

5.3 Voice

Bright Pattern Documentation

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Table of Contents

Table of Contents	2
Voice Tutorials Overview	3
Tutorials	3
How to Configure Conversational IVR	3
Prerequisites	3
Procedure	3
Step 1: Set up a Speech-to-Text engine through your service provider	3
Step 2: Add Speech To Text Integration Account	3
Step 3: Set up a Text-to-Speech engine through your service provider	4
Step 4: Add Text To Speech Integration Account	4
Step 5: Add a Voice Scenario That Includes Play-Listen and Bot Scenario Blocks	5
Step 6: Add or Select a Scenario Entry	6
You're Done	6
Recommended Reading	6
How to Load Voices from Google Cloud Text-to-Speech API	6
Procedure	6
Step 1: Go to Integration Account Properties in Contact Center Administrator	6
Step 2: Authorize in Google	7
Step 3: Load Voices	9
How to Load Voices from IBM Cloud Text to Speech API	9
Procedure	10
Step 1: Go to Integration Account Properties in Contact Center Administrator	10
Step 2: List Voices in IBM Cloud	10
Step 3: Load Voices	11

Voice Tutorials Overview

This section provides tutorials on anything related to voice services.

Tutorials

- [How to Configure Conversational IVR](#)
- [How to Load Voices from Google Cloud Text-to-Speech API](#)

How to Configure Conversational IVR

In this article, you will learn how to configure conversational IVR for your inbound voice service. Because Bright Pattern's conversational IVR is the front end to a bot, most of the configuration will be done on the bot side (i.e., through Google, GoVivace, or IBM in your workspace), outside of Bright Pattern. This procedure will guide you through the steps to take after you have set up STT and TTS engines through your service provider.

For more information, see the *Contact Center Administrator Guide*, section [What Is Conversational IVR?](#)

Prerequisites

If you have not already done so, please complete these steps before proceeding:

- Create a [Watson Assistant](#) or [Amazon Lex bot](#)
- Add a [bot/chat suggestions engine integration account](#)
- Download and [import](#) our conversational IVR scenario template: [File:App Conversational IVR Example.zip](#)

Procedure

Step 1: Set up a Speech-to-Text engine through your service provider

- **If using IBM Watson:** In IBM Cloud, add Speech-to-Text as a service.
- **If using Google:** Enable Google Cloud Speech API.
- **If using GoVivace:** Enable Speech to Text API.

Step 2: Add Speech To Text Integration Account

A Speech To Text integration account uses your credentials to connect Bright Pattern Contact Center to a third-party STT engine. Integration accounts are configured in the Contact Center Administrator application.

1. In *Contact Center Administrator* > *Call Center Configuration* > *Integration Accounts*, add a new **Speech to Text** integration account. For property descriptions, see the *Contact Center Administrator Guide*, section [Speech To Text Integration \(STT\)](#).
2. Note that if you do not see Speech to Text as an option when adding a new integration account, that option has not been enabled for your contact center. See your service provider for more information.

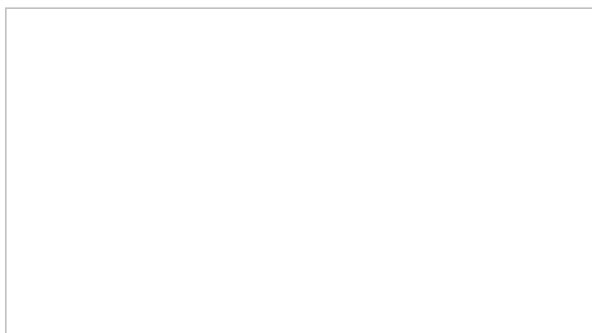
Step 3: Set up a Text-to-Speech engine through your service provider

- **If using IBM Watson:** In IBM Cloud, add Speech-to-Text as a service.
- **If using Google:** Enable Google Cloud Speech API.

Step 4: Add Text To Speech Integration Account

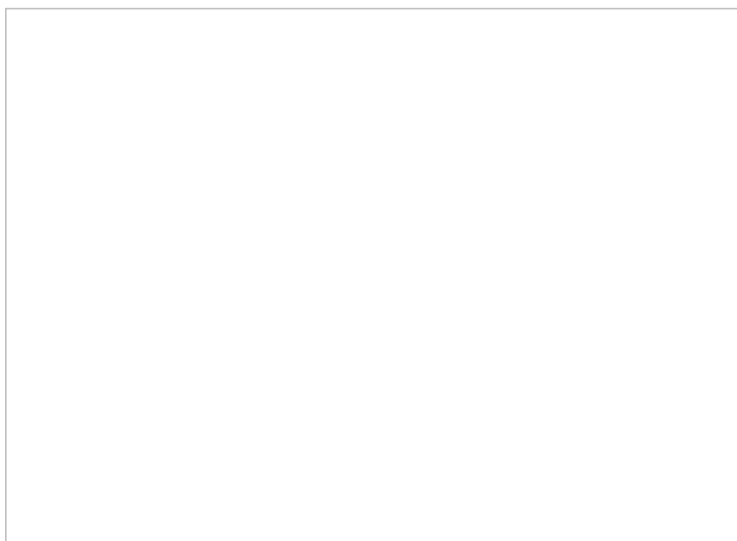
Likewise, a Text to Speech integration account uses your credentials to connect Bright Pattern Contact Center to a third-party TTS engine. TTS integration lets you create voice prompts in numerous supported languages to automate bot responses.

1. In *Contact Center Administrator* > *Call Center Configuration* > *Integration Accounts*, add a new **Text to Speech** integration account. For property descriptions, see the *Contact Center Administrator Guide*, section [Text To Speech Integration \(TTS\)](#).



Select the type of TTS integration account

2. See the **Load Voices** property. If this is a Google TTS integration account, load voices by completing an additional step in Google. See [How to Load Voices from Google Cloud Text-to-Speech API](#).



Google TTS integration account properties

3. Then click **Load Voices**. This may take a few minutes. When the voices are loaded, a message will display the date they were added: "Loaded on XX/XX/XX."

4. Click **Apply** to save your changes.

Step 5: Add a Voice Scenario That Includes Play-Listen and Bot Scenario Blocks

The [Play-Listen](#) scenario block is a key part of conversational IVR. This block uses the integrated TTS and STT accounts that you just set up to play voice prompts to the caller and to listen for the caller's response.

[Chat Bot Select Account](#) and [Ask a Bot](#) blocks allow you to choose which integrated bots will be used for interacting with callers.

1. In Contact Center Administrator, go to *Scenarios > Voice* and [import](#) our conversational IVR scenario template: [File:App Conversational IVR Example.zip](#).
2. Work through our scenario-building exercise, [How to Use Conversational IVR in a Scenario](#).
3. Modify the scenario to suit your needs, being sure to select the correct bot and STT account in the scenario blocks.



Conversational IVR scenario example

Step 6: Add or Select a Scenario Entry

The scenario entry is the entry point for the caller. For more information, see the Contact Center Administrator Guide, section [Scenario Entries Overview](#).

1. Go to *Scenario Entries > Dial-in* and add a new scenario entry.
2. At the most basic level, add **Name**, **Scenario**, **Service**, **Internal numbers**, **External numbers**, and **Transcribe calls** (if no STT account is configured, this will be greyed out).
3. Click **Apply**.

You're Done

This completes your conversational IVR configuration. Next, you should try it out by calling your contact center's access number and interacting with the IVR and bot. You can always come back to your scenario and entry point for further editing.

Recommended Reading

For more information on inbound voice configuration, bots, integrations, and scenarios, see these Bright Pattern tutorials:

- [Inbound Voice Service Configuration](#)
- [AI and Bot Tutorials](#)
- [Integration Accounts](#)
- [Scenario Builder Basics](#)
- [How to Use Conversational IVR in a Scenario](#)

How to Load Voices from Google Cloud Text-to-Speech API

A Google Text to Speech integration account uses your Google Cloud API credentials to connect Bright Pattern Contact Center to Google's TTS engine. Once configured, integration lets you create voice prompts in numerous supported languages to automate bot responses.

Configuring a such an integration account requires that you not only provide credentials for access, but that you also authorize voices in a specific language on the Google end.

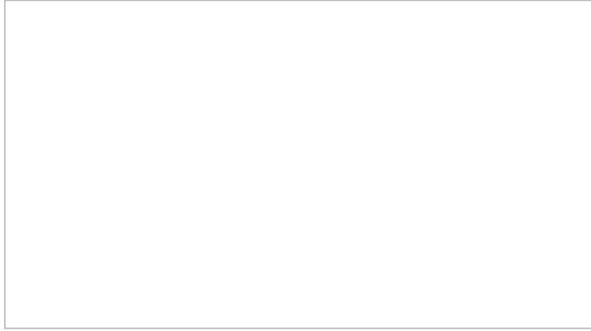
This article describes how to do just that and load voices to your Google Text to Speech integration account.

Procedure

Step 1: Go to Integration Account Properties in Contact Center Administrator

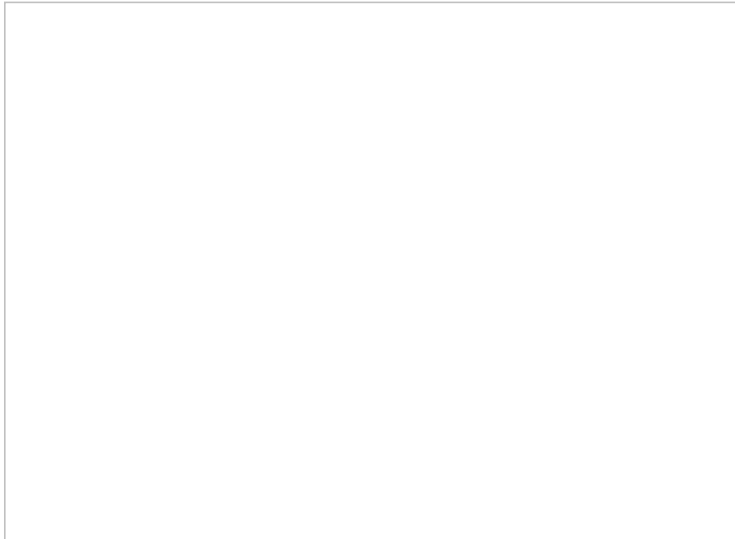
1. In *Contact Center Administrator > Call Center Configuration > Integration Accounts*, add a new **Text to Speech**

integration account. For property descriptions, see the *Contact Center Administrator Guide*, section [Text To Speech Integration \(TTS\)](#).



Select the type of TTS integration account

2. See the **Load Voices** property.



Google TTS integration account properties

3. To get the list of voices to appear, you need to go into Google Explorer and authorize a list in a specific language to be used.

Step 2: Authorize in Google

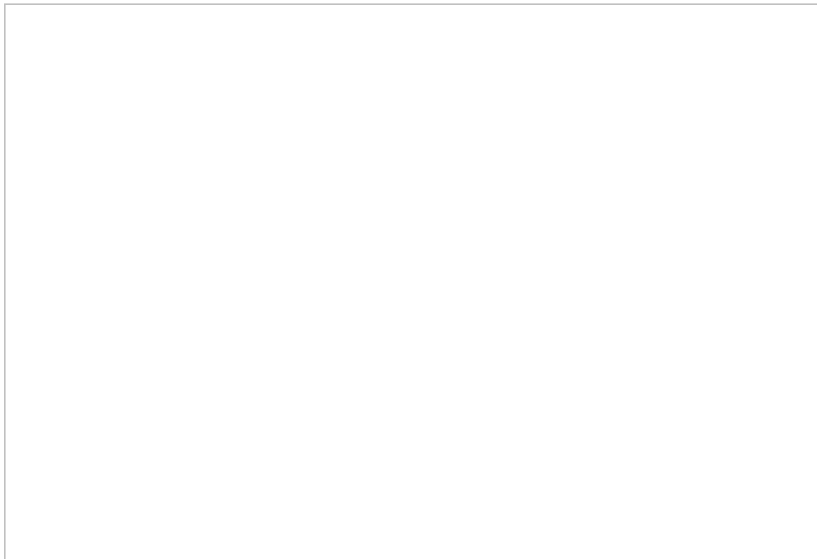
1. Go to https://developers.google.com/apis-explorer/?hl=en_US#search/voices/m/texttospeech/v1/texttospeech.voices.list
2. In **languageCode**, enter the language code (e.g., "en-US")



Enter language code

3. In **fields**, enter "voices"

4. Click **Authorize and execute**



Authorize it

5. In the **Select OAuth 2.0 Scopes** dialog, select the checkbox for the scope to use

6. Click **Authorize and execute** (again)

7. In the next dialog, allow access to your Google account

8. This initiates the request (GET list in languageCode) and returns the response code and list (JSON)



JSON response

Step 3: Load Voices

1. In Contact Center Administrator, go back to your TTS integration account properties and click **Load Voices**. This may take a few minutes. When the voices are loaded, a message will display the date they were added: "Loaded on XX/XX/XX."
2. Click **Apply** to save your changes.

How to Load Voices from IBM Cloud Text to Speech API

An IBM Cloud Text to Speech integration account uses your IBM Cloud Text to Speech service credentials to connect Bright Pattern Contact Center to IBM's TTS engine. Once configured, integration lets you create voice prompts in numerous supported languages to automate bot responses.

Configuring a such an integration account requires that you get a list of available voices from IBM using the *list voices* API method.

This article describes how to do just that and load voices to your Watson Text to Speech integration account.

Procedure

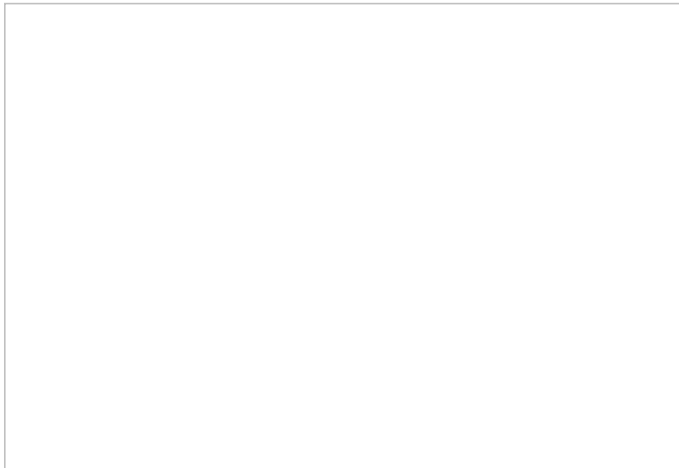
Step 1: Go to Integration Account Properties in Contact Center Administrator

1. In *Contact Center Administrator* > *Call Center Configuration* > *Integration Accounts*, add a new **Text to Speech** integration account.
2. Select **Watson** as the account type.



Select the type of TTS integration account

3. The [Text to Speech integration account properties](#) will open.



Watson IBM Text to Speech integration account properties

4. Set the **URL** of your IBM Text to Speech service instance URL. You can find the URL in your Text to Speech service credentials. For example: <https://api.us-south.text-to-speech.watson.cloud.ibm.com/instances/0123a4c0-5d67-8cec-9c10-a0cdbb1234b5>
5. Set the **API Key**, which is found on IBM Cloud in your Text to Speech service credentials.
6. The **Load Voices** property is grayed out and you cannot click it until you proceed with Step 2.

Step 2: List Voices in IBM Cloud

This step uses IBM Cloud's List Voices and Get Voices API methods.

1. In your web browser, go to **https://<your-ibm-tts-instance-url>/v1/voices**. For example: <https://api.us-south.text-to-speech.watson.cloud.ibm.com/instances/0123a4c0-5d67-8cec-9c10-a0cdbb1234b5/v1/voices>
2. Authenticate with your IBM Text to Speech credentials:
 1. **Username** - apikey
 2. **Password** - The same Text to Speech API key as set in the integration account properties

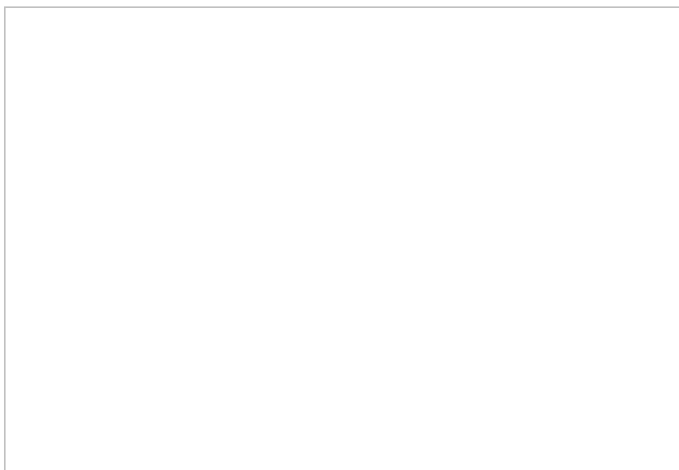
TTS-Watson-Load-Voices-5312.PNG



3. A list of known models (voices) will be shown in JSON.
4. You may optionally select the URLs for the individual models and open them in your browser to get more information.

Step 3: Load Voices

1. Go back to the Contact Center Administrator application, to the Watson TTS integration account properties, and click **Load Voices**. This may take a few minutes. If the voices field still says "empty" after clicking **Load Voices**, wait a few more minutes and try again.
2. When the voices are loaded, a message will display the date they were added: "Loaded on XX/XX/XX."



Example of voices loaded on <date>

3. Click **Apply** to save your changes.

