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# Designer User's Guide

Intelligent prompts



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## Designer User's Guide

Callback B

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Intelligent prompts are pre-recorded audio files that sound similar to natural human speech. They can be arranged to be spoken in a way that adheres to regional standards, such as when presenting a currency denomination or a date.

### Related documentation:

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## About intelligent prompts

As an alternative to TTS, Intelligent Prompts play back pre-recorded audio files that sound more similar to natural human speech. They are also dynamic, in that you can arrange them to be presented in a format that is specific to a certain region, such as a *currency* denomination or a date standard. For example, you might need to specify **Euros** instead of **Dollars**, arrange the prompt so that the day is spoken before the month, or have a number spoken as an *ordinal*, where a number such as **21** is read back as "**twenty-first**".

Intelligent prompts can be used with the following types of items:

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Item	Description
Alphabetical characters	For example, <b>"P"</b> .
Cardinals	Speaks a number as a quantity. For example, <b>1234</b> would be spoken as <b>"one thousand, two hundred, thirty-four."</b>
Currencies	Speaks a number as a specified currency denomination. For example, in the U.S. English (US-en) locale where dollars (\$) are used, <b>11234</b> would be spoken as <b>"eleven thousand, two hundred and thirty-four dollars."</b>
Days	Speaks the specified day of the week. Days are numbered from 0-7, starting with Sunday. For example, <b>1</b> would be spoken as <b>"Monday"</b> .
Months	Speaks the specified month. Months are numbered from 1-12, starting with January. For example, <b>5</b> would be spoken as <b>"May"</b> .
Ordinals	Speaks a number as an ordinal. For example, <b>21</b> would be spoken as <b>"twenty-first"</b> .

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## Using intelligent prompts

[+ Add Prompt](#)

Type	Var?	Value	Play as	Actions
Intelligent Prompt ▾ TTS Announcement Intelligent Prompt Record Utterance Callback Recording External Audio	<input type="checkbox"/>	12345678	alphanumeric ▾	↑ ↓ 🗑️

Intelligent prompts can be used in any block that supports prompts, such as Play Message, User Input, and Menu blocks. When setting up a prompt, select **Intelligent Prompt** as the **Type** and indicate how the prompt is to be played by selecting the appropriate option from the **Play As** menu (alphanumeric, ordinal, cardinal, etc.).

## Available languages

The languages that are available for playing intelligent prompts are listed on the Language tab in the Application Settings. From this tab, you can select the languages to be used for playing intelligent prompts.

Intelligent prompts are available for the following languages:

Language	ISO Country Code	Voice Gender
Chinese (Hong Kong)	zh-hk	Female
English (Australia)	en-AU	Female
English (Great Britain)	en-GB	Female
English (United States)	en-US	Female
French (Canada)	fr-CA	Female
Italian (Italy)	it-IT	Female
Punjabi (India)	pn-IN	Female
Spanish (Mexico)	es-MX	Female

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## Important

These language packs are included with all versions of Designer. Additional languages may be available for your deployment. Check with your Genesys representative for details.

If multiple languages are selected in the Application Settings, Designer uses the overall language setting in the application, such as the language set by the **Language** setting in the system variables or a Change Language block, to determine which language to use for playing intelligent prompts. If Designer is not able to play an intelligent prompt in the preferred language, it plays the prompt in the default fallback language. Unless changed, the default fallback language is **en-US** (English, United States).

## Limitations

There are certain limitations to be aware of when using intelligent prompts:

### Special characters

Special characters (including spaces) in intelligent prompts are not always interpreted the same by all languages. For example, one language might speak the words "special character" when playing back a special character in a prompt, while another language might ignore certain special characters completely. This can cause unexpected results when using the same prompts in multiple languages. Genesys recommends testing your prompts in each language you are using to ensure they are spoken as intended.

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Learn about the Callback blocks available in Designer.

### Related documentation:

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### Important

Designer supports Callback for **voice calls only**. Digital interactions are not supported.

These blocks are located in the **Callback** section of the **Palette** and manage options, rules, and features for Callback. To learn more about provisioning Callback for use with Designer, see Provisioning Callback in Designer in the *Callback Administrator's Guide*.

### Warning

**Use templates or modules — not both.**

- Genesys recommends that you avoid mixing templates and modules in callback applications. When planning your applications, decide whether you are going to use templates *or* modules, and then be consistent with your choice.
- If you need to make changes to a template, clone *all* of the callback templates into corresponding modules, and then use those modules in your applications.

## Book ASAP Callback V2

Books an ASAP ("as soon as possible") Callback on Genesys Mobile Services (GMS).

## Book Scheduled Callback V2

Books a scheduled Callback on Genesys Mobile Services (GMS).



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## Callback Availability V2

Retrieves the scheduled callback availability from Genesys Mobile Services (GMS).

## Callback V2

Offers callback and reconnects to the customer when an agent is ready.

## Cancel Callback V2

Cancels an existing callback.

## Check for Existing Callback V2

Checks if the customer's phone number already has an existing callback scheduled or queued in a particular Callback service in Genesys Mobile Services (GMS).

## Validate Phone Number

Provides phone number validation and international phone number support for Callback V2.

## Callback VQ Watermark

Checks the number of active callbacks that are currently queued for a specific virtual queue (VQ).