

GENESYS

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Genesys App Automation Platform Help

Personas

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Personas

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

A persona as a distinct personality you use for your GAAP 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. GAAP comes pre-installed with a default persona, shown below:

🗟 App Au	tomation Platform	Dashboard	d Applications	SMS	Reports	Personas	Users	Import	Export	CTI Viewer
ersonas	Dynamic Prompt U	ploads T	Themes							
0										
Pers	onas	which longuage	a are used with you		lications					
You can c	reate one persona pe	r language, or e	even several persor	nas which s	hare the same	e language but	have differe	ent pre-reco	rded prompt	s.
								-		
		Default	Persona							
(Uses en-gb f o	or both prompts and	l speech red	cognition char	nge this				
\geq	\prec	Dynamic play	back prompts: Nor	ne - use Te	xt-to-Speech	T				
		Has visual alt	ernative: 🗹	_						
		Visual Theme	Genesys Blue ▼							
Add New Pe	ersona									ł
Sav	e Persona Changes	Cancel								(
										~~

This displays the following information about the persona:

- **Default Persona** The name of the persona.
- **Uses en-gb for both prompts and speech recognition** The language used by the persona (in this case, British English). It also states this language is used for both prompts and speech recognition.
- **Dynamic playback prompts** 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.
- Create associated visual alternative If enabled, GAAP creates a visual persona for use in WebIVR applications.
- **Visual Theme** If this persona is used in a WebIVR application, this menu allows you to select which theme to use.

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 🔻
X	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, GAAP creates a visual persona for use in WebIVR applications.
- **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.

	English
	Uses en-gb for both prompts and speech recognition change this
\succ	Dynamic playback prompts: None - use Text-to-Speech 🔻
	Create associated visual alternative: 🔲
	Visual Theme: Genesys Blue 🔻
	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**.

Personas

資 App Au	utomation Platforn	n Dasht	ooard Ap	oplications	SMS	Reports	Personas	Users	Import	Export	CTI Viewer
ersonas	Dynamic Prompt	Uploads	Themes								
A Der											
Personas	solias	ol which land	uades are us	ed with you	r voice app	lications.					
You can	create one persona	per language	e, or even sev	eral persona	as which sl	hare the same	e language but	have differ	ent pre-reco	rded promp	ts.
		Defa Uses en-g Dynamic Create as Visual Th	gb for both pr playback pro sociated visu eme: Genes	SONA rompts and ompts: Non- ual alternation sys Blue V	speech rec e - use Te: ve: 🗌	ognition cha xt-to-Speech	nge this				
2		Engli Uses en -g Dynamic Create as Visual Th	gb for both pi playback pro sociated visi eme: Genes	rompts and ompts: Non- ual alternations sys Blue V	speech rec e - use Te: ve:	ognition cha kt-to-Speech	nge this				
Add New F	^{Sersona} ve Persona Changes	Currently	used by 1 m	odule Delet	e persona						

To the left of the **Delete persona** link, GAAP 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
Q	Uses en-gb for both prompts and speech recognition change this
	Create associated visual alternative:
	Visual Theme: Genesys Blue Currently used by 1 module. Polate persons
,	Currently used by T module. Delete persona

Dynamic Prompt Uploads tab

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

GAAP 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 GAAP 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. These files must be saved with the **exact** filename provided by GAAP.

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**.

sonas Dynamic Prompt Uploads	Themes				
Dynamic Prompt Uploads					
Dynamic Prompts allow you to upload pre Dynamic Prompts are optional: if you do n	recorded audio files to be used when speaking dynamic information of upload and assign them to a persona then the dynamic information of	In like numbers, dates, and currency amounts.	N		
There is a specific set of audio files for ear	h language and these recordings are shared between all modules	in your company.)		
Upload new Dynamic Prompts	New Upload				
	* Prompt Set to Use	Prompt List	т н	ide Description Column	e
	→ View Prompt List ③	CPR Prompts for: medium en-g	Ь		
	* Unique Upload Name	File Name	Description	Text	
	and the second s	alphas_final_a.wav	alphanumerics	a.	
		alphas_final_b.wav	alphanumerics	b.	
		alphas_final_c.wav	alphanumerics	с.	
		alphas_final_d.wav	alphanumerics	d.	
		alphas_final_e.wav	alphanumerics	е.	
		alphas_final_f.wav	alphanumerics	f.	
		alphas_final_g.wav	alphanumerics	g.	
		alabas Real burns	1.1	L	

Note the filename used for each sound. Your recording package must include all of the listed filenames, and the filenames must be an exact match.

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.

App Au	tomation Platform	Dashboard	Applications	SMS	Reports	Personas	Users	Import	Export	CTI Viewer	Call Monitor	Administration	
onas	Dynamic Prompt Up	loads Th	emes										
🕑 Dyna	amic Prompt Uploads												
Dynamic	Prompts allow you to u	pload pre-reco	ded audio files t	be used wh	ien speaking	dynamic infor	mation like	numbers, da	ites, and cu	rency amounts.			
Dynamic	Prompts are optional: i	f you do not up	load and assign t	hem to a per	rsona then th	ne dynamic inf	ormation wi	ll be spoken	using text-t	o-speech instea	d.		
There is a	specific set of audio fi	les for each lar	iguage and these	recordings	are shared b	etween all moo	dules in you	r company.					
Prompt S	et Upload Name Uploa	d Date Suppor	ted Currencies A	ctions									
New Up	pload												
* Prom	ot Set to Use												
Basic	en-gb 🔻												
View P	rompt List												
* Uniqu	e Upload Name												
en-gb	gold segment												
* ZIP Fi	le to Upload												
V File	e selected: engb_gold.zi ect a different file	р											
Upl	oad Prompts												
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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:

S App	Automation Platform	Dashboard	Applications S	MS Reports	Personas	Users	Import	Export	CTI Viewer	Call Monitor
Personas	Dynamic Prompt U	ploads Them	es							
Ð Þ	namic Prompt Upload	S								
Dynam	c Prompts allow you to	upload pre-recorde	d audio files to be us	ed when speaking o	lynamic inforn	nation like r	numbers, da	tes, and cur	rency amounts.	
Dynam	c Prompts are optional:	if you do not uploa	d and assign them to	o a persona then the	e dynamic info	rmation wil	l be spoken	using text-to	o-speech instea	d.
There i	a specific set of audio	files for each langu	age and these record	dings are shared be	tween all mod	ules in your	company.			
Promp	Set Upload Name	Upload Date	Supported Currencies	s Actions						
Basic e	n-gb en-gb gold segment	5 May 2017 16:03	Default	download delete						
Upload	ew 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.

Supported Currencies

Language Code	Supported Currency Codes
"en-us"	"USD", "EUR","GBP"
"en-gb"	"USD", "EUR", "GBP"
"en-mx"	"USD","MXN"
"ru-ru"	"RUB"
"ml-in"	"INR"
"ar-ww"	"AED"
"it-it"	"EUR","CHF","GBP",
"cs-cz"	"GBP","CZK","EUR","HUF"
"hi-in"	"INR", "GBP"
"pt-pt"	"EUR", "GBP"
"ja-jp"	"GBP", "JPY"
"zh-hk"	"GBP","CNY","HKD"
"zh-ma"	"GBP","CNY","TWD"
"fr-fr"	"EUR", "GBP"
"hu-hu"	"HUF", "GBP"
"de-de"	"EUR", "GBP", "CHF"
"nl-nl"	"EUR", "GBP"
"es-es"	"EUR", "GBP"
"pl-pl"	"GBP"

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. GAAP 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 GAAP 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, GAAP 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.

○ H: 48 °
● S: 100 %
● B: 100 %
○ R: 255
● G: 204
● B: 0
#: ffcc00
Set Colour 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 GAAP Reference Guide for more information on using the **CSS Override** section.