

# Designer User's Guide

Media Resources

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## Contents

- 1 Creating a media collection
- 2 Adding media resources
  - 2.1 Audio properties
  - 2.2 Message properties
- 3 Import bulk audio
- 4 Publishing a media collection
- 5 Managing media collections
  - 5.1 Clone a media collection
  - 5.2 List media collection consumers
  - 5.3 Export a media collection
  - 5.4 Delete a media collection
- 6 Music on Hold
- 7 Offline management (CSV file)
  - 7.1 CSV file fields and descriptions
  - 7.2 Adding new resources to a collection
  - 7.3 Removing resources from a collection
- 8 Speech Synthesis Markup Language (SSML)
  - 8.1 Additional examples
  - 8.2 SSML settings
- 9 Supported Audio Formats in Browsers
- 10 Intelligent Prompts
- 11 History view



- Administrator

Learn about managing media resources and collections.

### Related documentation:

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Click **Media Resources** in the navigation bar to manage your media resources.

Each **Media Collection** contains a set of **Media Resources**, which are TTS (Text-to-Speech) prompts and recorded audio files that you can use in your applications and shared modules in any block that supports playing audio, and also text and standard response messages that can be displayed in blocks that support chat prompts.

For example, a banking company might have a media collection assigned to an application that receives customer inquiries. Within that collection are several media resources for each language in which the company operates. Each media resource contains language-specific audio for greeting the caller, communicating announcements, and offering special promotions.

From this page, you can centrally manage these media resources for all of your applications. If you change a media resource, the change takes effect the next time that the media collection is published.

Designer also includes the following media collections:

- **Callback V2 Audio** contains media resources used with Callbacks. You can modify the resources in this collection if you want to customize them for your own requirements. For example, you might want to add additional languages or replace the existing recordings with new ones.
- **Shared Resources** contains media resources that can be used in any application or module. You can make changes to this collection.
- **System Resources** is a read-only collection that is managed by Designer. You cannot make any changes to this collection.
- Music On Hold contains the default audio file played for music on hold. You can change the audio that is played, but the collection cannot be modified or deleted.

See the Applications or Shared Modules page for more information on how to assign a media collection to an application or shared module.

## Creating a media collection

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To create a new media collection, click **Add Media Collection** and enter a name. When you are done, click **Create and Open** to open the new collection and add media resources.

To specify a media collection for an application or a shared module, go to the **Media** tab in the Application Settings and select the **Media Resource Collection** you want to use. Each application or shared module can be linked to a single media collection. If you don't specify a collection for a shared module, it inherits the collection of the invoking application.

To improve media resources management, consider linking shared modules to their own media collections.

### Tip

A media collection can't have more than 5000 prompts—if you need more than that for an application, organize the prompts into multiple collections. You can then split your application into modules, with each module referencing the appropriate collection.

- Keep this limit in mind when planning your applications. It is much more difficult to go back and split an application later if this limit is reached.
- Splitting an application into multiple shared modules lets you use multiple media collections in the application (each shared module can work with only one user-defined media collection).
- **Important:** Designer won't warn you or display an error if there are too many prompts. But as more prompts are added, and the limit is reached or exceeded, your customers might start to experience quality issues due to the additional processing required.

## Adding media resources

After you've created a media resource collection, you can add media resources to it by clicking its link. You can then upload a single resource, or use the Import Bulk Audio option to import a zip file that contains multiple resources you want to add to the collection.

To add a single resource, click **Add Media Resource** and enter a name for the media resource. Make sure to use a unique name, as you won't be able to add it if it has the same name as an existing system resource. Click **OK**.

Watch an example of how to add a media resource to a collection:

[Link to video](#)

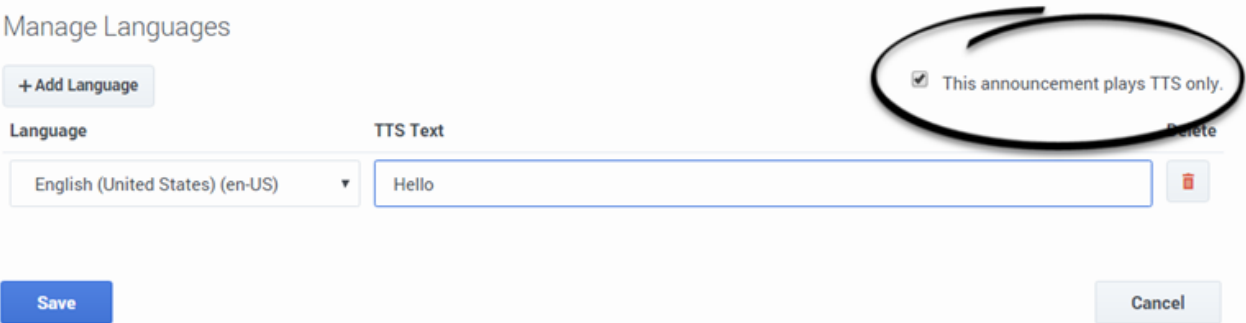
Properties of the new media resource are displayed to the right of the list. You can choose to add a **Description** to describe the purpose of this resource. You can also add **Tags** to associate this resource with media resources that share the same tags.

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Click **Manage Languages** to continue setting up the resource. Select the language to be used for this resource (you can click **Add Language** if you want to add more). You can then set up the **Audio** and **Message** properties of the resource:

## Audio properties

If this resource is only to be played as TTS (Text-to-Speech), select **This announcement plays TTS only**.



Manage Languages

+ Add Language

Language	TTS Text	Delete
English (United States) (en-US)	Hello	

This announcement plays TTS only.

Save Cancel

In the **TTS Text** field, enter the text to be spoken by the TTS engine. You can also use **Speech Synthesis Markup Language** (SSML) in TTS prompts. For more information about SSML, see [Speech Synthesis Markup Language \(SSML\)](#). After you have entered the TTS text, click **Save**.

If adding an audio recording, make sure that the **This announcement plays TTS only** box is NOT selected. There are a few requirements for audio files:

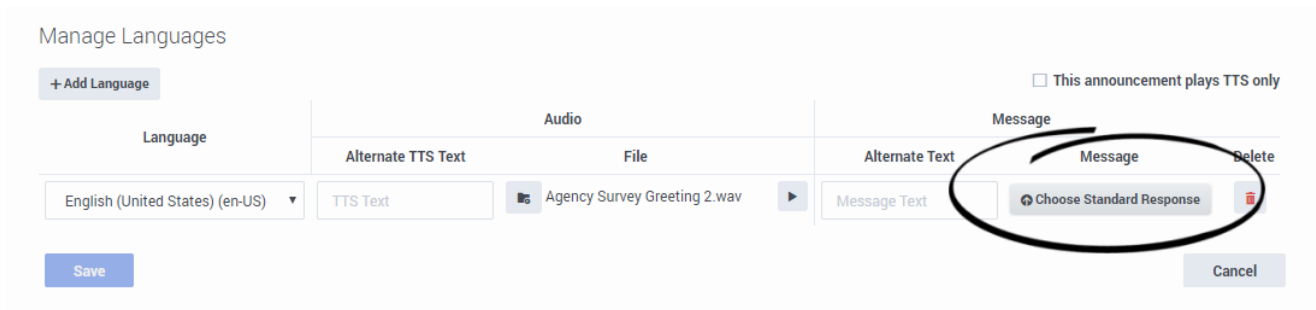
- The file size must not exceed 10 MB.
- Files should be named as follows: media resource name>\_short language name>.file extension>. Example: welcome\_en-US.wav. The file name must only contain alphanumeric characters, underscores (\_), hyphens (-), or dots (.). File names with special characters are not supported.
- Audio files must be recorded in (or converted to) the G711 u-Law 8 kHz (also known as G.711Mu or G.711μ) audio codec. They must also be single-channel (mono) and saved as a .wav file.

Click the **File** button to select and upload your recording. A checkmark appears if the file is uploaded successfully. After you have saved the audio resource, you can click the play button to listen to the audio file.



## Message properties

If the media resource is going to be used for chats, you can enter text to display in the **Alternate Text** field or select a **Standard Response** message.



## Import bulk audio

This option enables you to upload a package of media resources to a collection. This can be useful if you've exported a collection to make changes—maybe you've added new resources, made new audio recordings, or updated the properties of several resources specified in the associated CSV file—and now you want to refresh the collection with the changes.

From the **Media Resources** page, select the media collection you want to add resources to. Click **Import Bulk Audio**, select the zip file that contains the resources you want to import, and click **Submit**. Designer checks the zip file to see if there are any errors, and lets you know if anything needs to be corrected before it imports the resources into the collection.

To learn more about working with CSV files for media collections, see [Offline management \(CSV file\)](#).

## Publishing a media collection

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Media collections must be published before they can be used by applications. When you are finished adding media resources, click **Publish Media Collection** to publish the collection. If you want to undo the changes you have made, click **Revert Changes**. This will discard any changes made and restore the collection back to the last published version.

### Important

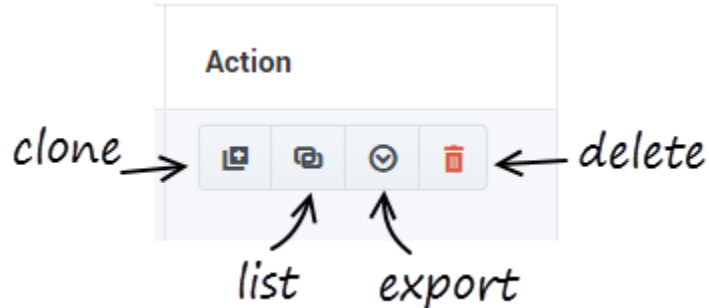
If you make changes to a media collection, it must be re-published for the changes to take effect in the applications using those resources.

After you click **Publish Media Collection**, Designer opens the **Publish - Media Collection difference** window, where you can use the **Added**, **Deleted**, and **Modified** tabs to review the changes made to media resources since the last time the collection was published.

When you are ready to publish, click **Publish** to publish only those items in the collection that have been changed. Select **Publish Entire Media Collection** if you want to publish all resources contained in the collection.

## Managing media collections

Use the **Action** toolbar to manage your media collections:



### Clone a media collection

Creates a copy of the media collection while preserving the original. For example, you might want to use a media collection in another application but need to make a few modifications to its resources, such as using an alternate media file or language.

### List media collection consumers

Displays a list of the applications that are using the media collection. This lets you see which applications would be impacted if you make any changes to the collection.

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## Export a media collection

Use this option to download a zip file containing all of the media files in the collection. The zip file includes a CSV file that you can edit to make offline changes to the media collection before importing the collection back into Designer.

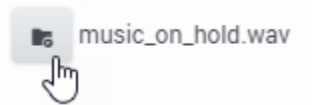
## Delete a media collection

Click the trash icon to delete a media collection. Designer will ask you to confirm this action, and display a list of applications and modules that are using any of the media resources contained in the collection.

## Music on Hold

The **Music On Hold** media collection contains an audio resource (**Music on Hold**) that plays as the default audio when customers are placed on hold. To change the music that is played, you can edit the properties of this resource to upload a new audio file to play.

To do this, click **Music On Hold** to view the collection. Select the **Music on Hold** audio resource to display its properties and click **Manage Languages**. Use the browse button to select and upload a new audio file:



Designer automatically stores the uploaded file as **music\_on\_hold**. However, it keeps the same extension as the uploaded file.

## Offline management (CSV file)

You can export a media collection to make changes to it offline. The collection can then be imported back into Designer.

When you export a media collection, a CSV file is included with the exported zip file. You can use an application like Microsoft Excel to edit this file and make changes to the media collection. For example, you can add new resources, mark existing resources for removal, or modify certain resource properties.

There are certain rules to follow when working with the CSV file:

- Don't make any changes to the spreadsheet schema. For example, do not make changes to the column headings or re-arrange the columns.
- When adding a new resource, you can add a new row. However, do not add (or remove) any columns. Also, do not remove rows for existing resources — there is a proper way to remove resources (see Removing resources from a collection).
- All mandatory fields must contain a value before the audio collection can be imported.
- Do not remove or rename any of the extracted files or folders.



- Make sure any *new* media file resources you are adding have been placed in the **media** folder before preparing the zip file and uploading the collection to Designer.
- Items in CSV files are separated (or delimited) by commas. If you need to use a comma within a value, you must enclose it in double-quotes (" , ").

## CSV file fields and descriptions

Field	Description
Mark Media Resource For Deletion	<b>Mandatory.</b> Indicates if the media resource should be removed from the collection. By default, all values are set to <code>FALSE</code> . If you change this value to <code>TRUE</code> for a resource, it will be deleted during import.
Audio Resource ID	<b>DO NOT MODIFY.</b> This value represents the unique ID generated by Designer for each audio resource. If you are adding a new audio resource, leave this field blank.
Audio Resource Name	<b>Mandatory.</b> Name of the audio resource. You can modify this value.
Audio Resource Description	Description of the audio resource. You can modify this value.
Audio Resource Tags	Tags used to group the audio resources for easy identification. Tags should always be enclosed within double-quotes ("tag"). Multiple tags can be separated by a comma, but kept within the double-quotes: "tag1, tag2, tag3".
Mark Language For Deletion	<b>Mandatory.</b> Indicates whether the language should be deleted from an audio resource. By default, all values are set to <code>FALSE</code> . If you change this value to <code>TRUE</code> for a language, it will be removed from the associated audio resource during import.
Play Only Text	<b>Mandatory.</b> Indicates whether the audio resource should play only text. If set to <code>FALSE</code> , the resource plays as an audio file. If the audio file cannot be played, the text specified in <code>Text to Be Played</code> is played.
Audio Resource Language	<b>Mandatory.</b> Indicates the language that the audio file/text supports. The language can be any one of the languages supported by Designer.
Audio File Name/Text to Play (if Play only Text is true)	<b>Mandatory.</b> If <code>Play Only Text</code> is set to <code>TRUE</code> , enter the text to be played. If <code>Play Only Text</code> is set to <code>FALSE</code> , enter the name of the audio file to be played. Make sure that the audio file specified here is contained within the <b>audio</b> folder.
Text to Be Played	Indicates the text to be played if there is issue playing the audio file. Enter the TTS text to be played.

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## Adding new resources to a collection

To add a new resource to a collection, add a new row to the CSV file. Specify values for all of the mandatory fields, and any optional fields as desired. Do not enter a value for **Audio Resource ID** as this value is added by Designer after import.

If you are adding an audio file resource, make sure that the file is placed in the **audio** folder before performing the import.

## Removing resources from a collection

To remove an audio or language resource from a collection, change the value of the **Mark Audio Resource/Language for Deletion** field to `TRUE`.

## Speech Synthesis Markup Language (SSML)

Designer supports the use of **Speech Synthesis Markup Language** (SSML) in TTS prompts. You can use these tags to control how TTS phrases are spoken by the TTS engine, such as reading back a prompt in a specific type of format or placing an emphasis on certain words or syllables. The tags use a syntax similar to HTML tags, in that they enclose the text value to be speech formatted in an opening and closing tag.

For example, the following prompt uses SSML tags to specify a *date* format:

```
1960/01/02
```

The TTS engine reads this back as "January second, nineteen sixty."

Or, if you specify an *ordinal* format:

```
You are the 5 customer in the queue.
```

The TTS engine reads this back as "You are the fifth customer in the queue."

When enabled for an application, SSML handling is in effect for any block that plays or consumes TTS messages, such as the Bot (includes responses received from the bot service), Menu, and Play Message blocks.

To learn more about SSML standards, see the [Speech Synthesis Markup Language](#) page at the World Wide Web Consortium (W3C) website.

## Additional examples

These examples are provided for illustrative purposes only, to demonstrate some of the capabilities of SSML markup. TTS service providers might not support all SSML tags, so you'll need to check with your provider to confirm which ones you can use.

SSML	TTS Result
<code>1234 Main Street., Northport, NY 11768</code>	"Twelve thirty-four Main Street, Northport, New York, one one seven six eight." (spoken at 80% speed)

SSML	TTS Result
Let me think about it. You are 39 years old.	"Let me think about it. You are <i>(pause for 1.5 seconds)</i> thirty-nine years old."
This date: 3/6/02 sounds the same as this date: 03/06/2002	"This date March sixth two thousand two sounds the same as this date March sixth two thousand two." (Note that the different date formats are rendered the same when spoken.)
1742 Main St., Salem, OR 96607	"Seventeen forty-two Main Street, Salem, Oregon, nine six six zero seven."
10:30PM on 1960/01/02	"Ten thirty P M on January second, nineteen sixty."
banana	"B A N A N A." (The TTS engine spells out the word.)

## SSML settings

You can make changes to the SSML settings in the application system variables. For new applications, SSML handling is enabled by default, but you can set the **enableSSML** variable to `true` (enabled) or `false` (disabled), as desired.

If your application is using the same TTS prompts and messages for both voice and chat channels, you can set the **removeSSMLInChat** system variable to `true`. This removes the SSML tags from prompts when they are displayed to customers during chats.

### Important

Designer does not validate SSML tags. If you are using them in your prompts, make sure that you are using the correct syntax and that the tags are supported by your TTS services provider.

## Supported Audio Formats in Browsers

The types of audio files that you can play is dependent on the web browser that you are using. The following table shows which audio file formats are supported by each browser.

### Important

The table below applies to your browser only and does not indicate whether the file format is supported by GVP. It is important to note that GVP is responsible for playing the audio resource when an application is executed.

Format	Chrome	Firefox	Internet Explorer	Safari
mp3	Yes	Yes	Yes (IE 9 and later)	Yes
wav (16 bit mono)	Yes	Yes	No	Yes
wav (u law)	Yes	No	No	Yes
vox	No	No	No	No

## Intelligent Prompts

Designer can intelligently convert a number into an item (such as a day or currency) and then read it to the customer using human-sounding audio. For more information, see Intelligent prompts.

## History view

### Media Resource detail

Name

cb\_menu\_offer\_hold

Description

Add description

Tags

Add a tag

Delete

History

Reset

Save

Manage Languages

Language

Chat - Standard Response

Audio - Filename

English (United States)

N/A

en-US-cb\_menu\_offer\_hold.wav



When viewing the details of a media resource, you can use the **History** button to view a list of historical events for the resource.

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The history view displays a list of events for the selected item, such as each time the resource was viewed, edited, or published. You can then drill-down into each event to see more details.

For more information, see [History view](#).