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Genesys Intelligent Automation Bots Integration Guide

Deploying Voice Bots

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Deploying Voice Bots

VoiceBots (previously known as Cognitive IVR) uses Google Cloud Speech-to-Text to improve the performance of natural-language interfaces such as Dialog Engine. This makes it easier for callers to use spoken natural-language phrases to navigate through an Genesys Intelligent Automation application.

Warning

Please note that the customer is responsible for ensuring that the environment and bot applications they build are properly configured and secured according to PII and HIPAA requirements.

For example, a traditional IVR might have trouble interpreting the following phrase: "I would like to book a flight to Paris on Friday afternoon." Instead, the traditional IVR would need to ask several sequential questions to deduce the following information:

- What do you want to do? (Book a flight)
- Where do you want to travel? (Paris)
- When do you want to travel? (Friday afternoon)

However, VoiceBots can interpret and parse natural language so the customer can make the same one-sentence request without having to sequentially answer several questions: "I would like to **book a flight to Paris on Friday afternoon.**"

Other than a new login screen, using VoiceBots does not affect how you use Genesys Intelligent Automation. You can build and use applications in the same way (but note the **limitations** below) and share the same database.

Integrate Intelligent Automation with Google Speech-to-Text

When setting up Intelligent Automation for use with voice, a start page is required.

Speech-to-Text Engine	Text-to-Speech Engine	Product	Version	Start Page
Google Cloud for Speech Recognition	Important Currently IA supports Nuance version 7.2 on GVP	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_Vocalizer
		PureConnect	2018R4 - 2019R2	Interactive_GoogleSR_Vocalizer5.j
		PureConnect	2019R3 and above	Interactive_GoogleSR_Vocalizer5_J

Speech-to-Text Engine	Text-to-Speech Engine	Product	Version	Start Page
	only.			
	Google	Genesys Voice Platform	8 and 9	GenesysGVP8_GoogleSR_GoogleS
		PureConnect	2018R4 - 2019R2	Interactive_GoogleSR_GoogleSS.js
		PureConnect	2019R3 and above	Interactive_GoogleSR_GoogleSS_J

The start page should contain the following parameters:

- `testsiteid` - The ID of the application being provisioned.
- `istestcall` - When set to *True*, the provisioning uses the test mode (the latest saved version) or the production mode (the latest deployed version) when set to *False*.
- `authtoken` - This will be available from the **Company Details** page.
- `mrpcversion` - This is an optional parameter. The default value is *1*.

An example start page that uses GVP: `http://<server>:<port>/fish-vui/start/GenesysGVP8_GoogleSR_Vocalizer6.jsp?testsiteid=53&istestcall=true&authtoken=303a935e028b1aae234476fed4`

The RTP is streamed to Google STT and the resulting transcription is sent to Dialog Engine or DialogFlow for processing.

Support Phrase Hints

Important

- Phrase hints are not supported in PureConnect.
- Phrase hints are limited to 100 characters in Genesys Engage.
- To enable Phrase Hints, create a new option, **FeatureEnablement.PhraseHints** and set it to *True* in **Server Settings**
- Verify that the **FeatureEnablement.General.HiddenFields** option does not include any references to Phrase Hints. If present, remove the entry and restart the GUI to enable the Phrase Hints feature.
- Phrase hints are available in the languages defined in the server setting **VuiPreferences.AvailableLanguages.ASR** and will be in the same languages used for personas.
- Phrase Hints is not supported for Menu blocks. They are only supported for Question blocks using the *Any Text* grammar.

Intelligent Automation supports specifying domain-specific phrase hints as a way to provide context and to improve speech recognition. You can create a collection of phrases that can contain multiple lists of phrases for each language.

You can upload a list of phrases as a Comma-Separated Values (CSV) file from the **Phrase Hints Upload** page. You can update the list or collection or remove the phrase lists or collections.

These phrase hints are available for **Question** blocks only in callflows. To use this feature, the **Standard Grammar** option must be set to *Any Text*. Additionally, you can set the collection to be used in the **Preferences** screen.

Important

If you have several persons configured, ensure that the **Standard Grammar** option must be set to *Any Text* for all personas. If one persona has a different grammar configured, Phrase Hints are ignored.

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

Personas Dynamic Prompt Uploads Themes **Phrase Hint Uploads**

Phrase Hint Uploads

Phrase hints can be single or multi-word phrases. When provided, Speech-to-Text is more likely to recognise those words in sequence.

Providing a phrase also increases the probability of recognizing portions of the phrase, including individual words.

Collection Name	Collection Actions	Speech recognition language	Upload Date	Number of Phrases	Actions
Account Information	Delete Collection Import Phrases	en-gb	9 Mar 2020 14:38	5001	Download Delete
		en-us	9 Mar 2020 14:39	10000	Download Delete
		es-us	9 Mar 2020 14:41	600	Download Delete
		fr-fr	9 Mar 2020 14:42	10000	Download Delete
Book Flight	Delete Collection Import Phrases	en-gb	9 Mar 2020 14:43	10000	Download Delete
		en-us	9 Mar 2020 14:43	10000	Download Delete
		es-us	9 Mar 2020 14:43	5001	Download Delete
		fr-fr	9 Mar 2020 14:44	10000	Download Delete

Create Phrase Hint Collection

The following video demonstrates how to use Phrase Hints (from 02:03 onwards).

[Link to video](#)

Limitations

The following limitations apply to the use of VoiceBots:

- **Multimodal communication** is not supported.
- The **Release ASR** API command for the **Script** block does not have any effect when using VoiceBots.
- **WebIVR** applications are not supported.
- For a given **persona**, the TTS language is also used for the speech-recognition language.