



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.

Designer User's Guide

Intelligent prompts

Contents

- 1 About intelligent prompts
- 2 Available languages
 - 2.1 Special characters limitation



- Administrator

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:

-
-
-

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:

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

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 in the following languages:

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

Important

These language packs are included with all versions of Designer. Additional languages might 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 (English, United States (en-US)).

Special characters limitation

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 encountering a special character in a prompt, while other languages might ignore all special characters or only specific ones.

Genesys recommends testing your prompts in each language you are using to ensure they are spoken as intended.