Genesys Administrator Extension Help

Audio Resource Management

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Audio Resource Management

Audio Resource Management (ARM) enables you to manage personalities and their associated audio resources (announcements and music files).

You can create Personalities to help you organize which files belong to a particular speaker. For example, you might have a personality called `John` that uses dialog spoken in English by a male speaker. Or, you might have a personality called `Marie` that uses dialog spoken in French by a female speaker.

You can upload two types of audio resources:

- Announcements—These are files that contain spoken dialog that will be played for customers. For example, you might have an announcement file that tells customers about your business hours.

- Music—These are files that play music for customers. For example, you might have a music file that plays music for customers who are about to be transferred to an Agent.

ARM is integrated with Operational Parameters Management (OPM) to allow users to dynamically select personalities and audio resources to be used with a parameterized strategy or orchestration application, or a parameterized routing or voice application.

Access to ARM is based on both role privileges and Tenant access control permissions, as follows:

- User access to screens or certain ARM functionality is managed by role privileges.

- Access control permissions define which audio resources can be viewed or modified by an authenticated user. Access to audio resources is granted by Tenant. Users have access to all audio resources for each Tenant to which they have access.

For Service Providers, see Audio Resources (Configuration Manager) for information on how to share resources with Tenants.

Viewing Audio Resources

The **Audio Resources** window in Genesys Administrator Extension (GAX) is a unified list of your personalities and audio resources. To display the list, select **Audio Resources** in the **Routing Parameters** menu.

For each audio resource, GAX displays the following:

- A logo to indicate whether the file has been designated as `Announcement` or `Music`.

- The name of the audio resource.

- The Audio Resource ID (ARID). In a single-tenant environment prior to GAX 8.5.2, audio resources were assigned ARIDs in the range of 9000 to 9999 inclusive, imposing a limit of 1000 audio resources. Starting in GAX 8.5.2, the range was increased to 1000 to 9999 inclusive, increasing the number of available ARIDs to 9000.

- Additional columns, one for each personality, to indicate which personality is using this audio resource. The personalities are listed in alphabetical order. By default, all personalities to which the audio resource is assigned is listed. To hide (or unhide) personalities shown in the list for a particular tenant, click **Show Quick Filter** and select **Hide/Show Personalities** (located on the far right) to open a list of all personalities available to this Tenant. Select those personalities that you want displayed, and clear the checkbox for those that you do not want displayed.

> ### Tip
> Click or clear the checkbox for **All** first if you want a majority of the personalities displayed or not displayed, respectively, then click/clear individual personalities as needed to fine-tune the list.

To sort the list based on a column, click in the column's header. Clicking a second time reverses the sort order.

To find the name of a Audio Resource, click **Show Quick Filter** and type the name or partial name of an object in the **Quick Filter** field. The list updates dynamically to show items that match the text in the **Quick Filter** field.

Working with Personalities

Creating a Personality

To create a new Personality, do the following:

[+] Show steps

1. Click **New** and select **Add Personality**.
2. Enter the following information:
   - **Personality Name**—The name of this personality.
   - **Language**—The language spoken by this personality.
   - **Description**—A description of this personality.
   - **Gender**—Select whether this personality is `Male`, `Female`, or `Not Specified`.
3. Click **Save**.

Uploading Audio Resources

To upload an audio resource and assign it to a personality, do the following:

[+] Show steps

1. Identify which audio resource and personality to assign to the file. Once identified, select or hover over the table cell that is shared by the target audio resource and personality.

2. Click **Upload Audio File**.

3. Your browser opens a dialog box to select an audio resource to upload. Select a file to upload.

4. The audio resource is uploaded to GAX and assigned to the personality.

Other Actions

After you have created a personality, you can:

- **Edit** the personality—Click **Edit** beside a personality to edit personality properties.

- **Delete** the personality—Click **Edit** to view personality properties. In the **Edit Personality** window, click **Delete** to delete the personality.

> ### Important
> You cannot delete a Personality that is a part of one or more Audio Resource Files.

- **Manipulate** the audio resource—Once an audio resource is assigned to the personality, several options become available to manipulate the file.

  - **Play** the file—Click the play icon to listen to the file.

  - **Delete**—Delete the file. This does not delete the associated personalities, but it does delete the original audio files. A file can only be removed if the audio resource to which it has been assigned has not been deployed. If the user performing this operation is a Service Provider, the file can only be removed if the file was not created by a Tenant.

  - **Replace**—Reassign this audio resource to another personality.

  - **Download**—Download the file to your computer.

  - **Reprocess**—Reprocessing recreates an audio resource file from the original audio file that was uploaded (if it has not been deleted from the database and/or target storage). It also performs any necessary conversion between audio formats.

  - **Encodings**—View information about how the file was encoded by GAX. When audio files are uploaded, GAX automatically encodes them to the following formats: **μ-law**, **A-law**, and **GSM**. Only **.wav** files are supported for uploading.

Audio Resources

Creating an Audio Resource

To create an Audio Resource, click **New**.

[+] Show Procedure

1. Click **New** and select **Add Message**.

2. Enter the following information:

- **Name**—The name of this audio resource.

- **Description**—A description of this audio resource.

- **Type**—Select whether this audio resource is Music (a music file) or Announcement (an announcement file).

3. Click **Save**.

Uploading Audio Resources

To upload an Audio Resource, do the following:

[+] Show Procedure

1. Identify which audio resource and personality to assign to the file. Once identified, select or hover over the table cell that is shared by the target audio resource and personality.

2. Click **Upload Audio File**.

3. Your browser opens a dialog box to select an audio resource to upload. Select a file to upload.

4. The audio resource is uploaded to GAX and assigned to the personality.

Deleting Audio Resources

To delete an Audio Resource:

[+] Show Procedure

1. Click the check box beside the audio resource that you want to delete.

2. Click **Delete**.

> ### Important
>
> - If you delete an audio resource, all files that are associated with it are also deleted.
>
> - If you are deleting an audio resource that is being used by Operational Parameter Management, and this Audio Resource being used by one or more parameters or Parameter Groups, a message is displayed that indicates this fact. When this happens, you can only cancel the deletion—you cannot force the deletion.

Other Actions

Once you upload a file, you can select or highlight it and choose one of the following actions:

- Play the file—Click the play button to listen to the file.

> ## Important
>
> Internet Explorer does not support playing the audio file directly. You have to download the file and playback the file locally. Firefox cannot play µ-law and A-law audio codecs. Only PCM Audio codecs can be played in Firefox.

- **Delete**—Delete the file. This does not delete the associated personalities, but it does delete the original audio files. A file can only be removed if the audio resource to which it has been assigned has not been deployed. If the user performing this operation is a Service Provider, the file can only be removed if the file was not created by a Tenant.

- **Replace**—Replace this personality with another one.

- **Download**—Download the file to your computer.

- **Reprocess**—Reprocessing recreates an audio resource file from the original audio file that was uploaded (if it has not been deleted from the database and/or target storage). It also performs any necessary conversion between audio formats.

- **Encodings**—View information about how the file was encoded by GAX. When audio files are uploaded, GAX automatically encodes them to the following formats: **µ-law**, **A-law**, and **GSM**. Only **.wav** files are supported for uploading.

Audit Logs

Starting in GAX 8.5.25x, additional Audit logs have been added to Audio Resource logs in the Centralized Log Database to provide an audit trail of configuration changes to Audio Resource and Personalities. You can view these logs in the Centralized Logs list, by selecting **Application** > **All Logs** or **Audit** in the side panel on the left.

The new Audit Logs log the following tasks:

- Create Personality
- Modify certain properties of a Personality, namely the Name, Language, Description, and Gender properties.
- Delete Personality
- Create Audio Resource
- Modify certain properties of an Audio Resource, namely the Name, Description, and Type properties.
- Delete Audio Resource
- Upload/Replace Audio File
- Reprocess Audio File
- Delete Audio File
- Download Audio File

Two additional columns have been added to the list of logs, but only if you are looking at a list of Audit logs generated from the **Audit** section of the side panel. They are:

- **User Name—**Specifies the name of the user who modified that particular object in GAX. If the log message contains a link to the field that was changed, this column entry is left blank.

- **Object Type—**Specifies the object type that was modified by the user. If the log message explicitly contains a link to the field that was changed, this column entry is left blank.