# **Configure Say it Smart with Cisco CVP**

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### Introduction

Say It Smart is a Unified Customer Voice Portal (CVP) technology that handles the breakdown of formatted data into an array of audio files played one after the other, in order to render the data in a manner understandable by a caller. While many Text To Speech (TTS) engines can perform a similar function, the power of Say It Smart is that it can handle the playback with pre-recorded audio.

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# Prerequisites

#### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Enterprise (UCCE)
- Cisco Unified Customer Voice Portal (CVP)
- Cisco Unified Call Studio

Pre-recorded Audio Files needs to be present in the Audio Path provided while creating application.

#### **Components Used**

- Cisco Unified Contact Center Enterprise (UCCE) 12.0
- Cisco Unified Customer Voice Portal (CVP) 12.0
- Cisco Unified Call Studio 12.0
- Cisco Virtualized Voice Browser 12.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

# Configure

CVP Say it Smart plug-in can be found in Voice elements like Audio, Menu etc. A Say It Smart plug-in is associated with a single type that defines on a high level what kind of data can be handled by the plug-in. Numbers, dates, or currency values are examples of types.

Туре:	Currency (\$) 🗸 🗸	
	Credit Card	1
	Currency (\$)	
	Custom Content	l
	Date	L
	Digit-By-Digit	
	Filename	
	Number	
	Phone Number	
	Social Security Number	L
	TTS String	
	Time/Time Period	
	U.S./Canada State	J

Refer to the guide for detailed information:

Say It Smart Specifications for Cisco Unified Customer Voice Portal, Release 12.0(1)

In this example you configure an Audio element which plays the output in Currency format (\$) with pre recorded audio files present in mediaserver\en-us\sys folder. CVP installation comes with standard pre recorded audio files which can be used for this feature.

Step 1. In your Call Studio application, drag an Audio element from the Elements section onto the Builder console.

Step 2. Once you select the Audio element, on the right hand side, you can see Element Configuration pane. Select Audio -> Expand Audio Groups -> Initial -> Select audio item 1 and select Say it Smart.

Step 3. Input the **Data** for Say it Smart Plugin to play.

Step 4. Provide Type as Currency (\$)

Step 5. Check the box Use Recorded Audio

Step 6. If you use Default Audio Path keep the box checked or uncheck the box and provide path under 'Audio Path' section.

Voice Element - Audio				
General Settings Audio Data Events				
General       Settings       Audio       Data       Events         Audio Groups       Initial       audio item 1       audio item 1				
Default Language O Audio File / TTS    Say It Smart				
○ Audio File / T	TS 💿 Say It Smart			
○ Audio File / T Data:	TS   Say It Smart	<b>}</b>		
O Audio File / T Data: Type:	TS   Say It Smart  100.01  Currency (\$)	<u>&gt;</u>		
<ul> <li>Audio File / T</li> <li>Data:</li> <li>Type:</li> <li>Input Format:</li> </ul>	TS  Say It Smart	>		
<ul> <li>Audio File / T</li> <li>Data:</li> <li>Type:</li> <li>Input Format:</li> <li>Output Format:</li> </ul>	TS • Say It Smart 100.01 • Currency (\$) Standard Currency X dollars and Y cents	>		
<ul> <li>○ Audio File / T</li> <li>Data:</li> <li>Type:</li> <li>Input Format:</li> <li>Output Format:</li> <li>✓ Use Recorded</li> </ul>	TS Say It Smart          100.01       (         Currency (\$)       (         Standard Currency       (         X dollars and Y cents       (         Audio       (	> >		
<ul> <li>○ Audio File / T</li> <li>Data:</li> <li>Type:</li> <li>Input Format:</li> <li>Output Format:</li> <li>✓ Use Recorded</li> <li>✓ Use Default A</li> </ul>	TS Say It Smart          100.01       (         Currency (\$)       (         Standard Currency       (         X dollars and Y cents       (         Audio       (	>>>		
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Default audio path for that application can be found or configured like this:

Right click on Application Name and select Properties. Under **Call Studio -> Default Audio Settings**, provide the path under 'Default Audio Path URI'.

type filter text	Audio Settings	$\Leftrightarrow \bullet \bullet$
<ul> <li>▷ Resource Builders</li> <li>△ Call Studio</li> <li>Audio Settings Endpoint Settings General Settings Root Doc Settings</li> </ul>	Generic Error Message:	Sorry. There has been an error.
Project References		
Refactoring History Run/Debug Settings	Error Audio URI: Suspended Message:	/CVP/audio/error.wav
		Sorry, this voice application has been taken down for maintenance.
	Suspended Audio URI:	/CVP/audio/suspend_audio.wav
	Initial On-Hold Audio URI:	/CVP/audio/onhold_initial.wav
	Main On-Hold Audio URI:	/CVP/audio/onhold_continue.wav
	Default Audio Path URI:	http://
		Restore Defaults Apply

Once all the configurations are complete, validate, save and deploy the application on VXML server.

# Verify

Make a test call and verify that you are able to hear the output in currency format. For this example it can be 'One Hundred Dollars and One Cent'.

## Troubleshoot

In this example, these audio files are required in the audio path provided

- 1.wav
- hundred.wav
- dollars.wav
- and.wav
- 1.wav
- cent.wav

You can verify from the VVB MIVR logs if all these files are fetched from the desired audio path.

1996700: Jul 01 13:30:46.816 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD4800001000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/1.wav 1996701: Jul 01 13:30:46.817 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD4800001000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() Going to Connect 1996702: Jul 01 13:30:46.819 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() received response code = 304 NW-latency =0 ms 1996703: Jul 01 13:30:46.819 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A- 1593628231669132] Play: http://mediaserver/en-us/sys/1.wav 1996704: Jul 01 13:30:46.819 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch timeout for GET 15000 ms 1996705: Jul 01 13:30:46.820 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/hundred.wav 1996706: Jul 01 13:30:46.820 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() Going to Connect 1996707: Jul 01 13:30:46.821 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() received response code = 304 NW-latency =0 ms 1996708: Jul 01 13:30:46.821 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Play: http://mediaserver/en-us/sys/hundred.wav 1996709: Jul 01 13:30:46.822 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch timeout for GET 15000 ms 1996710: Jul 01 13:30:46.822 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/dollars.wav 1996711: Jul 01 13:30:46.822 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() Going to Connect 1996712: Jul 01 13:30:46.826 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() received response code = 200 NW-latency =0 ms 1996713: Jul 01 13:30:46.827 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Non Chunked Transfer, with Content Length: 4042File Size: 4042 1996714: Jul 01 13:30:46.827 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Play: http://mediaserver/en-us/sys/dollars.wav 1996715: Jul 01 13:30:46.827 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch timeout for GET 15000 ms 1996716: Jul 01 13:30:46.827 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/and.wav 1996717: Jul 01 13:30:46.828 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() Going to Connect 1996718: Jul 01 13:30:46.830 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() received response code = 304 NW-latency =1 ms 1996719: Jul 01 13:30:46.831 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Play: http://mediaserver/en-us/sys/and.wav 1996720: Jul 01 13:30:46.831 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch timeout for GET 15000 ms 1996721: Jul 01 13:30:46.831 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/1.wav 1996722: Jul 01 13:30:46.832 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Play: http://mediaserver/en-us/sys/1.wav 1996723: Jul 01 13:30:46.832 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch timeout for GET 15000 ms 1996724: Jul 01 13:30:46.832 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/cent.wav 1996725: Jul 01 13:30:46.833 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() Going to Connect 1996726: Jul 01 13:30:46.834 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() received response code = 304 NW-latency =0 ms 1996727: Jul 01 13:30:46.834 CDT %MIVR-SS\_VB-7-UNK:[CALLID=F95AD48000010000000009E13E1C90A-1593628231669132] Play: http://mediaserver/en-us/sys/cent.wav