay, in milliseconds, for starting the next ASR recognition after the last DTMF input from the previous field.

load_once_per_call

Default Value: 1
Valid Values: Choose between: 0 or 1
Changes Take Effect: Immediately/session

When this parameter is set to Enable, there will be only one VRM session for the entire call which could have multiple recognition sessions. If the parameter value is set to Disable, a VRM session is opened for each recognition request. The VRM session is closed when the recognition request is completed successfully or unsuccessfully (such as no match). As a result, there could be multiple VRM sessions in a call. Having multiple VRM sessions in a call could make the ASR server license

usage more efficient. However, this configuration could have the following consequences:
1. There will be longer delays on speech barge in.
2. The save utterance data could be deleted by some recognizer servers after each VRM session. In that case, the VoiceXML application cannot refer to the saved utterance file after the recognition session.
Note: for ASR engines such as Google Speech-to-Text that need to open a VRM session for each recognition request, this option will be diasbled automatically.

log_metrics_to_asr

Default Value: 0
Valid Values: Choose between: 0 or 1
Changes Take Effect: Immediately/session

This parameter is only for ScanSoft Open Speech Recognizer. When set to Enable the MCP will log certain call metrics including Call Starts and Call Ends to the OSR server for the purposes of tuning

reserve

Default Value: false
Valid Values: Choose between: true or false
Changes Take Effect: Immediately/session

When set to true, the MCP will attempt to reserve an ASR resource prior to accepting the call. This resource will be available until an explicit release of the resource, or until the end of the call. The call will be rejected if the resource is not successfully reserved.