

Verify Configuration of TTS Prompts Not Being Played Correctly when in Chinese Language

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Introduction

This document describes the solution for Text to Speech (TTS) Prompts not playing when the Prompts created using the `Create TTS Prompt` step are being set to Chinese Language.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unified Contact Center Express (UCCX)
- TTS Integration with UCCX
- Media Resource Control Protocol (MRCP)

Components Used

This document is not restricted to specific software and hardware versions.

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.

Problem

TTS Prompts not playing when the Prompts created using the `Create TTS Prompt` step are being set to Chinese Language.

This is because the base version of the prompt is not supported as the same is not added to TTS server configuration. The base version being Zh and Zh_CN being simplified chinese.

Solution

For Cisco Unified Communications solutions CCM601

System Applications Subsystems Wizards Tools Help

MRCP TTS Server Configuration

Update Delete Cancel

Status

Status: Ready

Server Name* XXXXXXXXXX

Provider Name*

Port Number*

Locales*

Enabled Languages*



<input checked="" type="checkbox"/> English (United States)	<input checked="" type="checkbox"/> Male	<input checked="" type="checkbox"/> Female	<input checked="" type="checkbox"/> Neutral
<input checked="" type="checkbox"/> Chinese	<input checked="" type="checkbox"/> Male	<input checked="" type="checkbox"/> Female	<input checked="" type="checkbox"/> Neutral
<input checked="" type="checkbox"/> Chinese (China)	<input checked="" type="checkbox"/> Male	<input checked="" type="checkbox"/> Female	<input checked="" type="checkbox"/> Neutral

* - indicates required item


Added ZH identified as Chinese in the enabled language section




2. Under Locales look for Zh and add language for the same.
3. Navigate to MRCP TTS default genders and select the default gender for the locale added.


MRCP TTS Provider Configuration

 Add MRCP TTS Provider  Refresh All

Status

 1 records found

Ports List				
Provider A	Status A	Copy	Delete	Refresh
 Nuance Vocalizer	IN_SERVICE			

 Number of IVR Channels Licensed 400

4. Navigate to MRCP TTS provider and refresh the provider.

5. Make a test call after that and CCX will support zh_CN language now and prompts should play as desired.