

使用思科CVP配置智能

目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[配置](#)

[验证](#)

[故障排除](#)

简介

Say It Smart是统一客户语音门户(CVP)技术，它将格式化数据分解为一个接一个播放的音频文件阵列，以便以呼叫者可以理解的方式呈现数据。尽管许多文本到语音(TTS)引擎可以执行类似的功能，但“说它智能”的功能在于它可以处理预录制音频的播放。

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先决条件

要求

Cisco 建议您了解以下主题：

- 思科统一联系中心企业版(UCCE)
- 思科统一客户语音门户(CVP)
- 思科统一呼叫工作室

创建应用程序时，预录制的音频文件需要出现在提供的音频路径中。

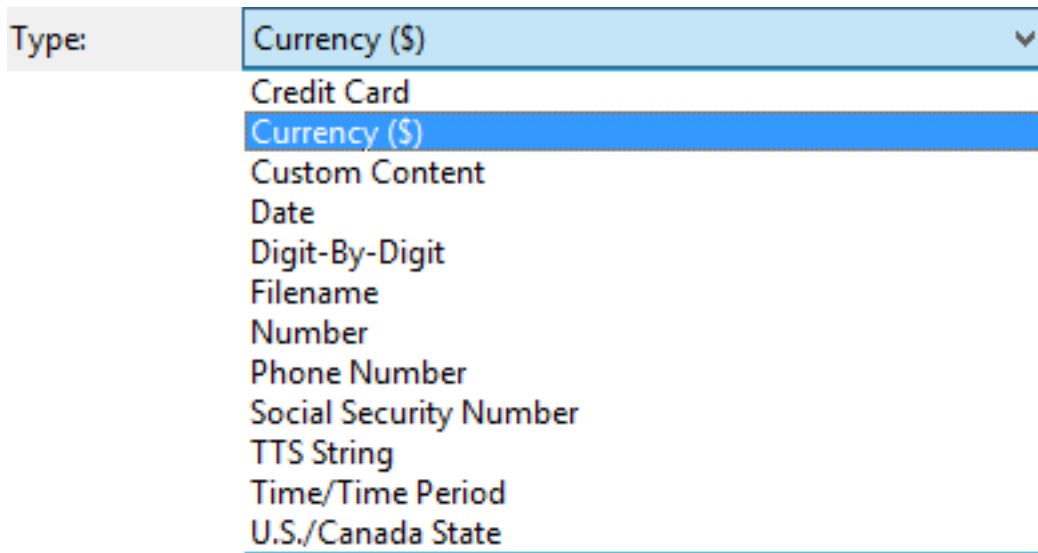
使用的组件

- 思科统一联络中心企业版(UCCE)12.0
- 思科统一客户语音门户(CVP)12.0
- 思科统一呼叫工作室12.0
- 思科虚拟化语音浏览器12.0

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

配置

CVP说智能插件可在音频、菜单等语音元素中找到。A Say It智能插件与单个类型关联，该类型在高级别定义了插件可以处理哪种数据。数字、日期或货币值是类型的示例。



有关详细信息，请参阅指南：

[说明思科统一客户语音门户12.0\(1\)版的智能规格](#)

在本示例中，您配置一个音频元素，该元素以货币格式(\$)播放输出，预录制的音频文件存在于 mediaserver\en-us\sys folder中。CVP安装附带标准预录音频文件，可用于此功能。

步骤1.在Call Studio应用程序中，将“元素”部分中的音频元素拖到生成器控制台上。

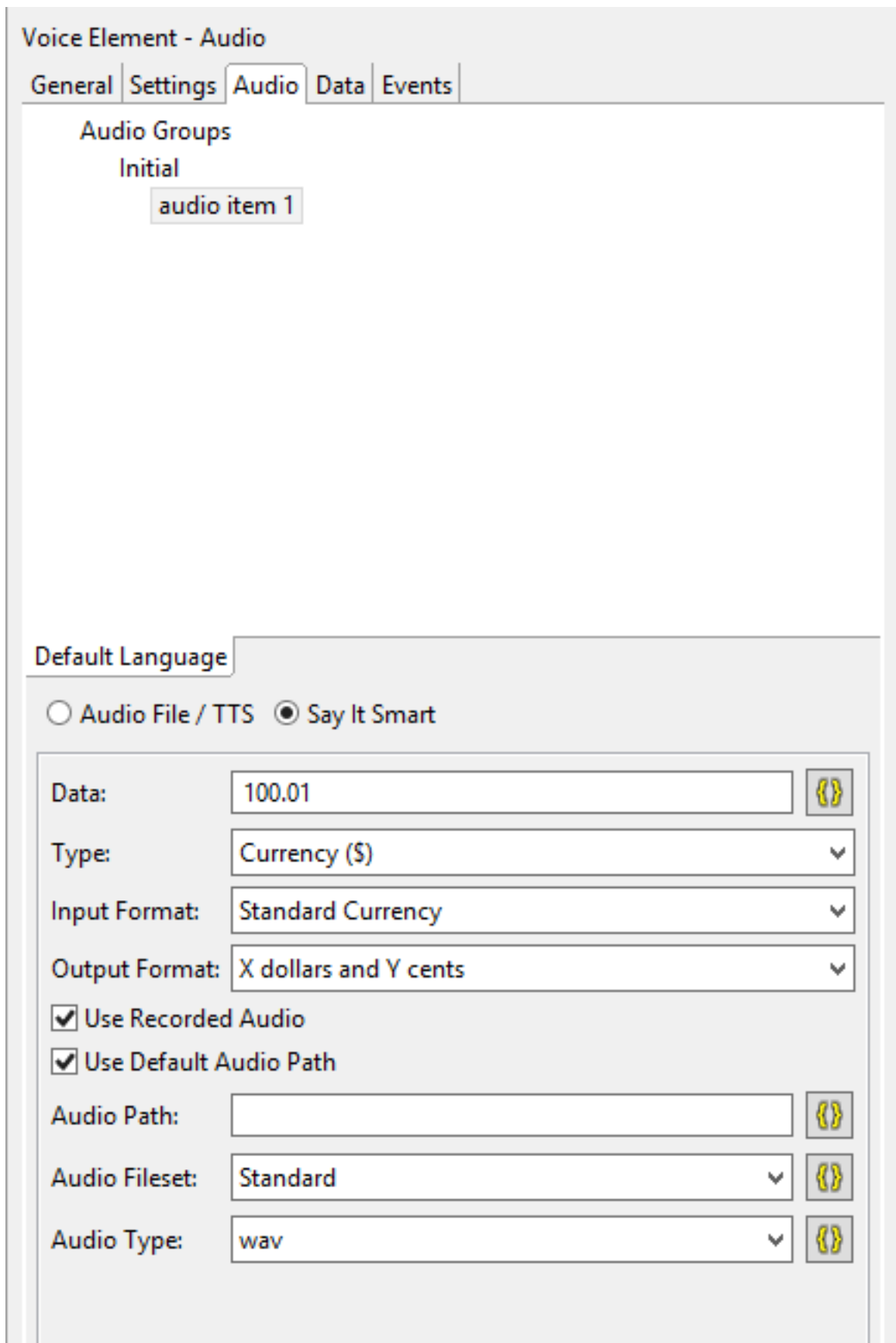
步骤2.选择音频元素后，在右侧，您可以看到“元素配置”窗格。选择**音频** —>**展开音频组** —>**初始** —>**选择音频项1**,然后选择**智能设置**。

步骤3.输入数据以播放Say It Smart Plugin。

步骤4.将**类型**提供为货币(\$)

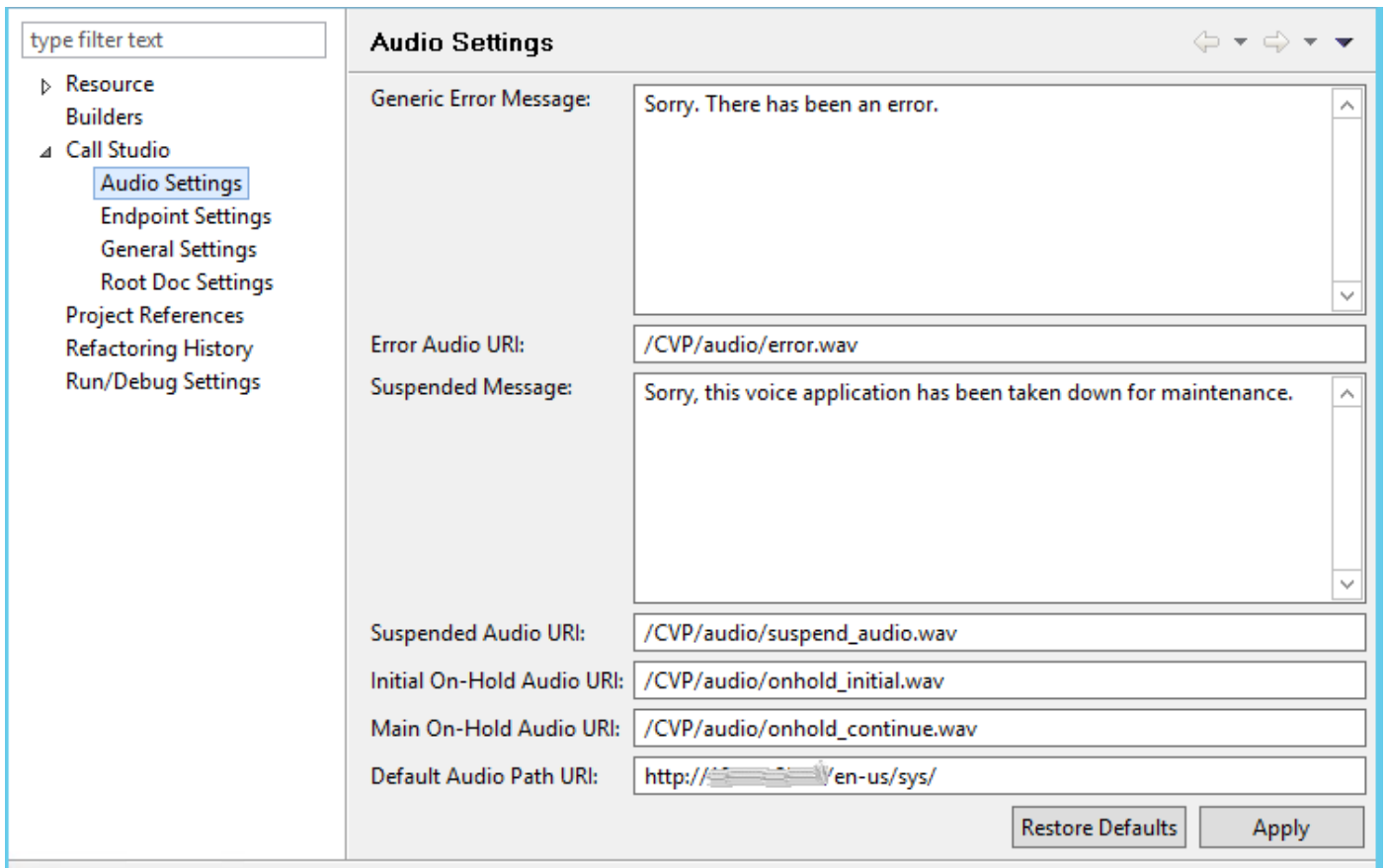
步骤5.选中Use Recorded Audio(**使用录音**)框

步骤6.如果使用Default Audio Path，请保持选中或取消选中该框，并在“Audio Path”部分下提供路径。



该应用的默认音频路径可以找到或配置如下：

右键单击“应用程序名称”并选择“属性”。在Call Studio -> Default Audio Settings下，在“Default Audio Path URI”下提供路径。



完成所有配置后，验证、保存并部署VXML服务器上的应用。

验证

进行测试呼叫，并验证您是否能够听到货币格式的输出。在本例中，它可以是“100美元和1美分”。

故障排除

在本示例中，提供的音频路径中需要这些音频文件

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

如果所有这些都是从所需的音频路径获取的，则可以从VVB MIVR日志中进行验证。

```
1996700: Jul 01 13:30:46.816 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-1593628231669132] Fetch: http://mediaserver/en-us/sys/1.wav
1996701: Jul 01 13:30:46.817 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-1593628231669132] HttpCacheEntry.get() Going to Connect
1996702: Jul 01 13:30:46.819 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-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=F95AD480000100000000009E13E1C90A-1593628231669132] Play: http://mediaserver/en-us/sys/1.wav
1996704: Jul 01 13:30:46.819 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
```

1593628231669132] Fetch timeout for GET 15000 ms
1996705: Jul 01 13:30:46.820 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch: http://mediaserver/en-us/sys/hundred.wav
1996706: Jul 01 13:30:46.820 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] HttpCacheEntry.get() Going to Connect
1996707: Jul 01 13:30:46.821 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
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=F95AD480000100000000009E13E1C90A-
1593628231669132] Play: http://mediaserver/en-us/sys/**hundred.wav**
1996709: Jul 01 13:30:46.822 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch timeout for GET 15000 ms
1996710: Jul 01 13:30:46.822 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch: http://mediaserver/en-us/sys/dollars.wav
1996711: Jul 01 13:30:46.822 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] HttpCacheEntry.get() Going to Connect
1996712: Jul 01 13:30:46.826 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
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=F95AD480000100000000009E13E1C90A-
1593628231669132] Non Chunked Transfer, with Content Length:4042File Size:4042
1996714: Jul 01 13:30:46.827 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Play: http://mediaserver/en-us/sys/**dollars.wav**
1996715: Jul 01 13:30:46.827 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch timeout for GET 15000 ms
1996716: Jul 01 13:30:46.827 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch: http://mediaserver/en-us/sys/and.wav
1996717: Jul 01 13:30:46.828 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] HttpCacheEntry.get() Going to Connect
1996718: Jul 01 13:30:46.830 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
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=F95AD480000100000000009E13E1C90A-
1593628231669132] Play: http://mediaserver/en-us/sys/**and.wav**
1996720: Jul 01 13:30:46.831 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch timeout for GET 15000 ms
1996721: Jul 01 13:30:46.831 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch: http://mediaserver/en-us/sys/1.wav
1996722: Jul 01 13:30:46.832 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Play: http://mediaserver/en-us/sys/**1.wav**
1996723: Jul 01 13:30:46.832 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch timeout for GET 15000 ms
1996724: Jul 01 13:30:46.832 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] Fetch: http://mediaserver/en-us/sys/cent.wav
1996725: Jul 01 13:30:46.833 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
1593628231669132] HttpCacheEntry.get() Going to Connect
1996726: Jul 01 13:30:46.834 CDT %MIVR-SS_VB-7-UNK:[CALLID=F95AD480000100000000009E13E1C90A-
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=F95AD480000100000000009E13E1C90A-
1593628231669132] Play: http://mediaserver/en-us/sys/**cent.wav**