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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** is 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.

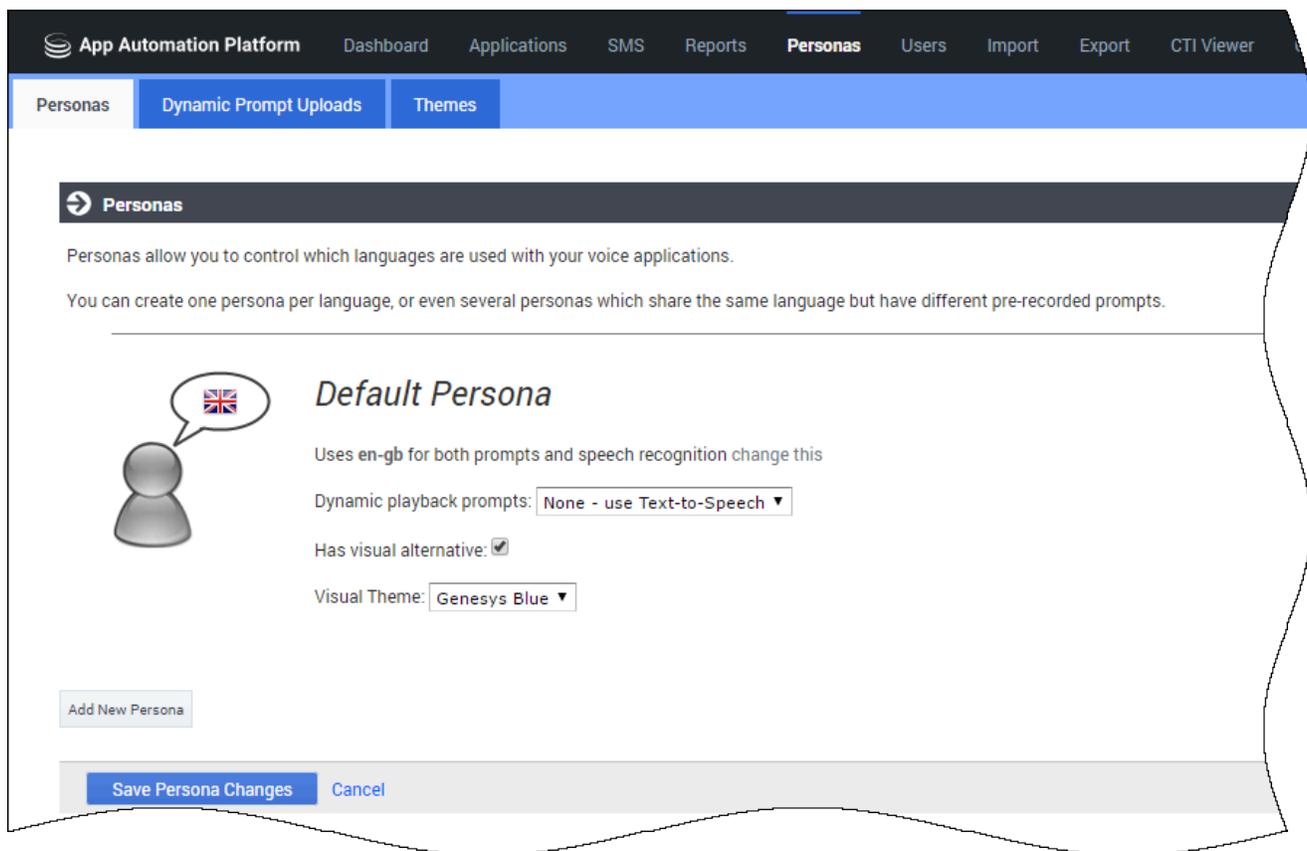
In addition, each persona can use distinct pre-recorded prompts. This is helpful if you want to add distinct personas within a language group to appeal to various subsets of customers. You can have one persona that deals with general English-speaking calls, and another persona that caters to known callers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

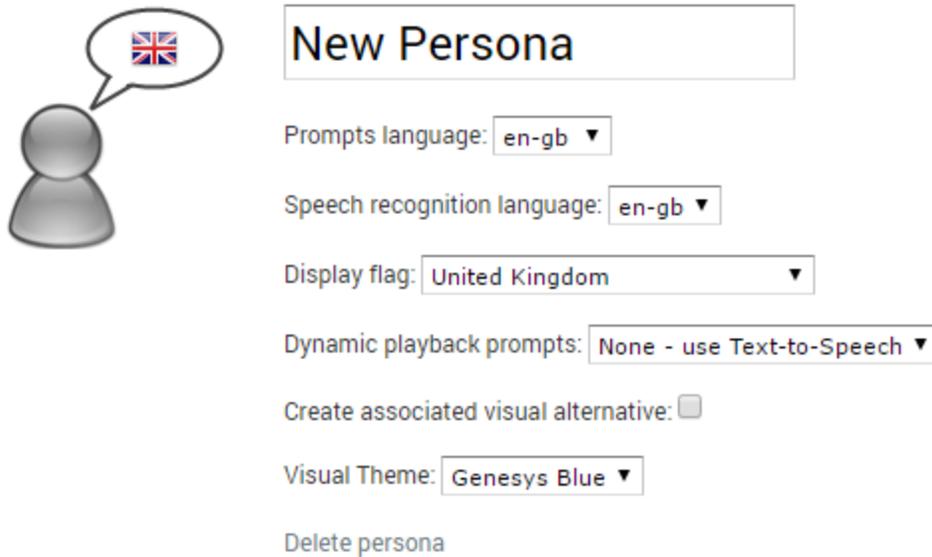


This displays the following information about the persona:

- **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:



The image shows a 'New Persona' configuration form. On the left is a grey person icon with a speech bubble containing the United Kingdom flag. The form fields are: 'New Persona' (text input), 'Prompts language: en-gb' (dropdown), 'Speech recognition language: en-gb' (dropdown), 'Display flag: United Kingdom' (dropdown), 'Dynamic playback prompts: None - use Text-to-Speech' (dropdown), 'Create associated visual alternative: ' (checkbox), 'Visual Theme: Genesys Blue' (dropdown), and 'Delete persona' (text link).

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](#)

Dynamic playback prompts:

Create associated visual alternative:

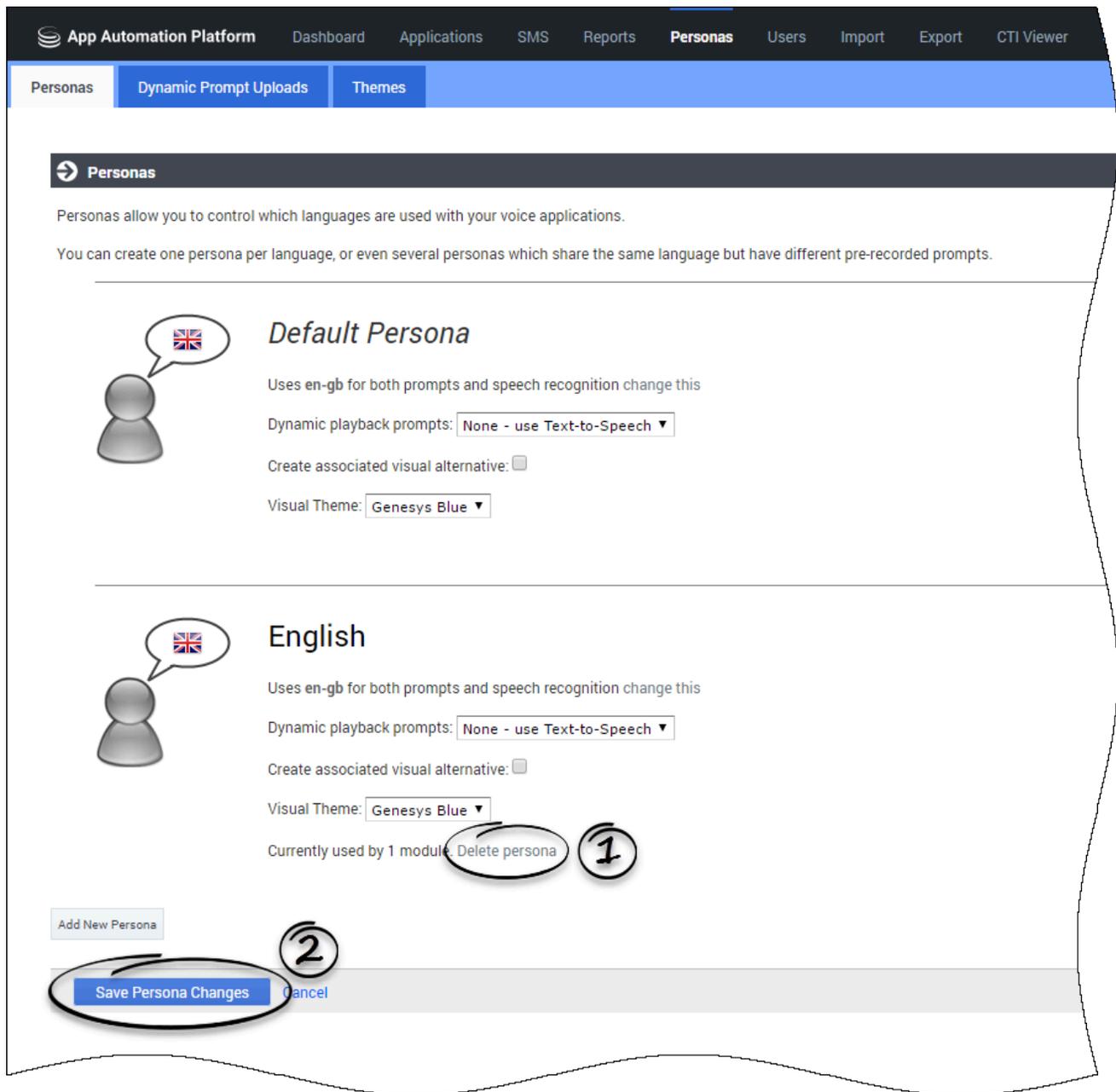
Visual Theme:

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**.

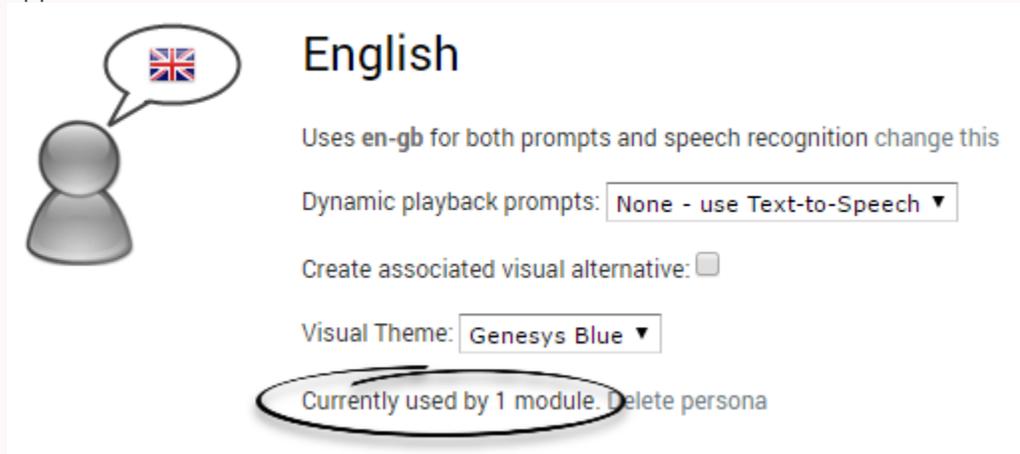


To the left of the **Delete persona** link, GAAP states how many applications or modules are currently using this persona. Ensure you understand the risk of deleting a persona that is being used in an application or module.

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

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

Dynamic playback prompts:

Create associated visual alternative:

Visual Theme:

Currently used by 1 module. Delete persona

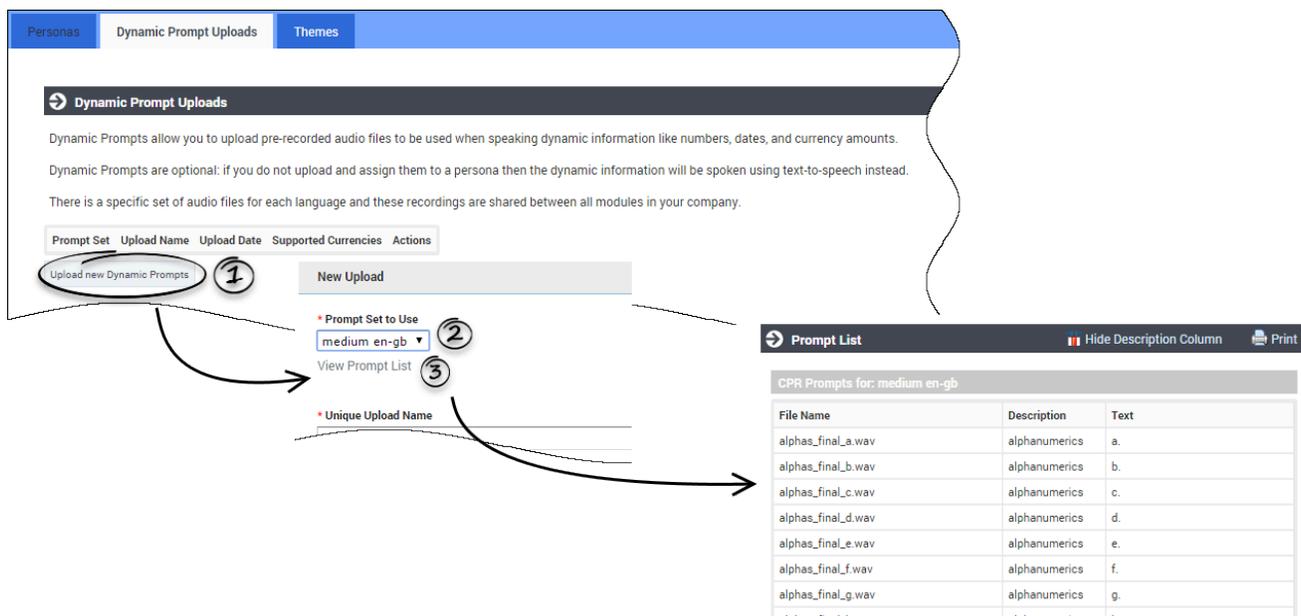
Dynamic Prompt Uploads tab

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**.



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.

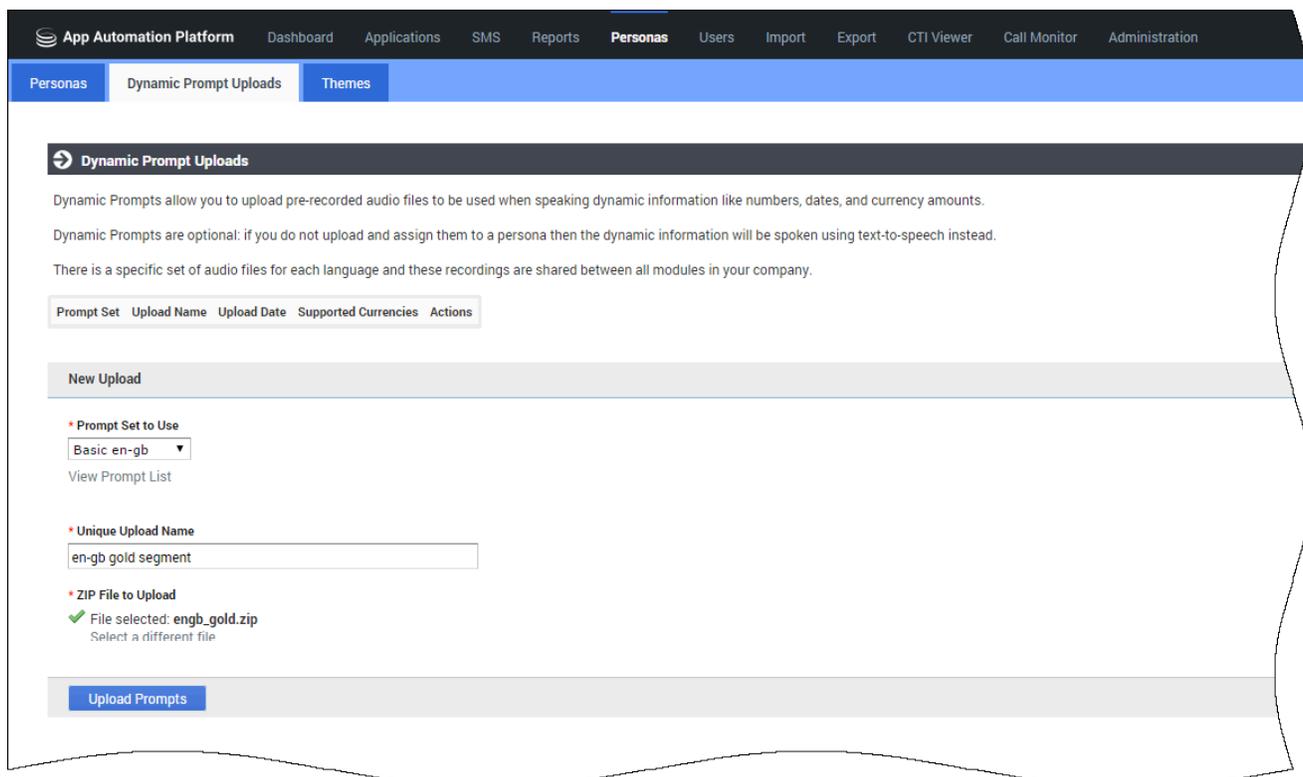
Uploading a new dynamic prompts package

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

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

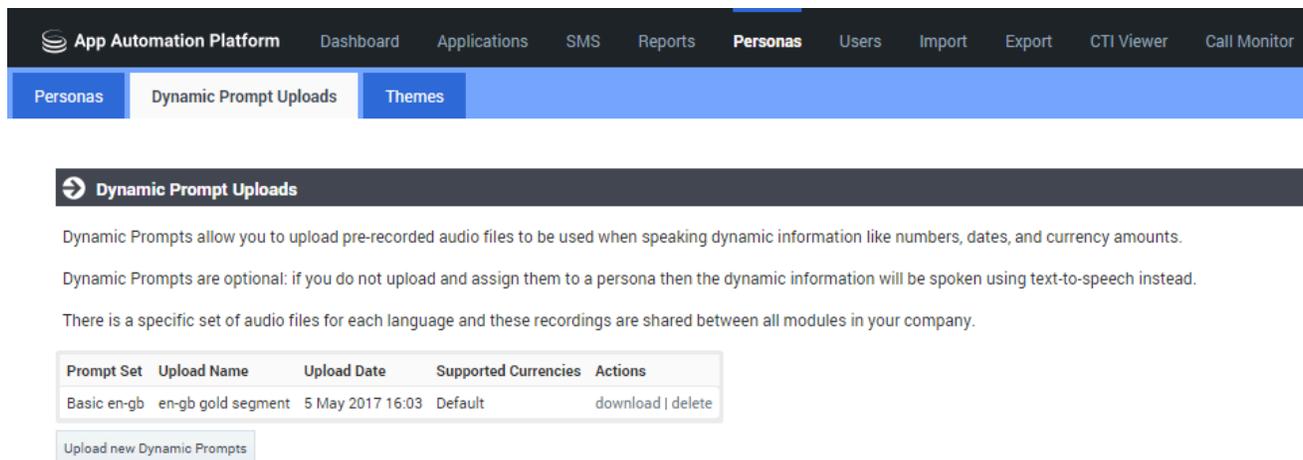
In the **Unique Upload Name** field, provide a name for this dynamic prompts package. Choose a descriptive name that describes the purpose of the dynamic prompts.

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



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:



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

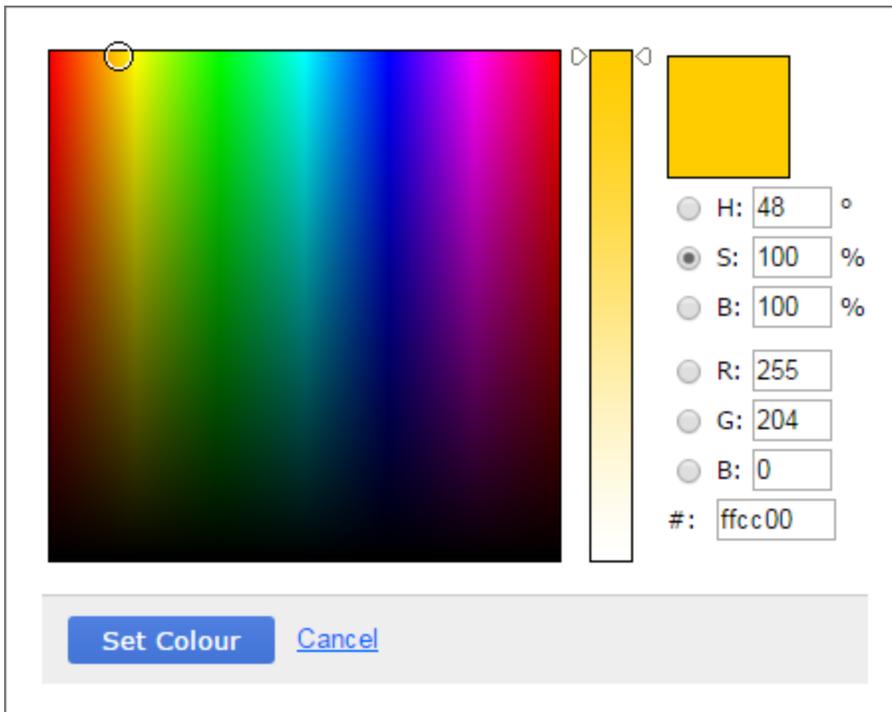
Important

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.



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.