Genesys Intelligent Automation Help

Prompts

4/4/2025

Contents

Prompts

Prompts can be found in Menu, Message, or Phone blocks. You can play prompts using either TTS (Text To Speech) or prerecorded audio files.

Prompts always give precedence to uploaded audio files over TTS text. However, Genesys Intelligent Automation retains the TTS text so you can easily switch back and forth between TTS and prerecorded audio, without having to retype the TTS or reupload the sound file.

> ### Tip
>
> If you use prerecorded audio files, Genesys recommends that you also enter equivalent TTS text so system users can easily read the prompts and quickly identify issues when troubleshooting.

Variables and playback of dynamic data

You can add variables to your prompts using square-bracket notation. Variables are containers for storing data, and they are replaced with real data when the application executes. For example, consider the following prompt: "Your current balance is [currency:PaymentBalance]." When the application executes, the variable **[currency:PaymentBalance]** is replaced with the caller's payment balance value.

Intelligent Automation uses variable data in several locations. Prebuilt modules can use them, such as in the *payment balance* example above, or they can be returned by web services, or set manually in Script blocks.

Every variable has a name and a formatter. The formatter indicates which sort of value the variable represents (for example: a digit, a date, or a currency).

Intelligent Automation sources variable data from several locations. Some prebuilt modules create variable data automatically, whereas others are returned by web services and can be set manually in Script blocks.

The following variable formatters are available:

Variable formatter	Description
[var:myvariable]	Plays the value of *myvariable* as regular TTS.
[digits:myvariable]	Plays the value of *myvariable* as a series of digits.
[letters:myvariable]	Plays the value of *myvariable* as a series of letters.

Variable formatter	Description
• [currency:myvariable]	Plays the value of *myvariable* as units of money. The variable value must be formatted accordingly, such as **GBP12.44** or **EUR3.90**, which is read out as "twelve pounds and forty four pence" or "three euro and ninety cents", respectively. You can also also provide negative amounts, such as **GBP-12.44**, which is read out as "twelve pounds and forty four pence in credit." The "in credit" portion refers to a standard prompt defined at the application level.
[date:myvariable]	Plays the value of *myvariable* as a date. Values must be formatted as *yyyy-mm-dd*. For example, **2010-01-31** is read out as "the thirty-first of January, twenty-ten." You can omit part or all of the year (**??10-01-31**) to read out only a portion of the value. For example, to only say "the thirty-first of January", use **????-01-31**.
[time:myvariable]	Plays the value of *myvariable* as time. Values must be formatted as *hh-mm*. For example, a value of **13:59** is read out as "one fifty nine p m."
[ccexp:myvariable]	Plays the value of *myvariable* in a manner consistent with credit card expiry dates. The value must be formatted in one of the following ways: • mm/yy • mm/yyyy • mmm/yy • mmm/yyyy **Important** The format *mmm* refers to a three-letter month name, such as **jan** for January.
[pause]	Inserts a pause. You can control the pause length by including a duration in milliseconds, such as **[pause:500]**. The default pause duration is **750**.
[prompt:myvariable]	Plays the value of *myvariable* as an audio prompt. The value can be a string that points to the name of a prompt in the **Prompt List** tab, such as **0034** or **Standard timeout apology prompt**. If the value does not match an existing prompt reference, it creates a temporary one and uses the variable value as both the name of a WAV file and as the fallback TTS.
[prompt:myvariable;fallback tts]	Plays the value of *myvariable* as an audio prompt. The value can be a string that points to the name of a prompt in the **Prompt List** tab, such as **0034** or **Standard timeout apology prompt**. If the value does not match an existing prompt reference, it creates a temporary one and uses the variable value as both the name of a WAV file and

Variable formatter	Description
	as the fallback TTS. Alternatively, you can add a semicolon and some fallback TTS text to be used in case the WAV file does not exist. **Important** If no variable called *myvariable* exists, it uses the actual string **myvariable**. For example, assume a variable exists called **Manufacturer** with the value **Acme**. If you use [prompt:Manufacturer], Intelligent Automation tries to use an audio file in the company's resources folder called **Acme.wav**. If the audio does not exist, it plays the word "Acme" using TTS. Alternatively, you can use [prompt:Manufacturer;an American manufacturer] in the same way, but if the file does not exist then Intelligent Automation uses TTS to say "an American manufacturer".

Uploading dynamic prompt recordings

You can upload a set of audio files (in a single ZIP file) that play back dynamic information such as digit strings, currency amounts, dates, and more. These prompts are shared across a company's applications. The server attempts to use these recordings for prompts, falling back to TTS if necessary.

See the Dynamic Prompt Uploads section on the Personas page for more information.

Prompt List

Intelligent Automation enables you to easily make and test changes to audio files by calling the test number. You can also generate a Prompt List that you can send to the studio for recording. This list is generated based on the **Prompt Ref** labels seen under each prompt. If the studio labels its recordings based on the **Prompt Ref** labels, you can upload the audio files to the system and Intelligent Automation automatically updates the prompts according to the **Prompt Ref** labels.

To generate a Prompt List, go to the **Prompt List** tab and click **Manage Prompts** in the top-right corner.

Important
Standard prompts for transfers, confirmations, and more are automatically set up in the main application. These are used throughout any submodules linked to the main application. You can change these prompts using the **Prompt List** tab.

Tips for writing prompts

- You can add prompts in chunks, as shown below, to play back dynamic information (such as an address) in the middle of other prompts. Or, you can upload an audio file for the first section of the prompt and use TTS for the second.
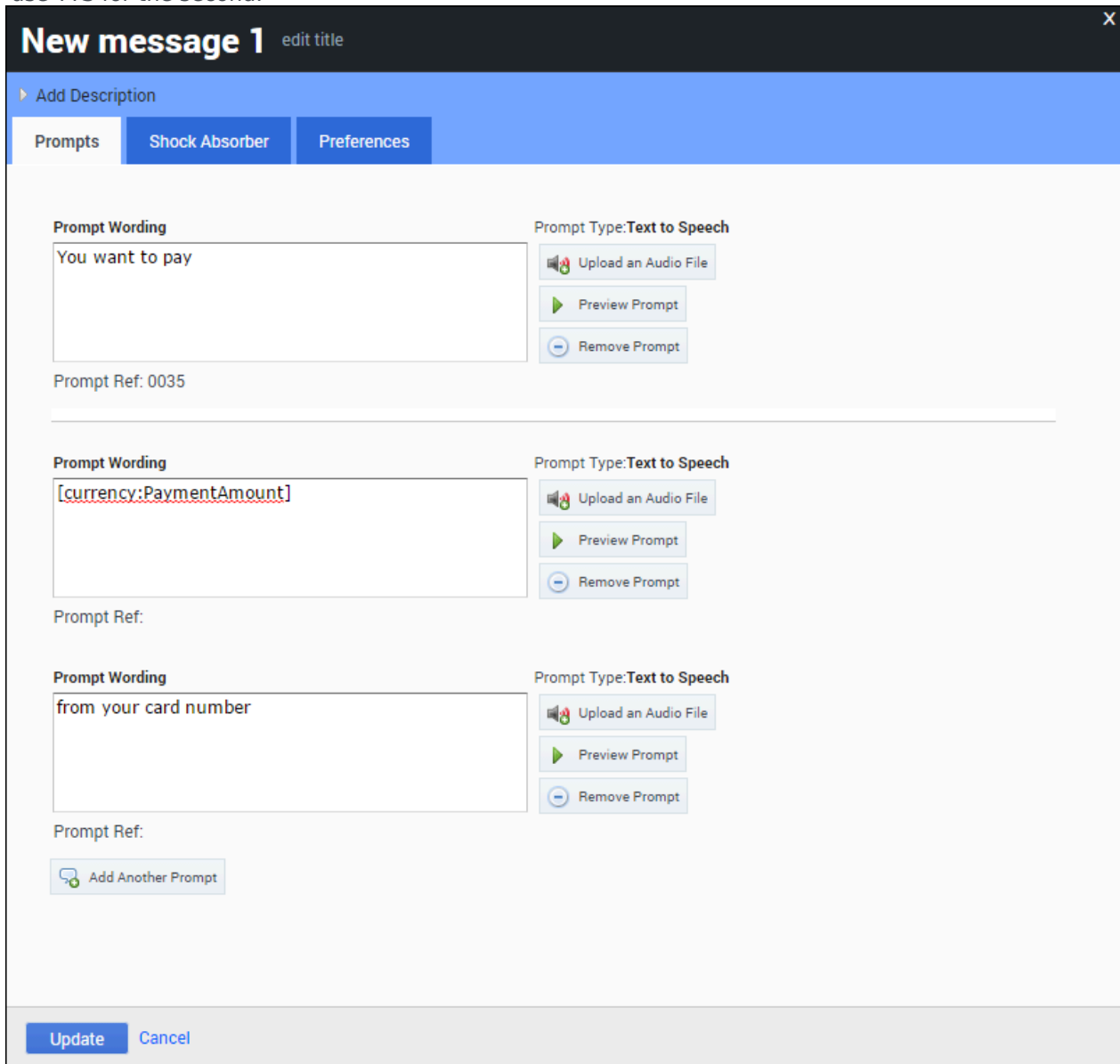
- Always click **Preview Prompt** after you enter a TTS prompt to confirm the speech engine reads the prompt correctly. If the speech engine has difficulty pronouncing a word, try spelling the word phonetically.

- Place your menu options in logical order. Group similar options together and place the most common ones near the top.

- When providing menu options, keep your prompt list as short as possible. Generally, three to five items

are sufficient. If necessary you can use a hierarchy, but keep it to two or three levels. Otherwise, callers might become confused, unengaged, and frustrated.

- Put the DTMF option after the name of the person or department.
  Incorrect
      Press 1 for Sales

  Correct
      For Sales, Press 1

  Callers listen for their destination first, then how to get there. If you play the DTMF option first, callers are not as likely to associate the option with the department.

- Use consistent phrasing for menu options.
  Incorrect
      For Sales press 1. To reach the Service department, press 2.

  Correct
      For Sales, press 1. For Service, press 2.

- Use consistent ordering of nouns and verbs to avoid confusing the caller.
  Incorrect
      Which would you like: Sales, Faults, or Check an Order?

  Correct
      Which would you like: Sales, Faults, or Order Updates? (nouns only)

  Correct
      What do you want to do: buy something, report a fault, or check an order? (verb then noun)

Configuring standard prompts

You can view a list of standard prompts in the **Prompt List** tab, under the **Other Prompts** section. Intelligent Automation uses these default apology and confirmation prompts throughout your application. You can update these prompts as required by your business needs.

You can define the following standard prompts in your application and also have these prompts used in a sub-module.

| Prompt Name	Example Wording	Further Information
Apology Prompts		
Standard apology nomatch prompt	Sorry, I didn't get that.	Played if the caller input is not recognized as part of the active grammar during collection. This is followed by a retry prompt.
Standard apology timeout prompt	Sorry, I didn't hear you.	Played if the system receives no input from the caller. The timeout value is configured using the **Before beginning of speech timeout parameter** in Preferences. This is followed by a retry prompt.

| Prompt Name	Example Wording	Further Information
Standard apology wrong confirm prompt	My mistake.	Played if the caller specifies that the confirmation prompt played by the system is incorrect. This is followed by a retry prompt.
Confirmation Prompts		
Standard confirmation help prompt	Help! I need to know if I got it correctly. Please say yes or no.	Played to the caller if they invoke the global "help" command while being asked to confirm an answer.
Standard confirmation initial prompt 1	I think you said	Confirmation prompts are used to confirm that the system has correctly recognized the answer provided by the caller. The value as recognized by the system will be played between prompt 1 and prompt 2.
Standard confirmation initial prompt 2	, is that correct?	
Standard confirmation retry prompt	Sorry, please say yes or no.	Played to the caller to confirm an option if the application thought the caller said something other than "yes" or "no" (or an active default menu option, such as "agent") during a confirmation step.
Standard confirmation timeout prompt	Sorry, I didn't hear you. Please say yes or no.	Played to the caller if the system times out because the caller has either not provided an answer, or the input provided does not match anything in the grammar.
Currency Prompts		
Standard negative currency prefix prompt		Played when playing back a negative currency (for example, GBP-12.45, or "prefix twelve pounds and forty five pence suffix", which translates as "twelve pounds and forty five pence in credit."
Recovery Prompts		
Standard recovery prompt	I'm having trouble understanding you. If you want to try answering the question again press 1. Or, to speak with an advisor press 2.	This prompt is used to return the caller to the main menu and allow them to attempt the call again, therefore avoiding the failure path. **Important** Contact your Genesys representative if you want to use Recovery Mode but your callflow does not have a standard recovery prompt.

Using the Find/Replace feature

Click **Find/Replace** to search for a particular word or term in your prompts.
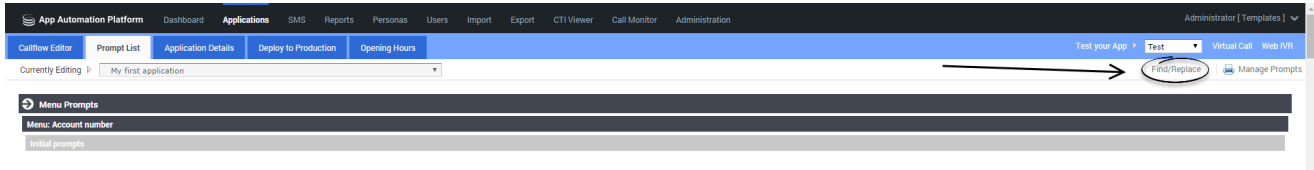
In the pop-up window:

1. Enter a search term in the **Search for Prompt Text** field.
2. Optionally, click **Filter on Persona** to only search within a specific persona.
3. Click **Search**.
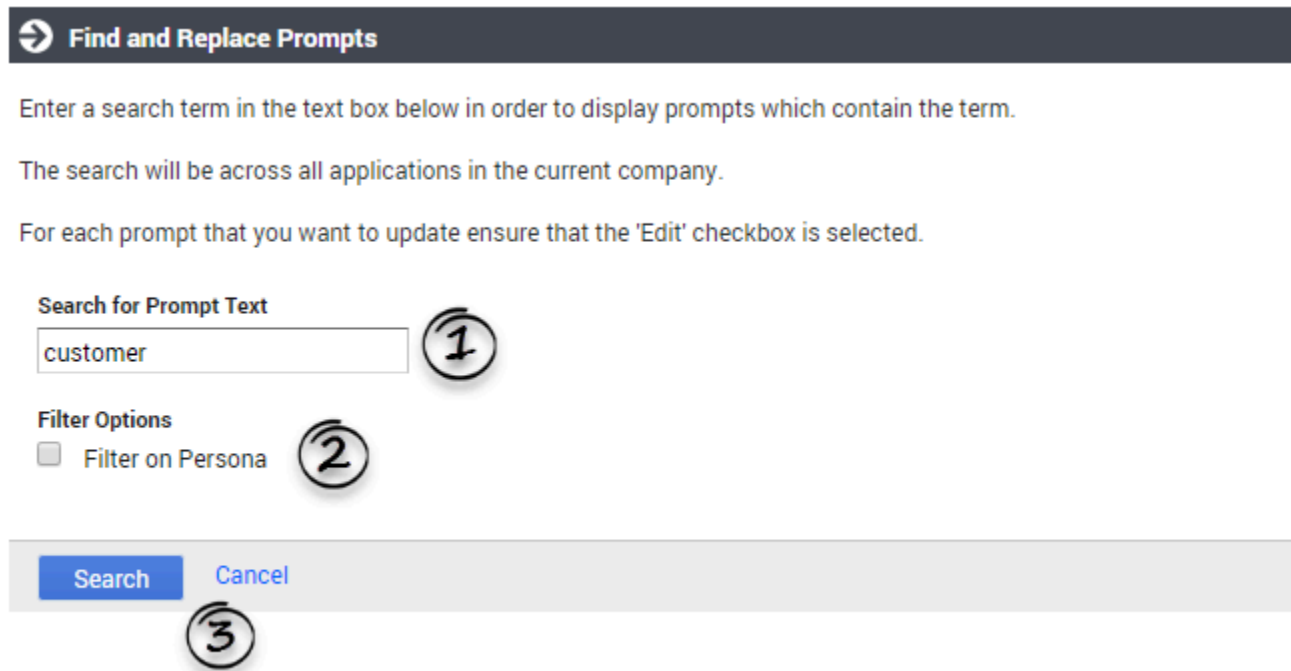
Intelligent Automation displays prompts that match your search term. To edit a particular prompt, select its **Edit** check box. Next, edit the TTS text and upload a new audio file (if necessary). Click **Save** when done.

Prompts

Module	Prompt Ref	Prompt Description	Persona	Audio Prompt	Edit	Prompt Wording		
Identification Double Question Template (en-gb)	0005	Question: "Ask second question" - Help Prompt	Default Persona		☑	Help! Please tell me your 8 digit client number 1 digit at a time now.	Prompt Type:**Text to Speech**	🔊 Upload an Audio File
Identification Double Question with Answer Correction Template (en-gb)	0005	Question: "Ask second question" - Help Prompt	Default Persona		☑			
Identification Double Question Template (en-gb)	0002	Question: "Ask second question" - Initial Prompt	Default Persona		☑	Next, please tell me your 8 digit client number.	Prompt Type:**Text to Speech**	🔊 Upload an Audio File
Identification Double Question Template (en-gb)	0003	Question: "Ask second question" - Retry Prompt	Default Persona		☑			
Identification Double Question Template (en-gb)	0004	Question: "Ask second question" - Timeout Prompt	Default Persona		☑	Please tell me your 8 digit client number.	Prompt Type:**Text to Speech**	🔊 Upload an Audio File
Identification Double Question with Answer Correction Template (en-gb)	0002	Question: "Ask second question" - Initial Prompt	Default Persona		☑			
Identification Double Question with Answer Correction Template (en-gb)	0003	Question: "Ask second question" - Retry Prompt	Default Persona		☑			
Identification Double Question with Answer Correction Template (en-gb)	0004	Question: "Ask second question" - Timeout Prompt	Default Persona		☑			

Save   Cancel