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Designer Private Edition Guide

[Enable optional features](#)

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Learn how to enable optional features in Designer post deployment.

Related documentation:

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Enable Designer Analytics and Audit Trail

Post Designer deployment, features such as Analytics and Audit Trail can be enabled by performing the below steps.

Important

Ensure Elasticsearch is deployed before proceeding.

Designer

1. Configure the following settings in flowsettings override (**flowsettings.yaml**) - Refer to the table in the Post deployment Designer configuration settings section for option descriptions.
 - enableAnalytics: true
 - enableESAuditLogs: true
 - esServer
 - esPort
 - esUrl
2. Configure the below setting in the DesignerEnv transaction list: ReportingURL in the **reporting** section.
3. Perform the steps in the *Updating the flowsettings file* section in Post deployment procedures.

DAS

1. Configure the following settings in the helm **das-values.yaml** file. For setting descriptions, refer to the

DAS deployment settings section in Deployment configuration settings.

```
dasEnv.envs.DAS_SERVICES_ELASTICSEARCH_ENABLED = true
dasEnv.envs.DAS_SERVICES_ELASTICSEARCH_HOST
dasEnv.envs.DAS_SERVICES_ELASTICSEARCH_PORT
```

2. Execute the steps in the Upgrade section in the DAS deployment process for the Blue-Green strategy. The same DAS version running in production can be used for the upgrade.
3. Execute the steps in the Cutover section in the DAS deployment process for the Blue-Green strategy.

Enable Personas

You can enable the Personas feature in Designer by following the below steps.

Deploy personas.json

- Deploy the **personas.json** file in the workspace location, /workspace/{tenantID}/workspace/personas/personas.json.
- Create the **personas** directory if it does not exist.

Given below is a sample **personas.json** file:

```
[
  {
    "id": "1",
    "name": "Samantha",
    "gender": "female",
    "tags": ["female", "middle-age", "default"],
    "displayPersona": "female, 30-40s",
    "voice": [{
      "name": "samantha",
      "language": "en-US",
      "ttsname": "Samantha",
      "ttsengine": "NuanceTTS",
      "displayName": "Samantha"
    }, {
      "name": "karen",
      "language": "en-AU",
      "ttsname": "Karen",
      "ttsengine": "NuanceTTS",
      "displayName": "Karen"
    }, {
      "name": "amelie",
      "language": "fr-CA",
      "ttsname": "Amelie",
      "ttsengine": "NuanceTTS",
      "displayName": "Amelie"
    }, {
      "name": "paulina",
      "language": "es-MX",
      "ttsname": "Paulina",
      "ttsengine": "NuanceTTS",
      "displayName": "Paulina"
    }
  ],
  "digital": {},
}
```

```

    "email": {},
    "chat": {},
    "web": {}
  },
  {
    "id": "2",
    "name": "Tom",
    "gender": "male",
    "tags": ["male", "middle-age"],
    "displayPersona": "male, 30-40s",
    "voice": [{
      "name": "tom",
      "language": "en-US",
      "ttsname": "Tom",
      "ttsengine": "NuanceTTS",
      "displayName": "Tom"
    }, {
      "name": "lee",
      "language": "en-AU",
      "ttsname": "Lee",
      "ttsengine": "NuanceTTS",
      "displayName": "Lee"
    }, {
      "name": "felix",
      "language": "fr-CA",
      "ttsname": "Felix",
      "ttsengine": "NuanceTTS",
      "displayName": "Felix"
    }, {
      "name": "javier",
      "language": "es-MX",
      "ttsname": "Javier",
      "ttsengine": "NuanceTTS",
      "displayName": "Javier"
    }
  ],
    "digital": {},
    "email": {},
    "chat": {},
    "web": {}
  },
  {
    "id": "3",
    "name": "Gabriela",
    "gender": "female",
    "tags": ["female", "young"],
    "displayPersona": "female, 20-30s",
    "voice": [{
      "name": "gabriela",
      "language": "en-US",
      "ttsname": "en-US-Standard-E",
      "ttsengine": "GTTS",
      "displayName": "Gabriela"
    }, {
      "name": "sheila",
      "language": "en-AU",
      "ttsname": "en-AU-Standard-A",
      "ttsengine": "GTTS",
      "displayName": "Sheila"
    }, {
      "name": "lili",
      "language": "fr-CA",
      "ttsname": "fr-CA-Standard-A",

```

```

        "ttsengine": "GTTS",
        "displayName": "Lili"
    }
],
"digital": {},
"email": {},
"chat": {},
"web": {}
},
{
    "id": "4",
    "name": "Michael",
    "gender": "male",
    "tags": ["male", "young"],
    "displayPersona": "male, 20-30s",
    "voice": [{
        "name": "michael",
        "language": "en-US",
        "ttsname": "en-US-Standard-B",
        "ttsengine": "GTTS",
        "displayName": "Michael"
    }, {
        "name": "royce",
        "language": "en-AU",
        "ttsname": "en-AU-Standard-B",
        "ttsengine": "GTTS",
        "displayName": "Royce"
    }, {
        "name": "alexandre",
        "language": "fr-CA",
        "ttsname": "fr-CA-Standard-B",
        "ttsengine": "GTTS",
        "displayName": "Alexandre"
    }
],
"digital": {},
"email": {},
"chat": {},
"web": {}
},
{
    "id": "5",
    "name": "Diane",
    "gender": "female",
    "tags": ["female", "mature"],
    "displayPersona": "female, 40-50s",
    "voice": [{
        "name": "diane",
        "language": "en-US",
        "ttsname": "en-US-Standard-C",
        "ttsengine": "GTTS",
        "displayName": "Diane"
    }, {
        "name": "muriel",
        "language": "en-AU",
        "ttsname": "en-AU-Standard-C",
        "ttsengine": "GTTS",
        "displayName": "Muriel"
    }, {
        "name": "chloe",
        "language": "fr-CA",
        "ttsname": "fr-CA-Standard-C",
        "ttsengine": "GTTS",
    }

```

```

        "displayName": "Chloe"
      }
    ],
    "digital": {},
    "email": {},
    "chat": {},
    "web": {}
  },
  {
    "id": "6",
    "name": "David",
    "gender": "male",
    "tags": ["male", "mature"],
    "displayPersona": "male, 40-50s",
    "voice": [{
      "name": "david",
      "language": "en-US",
      "ttsname": "en-US-Standard-D",
      "ttsengine": "GTTS",
      "displayName": "David"
    }, {
      "name": "austin",
      "language": "en-AU",
      "ttsname": "en-AU-Standard-D",
      "ttsengine": "GTTS",
      "displayName": "Austin"
    }, {
      "name": "pierre",
      "language": "fr-CA",
      "ttsname": "fr-CA-Standard-D",
      "ttsengine": "GTTS",
      "displayName": "Pierre"
    }
  ],
    "digital": {},
    "email": {},
    "chat": {},
    "web": {}
  }
]

```

Update Designer flowsettings.json

1. Enable the persona feature flag in the **flowsettings.json** override file.

```

"features": {
  "persona": true
}

```

2. Perform the steps in the Updating the flowsettings file section for the changes to take effect.

Update application settings

Perform the following steps to enable the persona in the required Designer application:

1. Open the required Designer application and navigate to the **Settings** tab.
2. In the **Application Settings**, select the **Enable Persona** checkbox in the **Persona** tab.
3. If you are using a Google TTS custom voice, select **Enable Custom Voices**.

4. Re-publish the application and create a new build.

Adding voice definitions

Important

Additional voice definitions can be added by Genesys. Contact your Genesys representative for more information.

Designer supports Nuance and Google (standard and custom) TTS voice definitions. This example of a voice definition contains both a standard and custom Google TTS voice:

```
"voice": [
  {
    // Example of a standard Google TTS
    voice definition.
    "name": "fatima",
    "language": "ar-SA",
    "ttsname": "ar-XA-Wavenet-A",
    "ttsengine": "GTTS",
    "displayName": "Fatima"
  },
  {
    // Example of a Custom Google TTS voice
    definition.
    "name": "ursula",
    "language": "de-DE",
    "ttsname": "de-DE-Wavenet-A",
    "ttsengine": "GTTS",
    "displayName": "Ursula",
    "ttsCustomVoice" : true,
    "ttsCustomVoiceURI": ""
  }
]
```

Voice definitions must include the following details:

Name	Value description
name	Name of this voice.
language	Language that matches the Language system variable.
ttsname	Voice name used for this Language.
ttsengine	Specifies the TTS service provider for this voice. Designer supports the following TTS engines: <ul style="list-style-type: none">• Enter NuanceTTS for Nuance voices.• Enter GTTS for Google voices.
displayName	Name of this voice as displayed in the Designer UI.
Note: The following values are required only if you are defining a <i>custom</i> Google TTS voice. Otherwise, they do not need to be included in the voice definition.	

Name	Value description
ttsCustomVoice	Enter true for this setting. This tells Designer that the voice is custom (that is, unique to your environment) and to ignore the ttsname value.
ttsCustomVoiceURI	Specifies the location of the custom voice.

Important

To use custom Google TTS voices in an application, **Enable Custom Voices** must be selected on the Persona tab in the application settings.