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Genesys Intelligent Automation Help

Personas

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Personas

The **Personas** view lists information about the personas you have created in your environment.

A persona is a distinct personality you use for your Genesys Intelligent Automation applications. For example, you might create a distinct persona for each language your company serves. As such, you can use one persona for English-speaking customers and another persona for French-speaking customers.

In addition, each persona can use distinct pre-recorded prompts. This is helpful if you want to add distinct personas within a language group to appeal to various subsets of customers. You can have one persona that deals with general English-speaking calls, and another persona that caters to known callers from a particular age group, region, segment level, and more.

You can upload your own **dynamic prompts** to use with personas as a superior alternative to TTS (Text-to-Speech) prompts.

You can also create visual **themes** for each persona to use with **WebIVR** applications.

Personas tab

The **Personas** tab lists the personas you have created. Intelligent Automation comes pre-installed with a default persona, shown below:


Intelligent Automation Dashboard Applications Integration Reports **Personas** Users Import Export

Personas Dynamic Prompt Uploads Themes

Personas

Personas allow you to control which languages are used with your voice applications.

You can create one persona per language, or even several personas which share the same language but have different pre-recorded prompts.

 **Default Persona**

Uses **en-gb** for both prompts and speech recognition change this

Dynamic playback prompts: **None - use Text-to-Speech** ▼

Has visual alternative: ☒

Has chat alternative: ☒

Use Specified TTS Voices: ☒

Google TTS Voice Name: **None** ▼

Nuance TTS Voice Name: **None** ▼

Visual Theme: **Genesys Blue** ▼

None
Daniel
Kate
Serena

Add New Persona


Save Persona Changes Cancel

This displays the following information about the persona:

- The name of the persona.
- The language used by the persona (in this case, British English). It also states this language is used for both prompts and speech recognition.
- This persona uses TTS (text-to-speech) for verbalizing information to the caller. However, **if you have uploaded dynamic prompts**, you can choose the prompt package here.
- Associated Chat and Visual alternatives
- Visual Theme

Creating a persona

Click **Add New Persona** to create a persona for your company. The new persona appears in the list:



New Persona

Prompts language: en-gb ▼

Speech recognition language: en-gb ▼

Display flag: United Kingdom ▼

Dynamic playback prompts: None - use Text-to-Speech ▼

Create associated visual alternative: ☐

Visual Theme: Genesys Blue ▼

[Delete persona](#)

Configure the following:

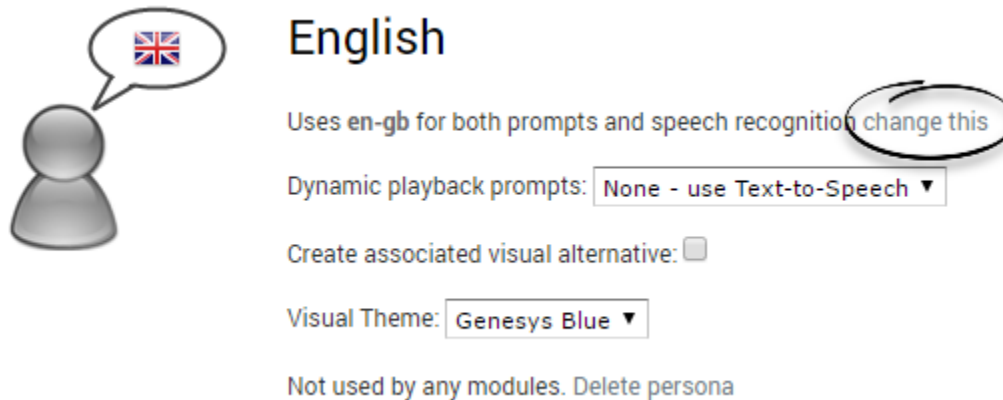
- **New Persona** - The name of the persona. Choose a name that concisely describes the persona's function. In some cases, this might be as simple as a language (**English** or **French**). However, if you want to use more than one persona per language, use a name that describes its purpose (for example, **English - Gold Segment**).
- **Prompts language** - Select the language that this persona uses for TTS prompts.
- **Speech recognition language** - Select the language that this persona uses for speech recognition. This is often the same language you selected for **Prompts language**, but you can choose another language for speech recognition if needed (for example, if non-native speakers are frequently misunderstood by a particular language's speech-recognition engine and you want to use an alternative).
- **Display flag** - Select a flag to identify your persona. This icon is seen in the **Callflow Editor** for specific blocks, such as **Message** blocks, that allow you to select a persona.
- **Dynamic playback prompts** - Select whether to use Text-to-Speech or a **dynamic prompt package** that you previously uploaded.
- **Create associated visual alternative** - If enabled, Intelligent Automation creates a visual persona for use in **WebIVR** applications.
- **Create associated chat alternative** - If enabled, Intelligent Automation creates a chat persona for use in chat-based applications.
- **Use Specified TTS Voices** - If enabled, Intelligent Automation provides the option to select which TTS voice to use for a supported TTS engine (Nuance or Google). Allowed voices can be configured by an administrator. See **Configuring TTS Voices**.
- **Visual Theme** - If this persona is used in a **WebIVR** application, this drop-down menu allows you to

select which **theme** to use.

Click **Save Persona Changes**.

Editing a persona

Click the **change this** link within a persona to change its details. You can configure any of the fields described in the **Creating a new persona** section.



The image shows a persona card for 'English'. On the left is a grey person icon with a speech bubble containing the UK flag. To the right of the icon is the title 'English'. Below the title is the text 'Uses en-gb for both prompts and speech recognition' followed by a 'change this' link circled in black. Below that is a dropdown menu for 'Dynamic playback prompts' with the value 'None - use Text-to-Speech'. Then there is a checkbox for 'Create associated visual alternative' which is unchecked. Below that is a dropdown menu for 'Visual Theme' with the value 'Genesys Blue'. At the bottom of the card is the text 'Not used by any modules. Delete persona'.

Click **Save Persona Changes**.

Deleting a persona

Click the **Delete persona** link within a persona to delete it, then click **Save Persona Changes**.

App Automation Platform Dashboard Applications SMS Reports **Personas** Users Import Export CTI Viewer

Personas Dynamic Prompt Uploads Themes

Personas

Personas allow you to control which languages are used with your voice applications.

You can create one persona per language, or even several personas which share the same language but have different pre-recorded prompts.

Default Persona

Uses en-gb for both prompts and speech recognition change this

Dynamic playback prompts: None - use Text-to-Speech ▼

Create associated visual alternative: ☐

Visual Theme: Genesys Blue ▼

English

Uses en-gb for both prompts and speech recognition change this

Dynamic playback prompts: None - use Text-to-Speech ▼

Create associated visual alternative: ☐

Visual Theme: Genesys Blue ▼

Currently used by 1 module: Delete persona **1**

Add New Persona

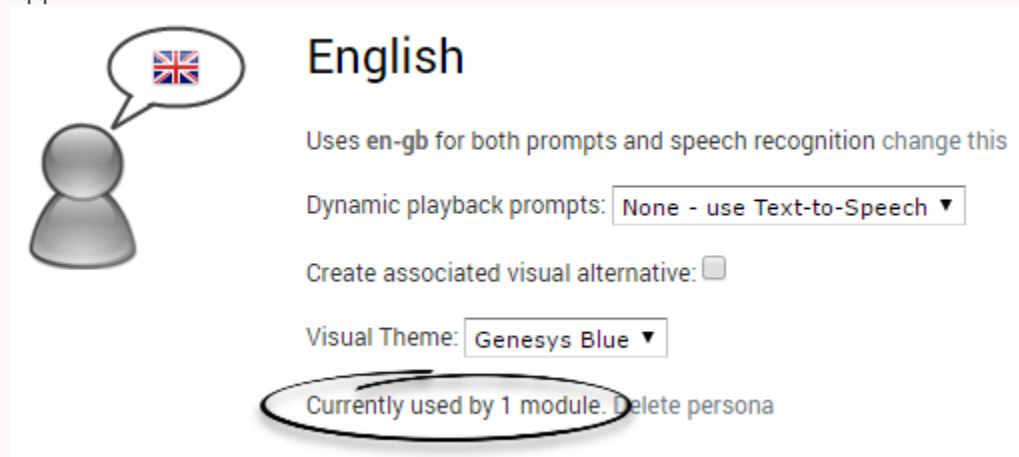
Save Persona Changes Cancel

To the left of the **Delete persona** link, Intelligent Automation states how many applications or modules are currently using this persona. Ensure you understand the risk of deleting a persona that is being used in an application or module.

Warning

If you delete a persona already in use by an application, both the test and production

versions of that application will revert back to the default persona. Genesys recommends you switch to another persona in the affected applications before proceeding with deletion. The **Personas** list tells you if the persona is in use by an application.



English

Uses en-gb for both prompts and speech recognition change this

Dynamic playback prompts: None - use Text-to-Speech ▼

Create associated visual alternative: ☐

Visual Theme: Genesys Blue ▼

Currently used by 1 module. Delete persona

Configure Allowed TTS Voices

You can configure the TTS voices for both Nuance and Google on a per-language basis. In **Administration > Default Server Settings**, add a setting for each language and TTS engine you wish to support: `Personas.<TTS Engine>.<Language>.TTSVoiceNames` For example:

- `Personas.Google.en-gb.TTSVoiceNames = en-GB-Standard-A,en-GB-Standard-B`
- `Personas.Nuance.en-gb.TTSVoiceNames = Daniel,Serena`

Dynamic Prompt Uploads tab

The **Dynamic Prompt Uploads** tab lists the dynamic prompts you have uploaded to your environment.

Intelligent Automation uses dynamic prompts to give applications more natural-sounding language when speaking dynamic information back to customers. For example, when giving a calendar date to a customer, TTS (Text-to-Speech) might sound more uneven ("January One Two Zero One Seven" for January 1, 2017). The TTS voice might also not be in the tone or dialect that your callers expect. However, with dynamic prompts, you can use a native speaker to provide snippets of sounds that Intelligent Automation uses to concatenate more natural-sounding language for callers ("January First Twenty Seventeen" for January 1, 2017).

Before you can upload a new dynamic prompts package, you must prepare a ZIP file that contains recordings of the various sounds needed to produce a dynamic prompt. For example, you must have a speaker record sounds of the alphabet, numbers, times, dates, and more. Ensure that:

- The recording package includes all the listed files.
- The files are **.wav** file type.
- The file names must be an **exact** match to the filename provided by Intelligent Automation.

Important

If you are unable to upload the package, set the Resources.AssumeRawAudioUploads option (under **Administration > Default Server Setting**) to **True**.

To view a list of the required sounds and filenames, click **Upload new Dynamic Prompts**. In the **Prompt Set to Use** menu, select a language (for example, **medium en-gb** for British English with a medium-sized subset of sounds), then click **View Prompt List**.

The screenshot shows the 'Dynamic Prompt Uploads' section of the application. It includes a table with columns: Prompt Set, Upload Name, Upload Date, Supported Currencies, and Actions. The 'Upload new Dynamic Prompts' button is circled and labeled with a '1'. Below this, the 'New Upload' section has a 'Prompt Set to Use' dropdown menu set to 'medium en-gb', labeled with a '2'. The 'View Prompt List' link is labeled with a '3'. An arrow points from the 'View Prompt List' link to a 'Prompt List' window. This window displays a table titled 'CPR Prompts for: medium en-gb' with columns 'File Name', 'Description', and 'Text'. The table lists files from 'alphas_final_a.wav' to 'alphas_final_g.wav', all with 'alphanumeric' descriptions and single-letter text values (a through g).

File Name	Description	Text
alphas_final_a.wav	alphanumeric	a.
alphas_final_b.wav	alphanumeric	b.
alphas_final_c.wav	alphanumeric	c.
alphas_final_d.wav	alphanumeric	d.
alphas_final_e.wav	alphanumeric	e.
alphas_final_f.wav	alphanumeric	f.
alphas_final_g.wav	alphanumeric	g.

Warning

The rest of this section assumes you have already configured your environment for supported languages and currencies to be used by your dynamic prompts. If this has

not been done, go to [Default Server Settings](#) to configure your environment before proceeding.

Uploading a new dynamic prompts package

Once the package is ready, click **Upload new Dynamic Prompts**.

In the **Prompt Set to Use** menu, select a language.

In the **Unique Upload Name** field, provide a name for this dynamic prompts package. Choose a descriptive name that describes the purpose of the dynamic prompts.

Click **Choose File** to select the ZIP file on your computer, and then click **Upload Prompts** to upload the file.

The screenshot shows the 'App Automation Platform' interface with the 'Personas' tab selected. The 'Dynamic Prompt Uploads' sub-tab is active. The page includes a header with navigation links: Dashboard, Applications, SMS, Reports, Personas, Users, Import, Export, CTI Viewer, Call Monitor, and Administration. Below the header, there are three tabs: Personas, Dynamic Prompt Uploads, and Themes. The main content area is titled 'Dynamic Prompt Uploads' and contains the following text: 'Dynamic Prompts allow you to upload pre-recorded audio files to be used when speaking dynamic information like numbers, dates, and currency amounts. Dynamic Prompts are optional: if you do not upload and assign them to a persona then the dynamic information will be spoken using text-to-speech instead. There is a specific set of audio files for each language and these recordings are shared between all modules in your company.' Below this text is a table with columns: Prompt Set, Upload Name, Upload Date, Supported Currencies, and Actions. Under the table, there is a 'New Upload' section with three fields: 'Prompt Set to Use' (a dropdown menu showing 'Basic en-gb'), 'Unique Upload Name' (a text input field containing 'en-gb gold segment'), and 'ZIP File to Upload' (a file selection area showing 'File selected: engb_gold.zip' and a 'Select a different file' link). At the bottom of the 'New Upload' section is a blue 'Upload Prompts' button.

Viewing information about your dynamic prompts

Once you have uploaded a package of dynamic prompts, the list updates to show information about the package. For example:

The screenshot shows the 'App Automation Platform' interface. The top navigation bar includes 'Dashboard', 'Applications', 'SMS', 'Reports', 'Personas' (selected), 'Users', 'Import', 'Export', 'CTI Viewer', and 'Call Monitor'. Below this, a sub-navigation bar has 'Personas', 'Dynamic Prompt Uploads' (selected), and 'Themes'. The main content area is titled 'Dynamic Prompt Uploads' and contains the following text:

Dynamic Prompts allow you to upload pre-recorded audio files to be used when speaking dynamic information like numbers, dates, and currency amounts.

Dynamic Prompts are optional: if you do not upload and assign them to a persona then the dynamic information will be spoken using text-to-speech instead.

There is a specific set of audio files for each language and these recordings are shared between all modules in your company.

Prompt Set	Upload Name	Upload Date	Supported Currencies	Actions
Basic en-gb	en-gb gold segment	5 May 2017 16:03	Default	download delete

Below the table is a button labeled 'Upload new Dynamic Prompts'.

In the example above, you can view the following information:

- **Prompt Set** - The language set for these prompts.
- **Upload Name** - The name given in the **Unique Upload Name** field when the package was uploaded.
- **Upload Date** - The date the package was uploaded.
- **Supported Currencies** - The currencies this package supports. In this example, it supports this language's default currency. However, you might have a package that supports prompts for euros, pounds, dollars, and more. If so, these currencies are listed in this field.

Downloading a dynamic prompts package

In the **Actions** column, click **download** to download a ZIP file of the dynamic prompts package.

Deleting a dynamic prompts package

In the **Actions** column, click **delete** to delete the dynamic prompts package. Intelligent Automation displays a warning message that states any prompts using this package will revert to TTS (Text-to-Speech). If you understand the warning and agree to the deletion, click **OK**.

Themes tab

The **Themes** tab lists the themes available in your environment for **WebIVR** applications.

By default, your Intelligent Automation installation comes with the **Genesys Blue** theme. However, you can create your own theme to suit your business needs.

Creating a new theme


Important

Genesys recommends that users have some CSS development experience before creating a theme.

Click **Create new Theme**. The **Edit Theme** screen appears.

In the **Name** field, enter a unique name for your theme that describes its style and purpose. For example, you might call a theme **Sales - Red**, to indicate the theme is used by your company's sales department and the theme is based on the color red.

In the **Colour Palettes** section, specify which colors are available for use in this theme. You can click the **X** beside a color to remove it from the palette, making it unavailable for selection when configuring this theme. Or, you can add a color by clicking the **+** button. When you add a new color, Intelligent Automation displays a color-picker screen to allow you to customize the color. Click **Set Colour** when done to save the color to the theme's palette.



The image shows a color picker interface. On the left is a large rectangular color spectrum with a circular handle at the top left. To its right is a vertical color bar with a triangular handle. Further right is a selected color swatch, which is yellow. Below the swatch are input fields for color values: H: 48°, S: 100%, B: 100%, R: 255, G: 204, B: 0, and #: ffc000. At the bottom of the dialog are two buttons: 'Set Colour' and 'Cancel'.

Below the color palette, you can define CSS-based settings for everything from the theme's header to the appearance of validation messages.

At the bottom of the settings list is a section called **CSS Override**. You can provide custom CSS in this field to further customize your theme. Any CSS specified in the **CSS Override** section supersedes CSS settings in the other sections. For example, if you set a particular border style in the

Header section but then specified a different setting in the **CSS Override** section, the **CSS Override** setting is used.

Important

Refer to the [Genesys Intelligent Automation Reference Guide](#) for more information on using the **CSS Override** section.