Designer User's Guide

Intelligent prompts

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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.

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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:

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"**.

Using intelligent prompts

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

> ### 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.