

## **GENESYS**

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## **GVP Troubleshooting Guide**

No TTS Resource

## No TTS Resource

The following example indicates that one of these scenarios might be occurring:

- 1. The TTS server is down.
- 2. The TTS server is not configured for the MCP.
- 3. The license has expired for the TTS server.
- 4. The TTS server is overloaded.

## **Example:**

prompt\_play tts|<?xml version="1.0" encoding="UTF-8"?><speak version="1.0" xmlns="http://www.w3.org/2001/10/synthesis" xml:lang="en-US">Welcome to the Composer Voice User Input Demo Press one for input I D, two for message, three for input grammar</speak> exec\_error Could not play audio <?xml version="1.0" encoding="UTF-8"?><speak version="1.0" xmlns="http://www.w3.org/2001/10/synthesis" xml:lang="en-US">Welcome to the Composer Voice User Input Demo Press one for input I D, two for message, three for input grammar</speak> prompt\_end error input\_end ERROR||||