Composer Help

GVP Voice Project Templates

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# Contents

GVP Voice Project Templates

Composer provides Project templates for Genesys Voice Platform voice applications (**File** > **New** > **Java Composer Project**):

NBest Results Handling Project Template

This template demonstrates processing of NBest Results and confirming the user input. For example, in a voice application there may be cases where the application must clarify a user response, such as:

- A Speech Recognizer may return multiple results in the case of a noisy environment or indistinct pronunciation of words.

- Grammar complexities may cause the user's input to be ambiguous.

NBest processing logic helps a voice application to clarify user responses. The template is shown below.
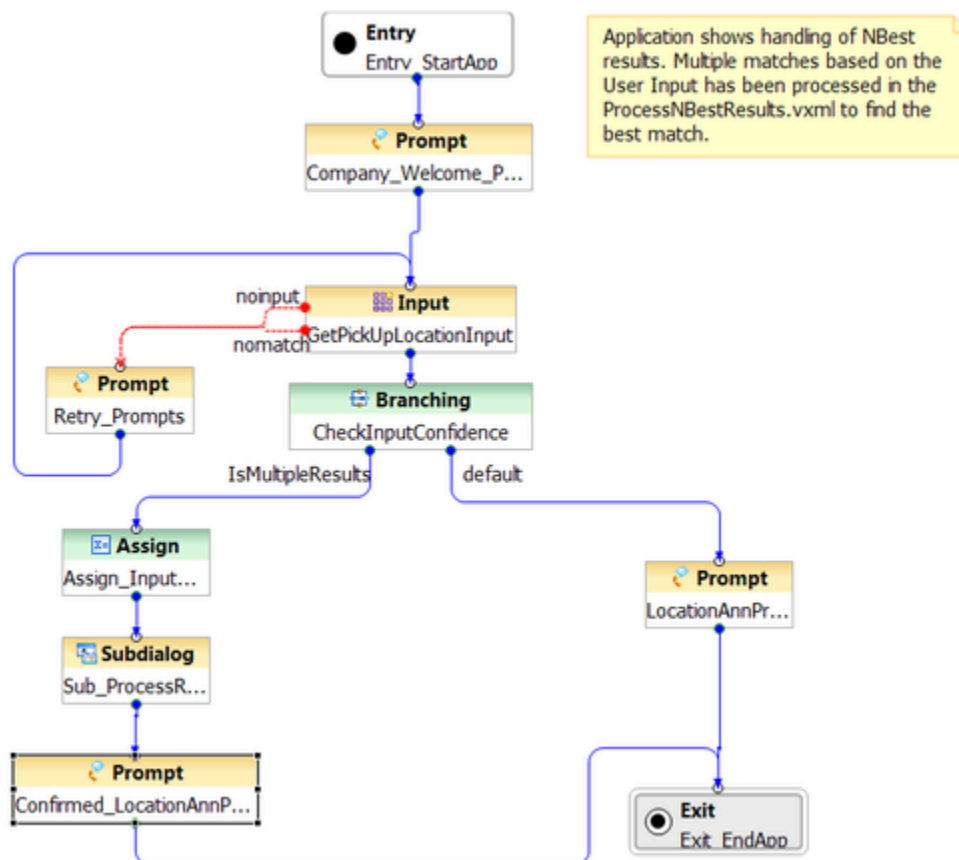
1. The Entry block enables NBest properties:

    - Instructs the Speech Recognizer to return multiple results by setting maxnbest to an integer greater than one.
    - Sets the confidencelevel decimal value (value values from 0.0 to 1.0) indicating the recognizer's confidence that the utterance matches what the user actually said.

2. An Input block Obtains the results:

    - Instructs the user about the expected input details.
    - An external grammar file will be used by the ASR engine to process the user input.
    - Enables shadow variables.

3. A Branching block uses the Input block's shadow variable to check whether there are multiple results.

4. An Assign block assigns the obtained results to a variable:

    - Creating a custom VXML page to process the multiple results array:
    - Iterating over the Array to prompt the user about the results.
    - Asking the user to confirm the exact result using a simple inline grammar.

5. A Subdialog block Invokes the NBest Processing VXML page:

    - `ProcessNBestResults.vxml` has been placed inside the src directory.
    - Passing the results (LastResult variable) as input for the VXML page.
    - Defining an Output variable to receive the return result from the VXML page.

6. A Prompt block announces the user confirmation result.

Business Logic Project Template

Application that invokes server side logic blocks

Note: The external web service being invoked in the "getGoldRate" web service block may not be functio...

Entry
EntryBlock

Prompt
WelcomePrompt

Subdialog that fetches WSJ news via RSS news feed. It uses the <data> tag fetching the information and playback.

In the MCP Settings verify that you either have access-control turned off or enable processing of <data> with missing access control, in order for this to work.

Menu
MainMenu

Option4   Option2

Option3   Option1

Web Service
getGoldRate

Prompt
PlayHold

Input
InputPopulation

Input
InputNumber

Assign
AssignGoldFixRate

Web Request
GetMemoryStatus

Branching
ConditionBonus
BranchingBonus

Backend
ComputeValues

default

Assign
AssignStatusValue

Prompt
PromptBonus

Prompt
PlayId

Prompt
ComputePrompt

Prompt
GoldRateprompt

Prompt
StatusPrompt

Subdialog
GetWSLNews

Log
LogId

Exit
Exit1

CCXML Project Template

This application is a typical CCXML application developed by using Composer. The CCXML app receives an incoming call and attempts to connect it to the target. Following the greeting prompts, the application will make an outbound call to "Bob." Bob will be asked if he can accept the call. Bob can enter DTMF 1 to accept the call and 2 to reject the call. If Bob accepts the call, the caller and Bob will be connected.
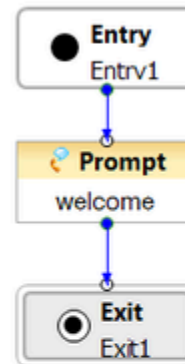
During development of this application, you can dial the following URL in a SIP phone to reach the application:

sip:ccxml@<IP of GVP ResourceManager>:<RM SIP port>;ccxml=http://<Web server address and port>/<project name>/src/main.ccxml
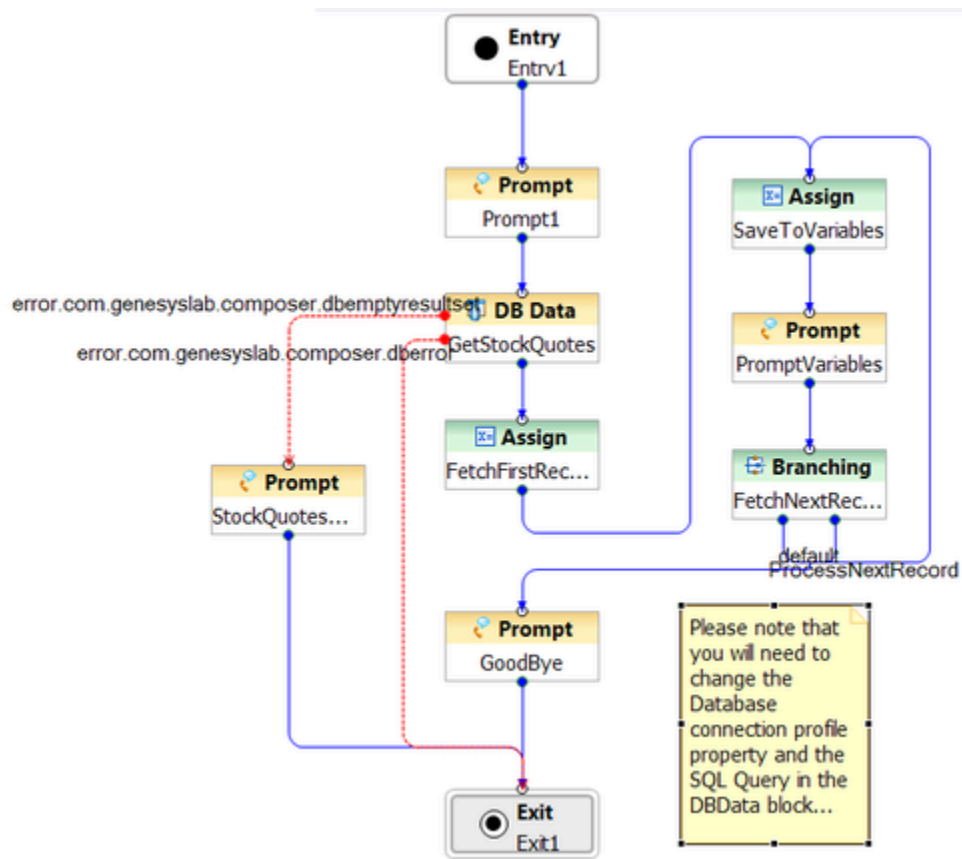
Note:
1. You must generate all the VoiceXML pages for all the callflow under Callflows before executing the call.
2. You must replace the "dest" attribute value ("bob@bobsphone:5060") in the following line in src/main.ccxml with the actual outbound call destination you want to reach:
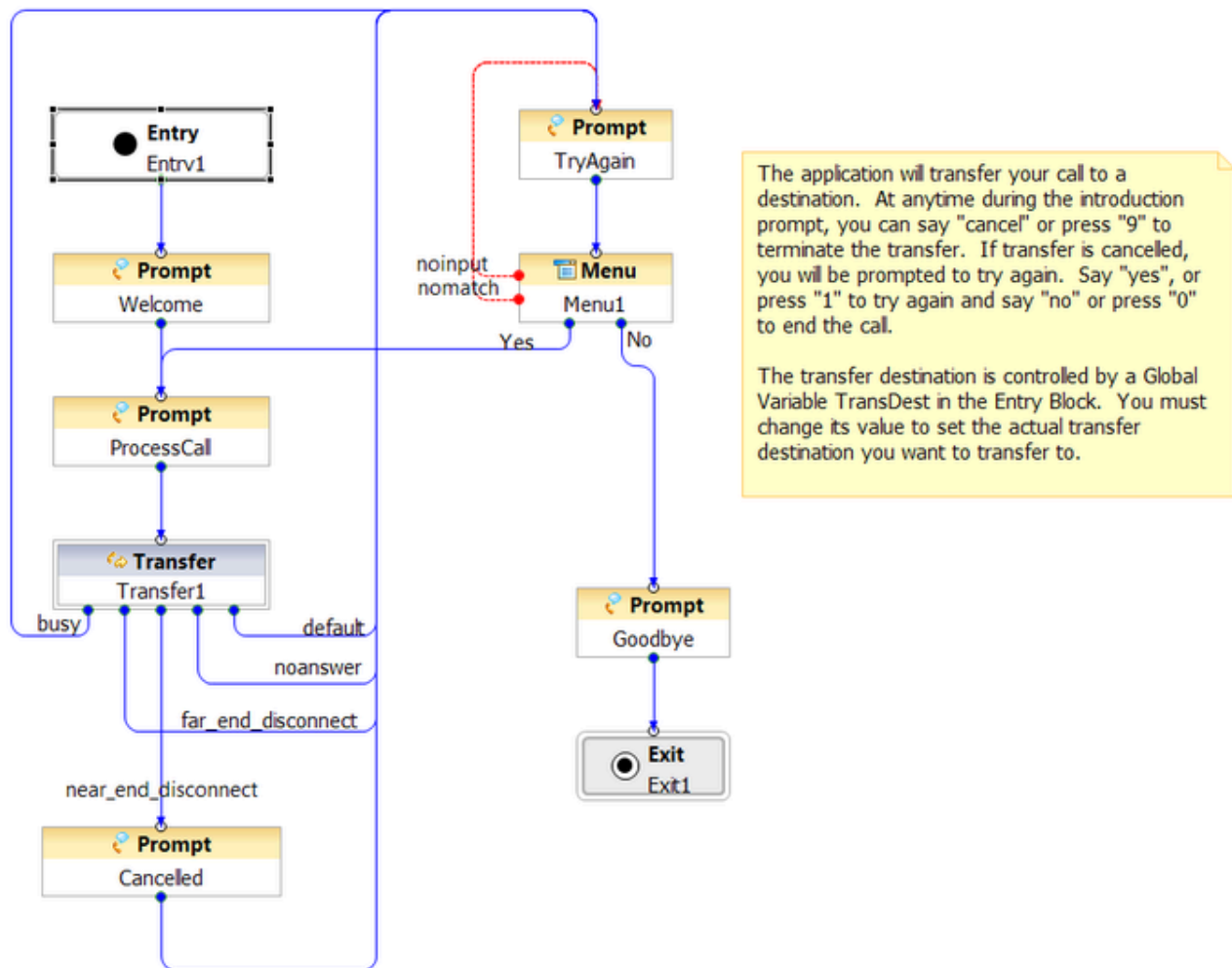
```
<!-- the following call will land on the X-lite SIP softphone at
port 5060 -->
<createcall dest="'bob@bobsphone:5060'"
connectionid="out_connectionid" />
```
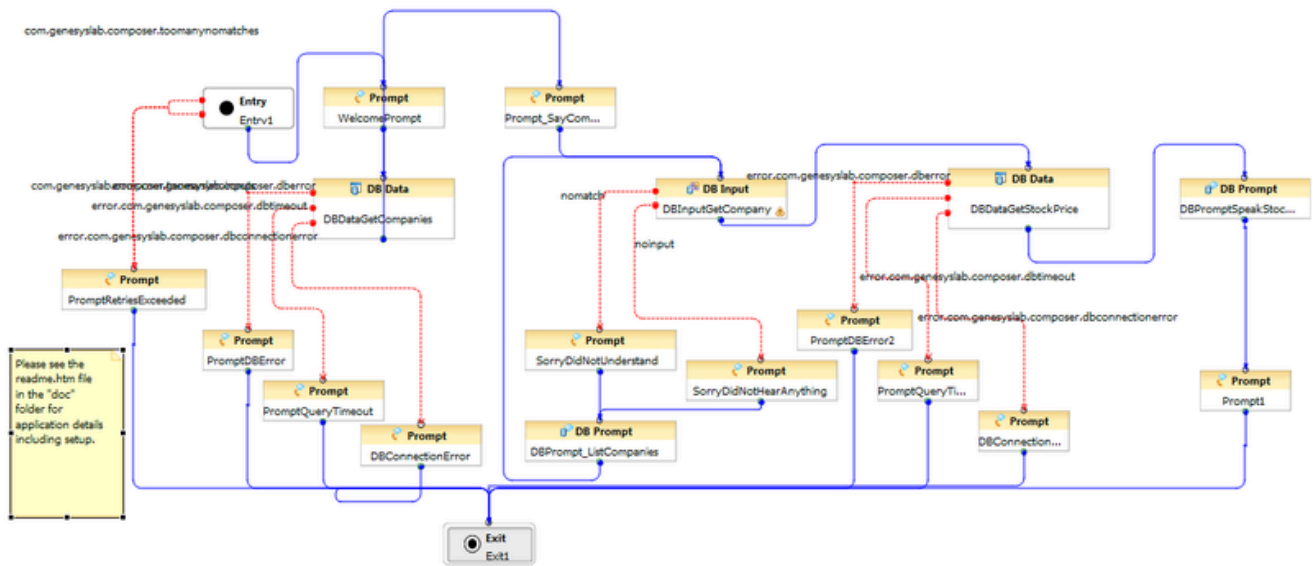
Entry
Entry1

Prompt
welcome

Exit
Exit1

Database Access Query Result Access Template

Transfer Project Template

Entry
Entrv1

Prompt
Welcome

Prompt
ProcessCall

Transfer
Transfer1

busy   default
noanswer
far_end_disconnect
near_end_disconnect

Prompt
Cancelled

Prompt
TryAgain

noinput
nomatch

Menu
Menu1

Yes   No

The application will transfer your call to a destination. At anytime during the introduction prompt, you can say "cancel" or press "9" to terminate the transfer. If transfer is cancelled, you will be prompted to try again. Say "yes", or press "1" to try again and say "no" or press "0" to end the call.

The transfer destination is controlled by a Global Variable TransDest in the Entry Block. You must change its value to set the actual transfer destination you want to transfer to.
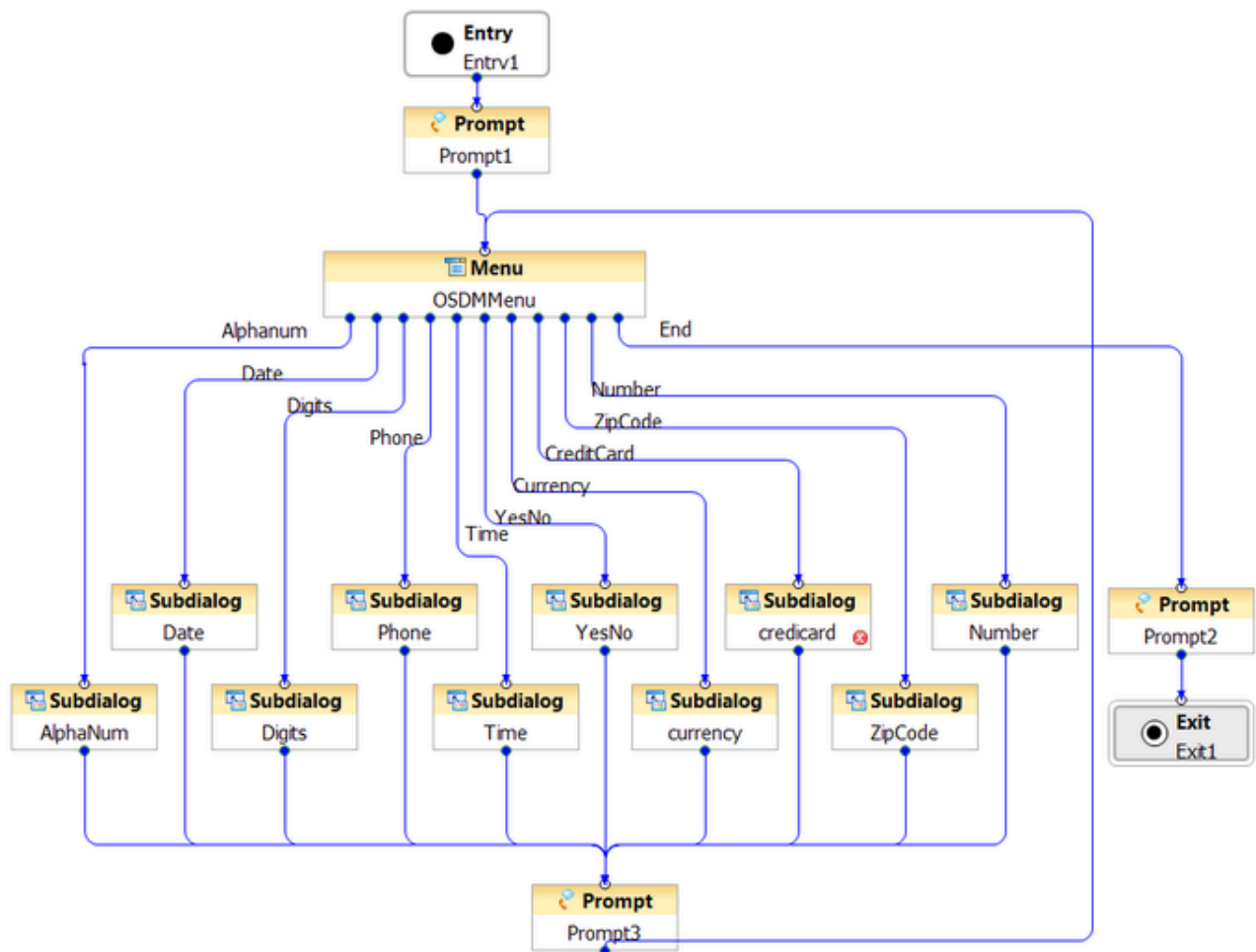
Prompt
Goodbye

Exit
Exit1

Database Stocks Template

OSDM Project Template
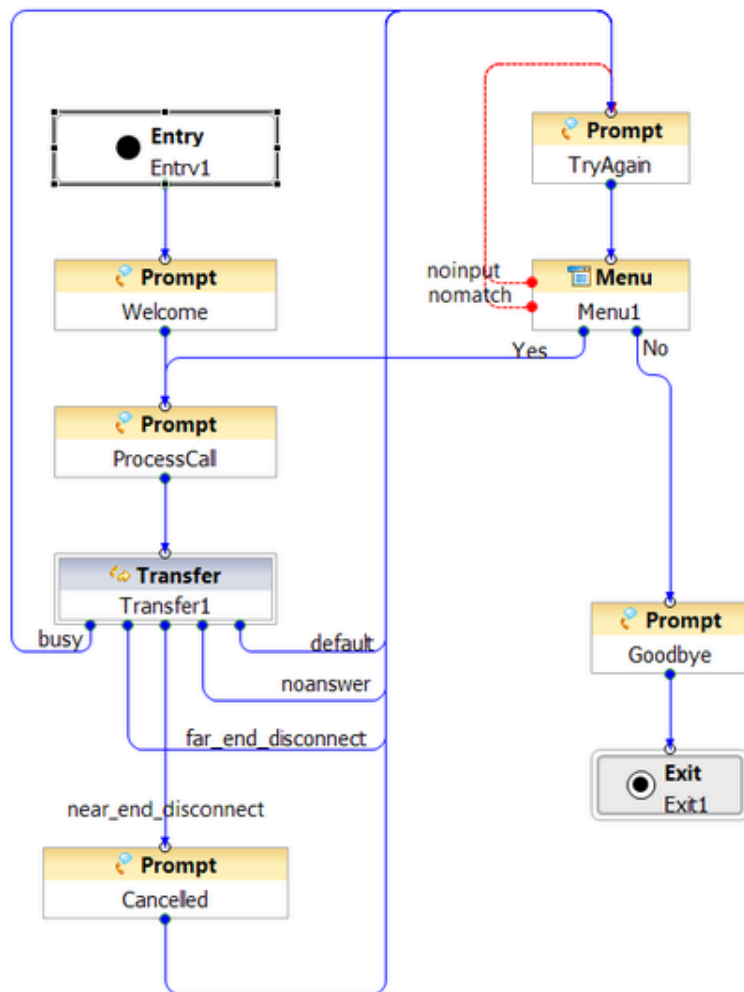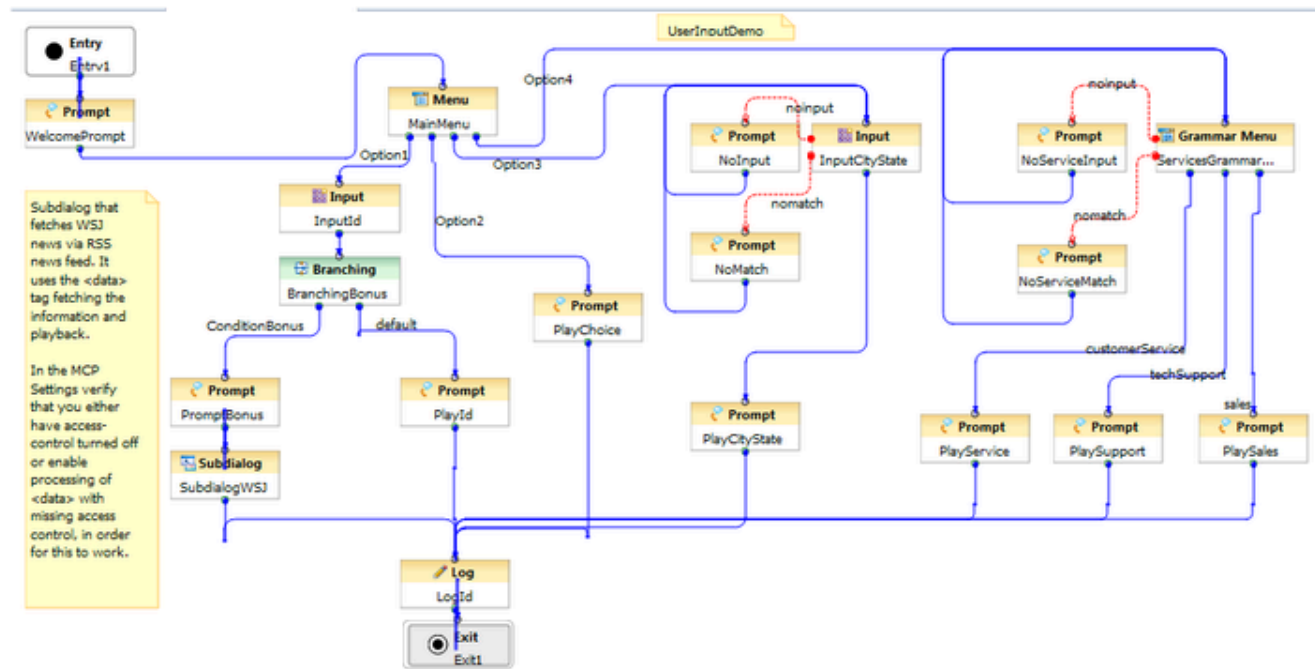
OSDM Project Template

Transfer Project Template

The application will transfer your call to a destination. At anytime during the introduction prompt, you can say "cancel" or press "9" to terminate the transfer. If transfer is cancelled, you will be prompted to try again. Say "yes", or press "1" to try again and say "no" or press "0" to end the call.

The transfer destination is controlled by a Global Variable TransDest in the Entry Block. You must change its value to set the actual transfer destination you want to transfer to.

User Input Project Template

Voice Recording Project Template