

# 配置Say It Smart與思科CVP

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## 簡介

Say It Smart是一種統一客戶語音門戶(CVP)技術，可將格式化資料分解為一系列依次播放的音訊檔案，以便以主叫方可以理解的方式呈現資料。雖然許多文本到語音轉換(TTS)引擎可以執行類似的功能，但說它很智慧，它可以處理帶有預錄音訊的回放。

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## 必要條件

### 需求

思科建議您瞭解以下主題：

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

在建立應用程式時，在提供的音訊路徑中需要存在預先錄製的音訊檔案。

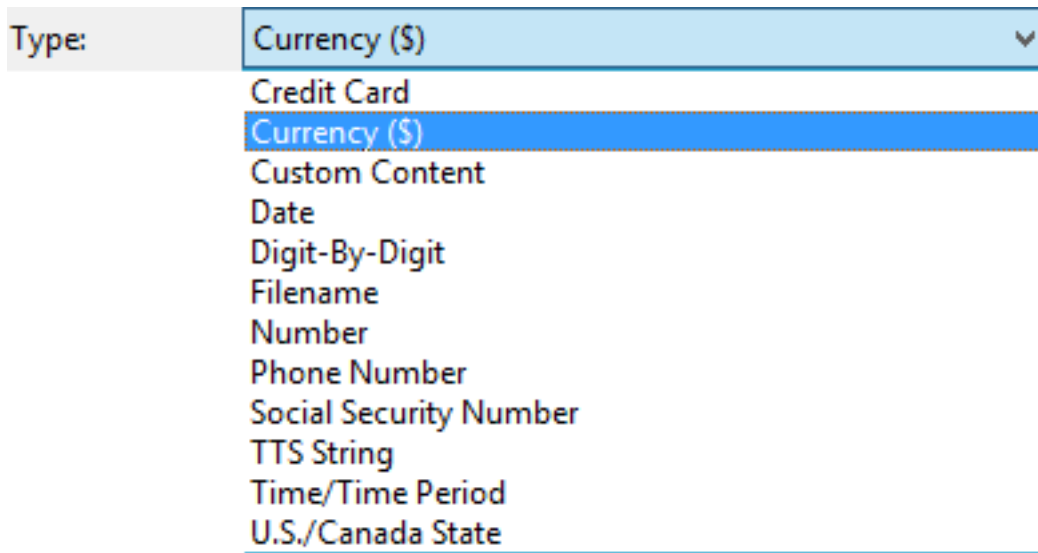
### 採用元件

- 思科整合客服中心企業版(UCCE)12.0
- 思科整合客戶語音入口網站(CVP)12.0
- Cisco整合Call Studio 12.0
- 思科虛擬化語音瀏覽器12.0

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 設定

CVP Say it Smart外掛可以在音訊、選單等語音元素中找到。A Say It Smart外掛與單個型別相關聯，該型別在高級別定義了外掛可以處理哪些型別的資料。數字、日期或貨幣值是型別的示例。



有關詳細資訊，請參閱指南：

[思科統一客戶語音門戶版本12.0\(1\)的It智慧規格](#)

在本示例中，您配置了一個Audio元素，該元素將以Currency格式(\$)播放輸出，並且預先錄製的音訊檔案出現在mediaserver\en-us\sys資料夾中。CVP安裝附帶可用於此功能的標準預錄音訊檔案。

步驟1.在Call Studio應用程式中，將Audio元素從Elements部分拖到Builder控制檯上。

步驟2.選擇Audio元素後，可以在右側看到Element Configuration窗格。選擇Audio -> Expand Audio Groups -> Initial -> Select audio item 1，然後選擇Say it Smart。

步驟3.輸入Say it Smart Plugin要播放的資料。

步驟4.將**型別**提供為貨幣(\$)

步驟5.勾選**使用錄製的音訊**

步驟6.如果使用預設音訊路徑，請保持選中此框或取消選中此框，並在「音訊路徑」部分下提供路徑。

Voice Element - Audio

General | Settings | **Audio** | Data | Events


Audio Groups


Initial


audio item 1


Default Language

Audio File / TTS  Say It Smart

Data:  


Type:  



Input Format:  



Output Format:  

Use Recorded Audio

Use Default Audio Path

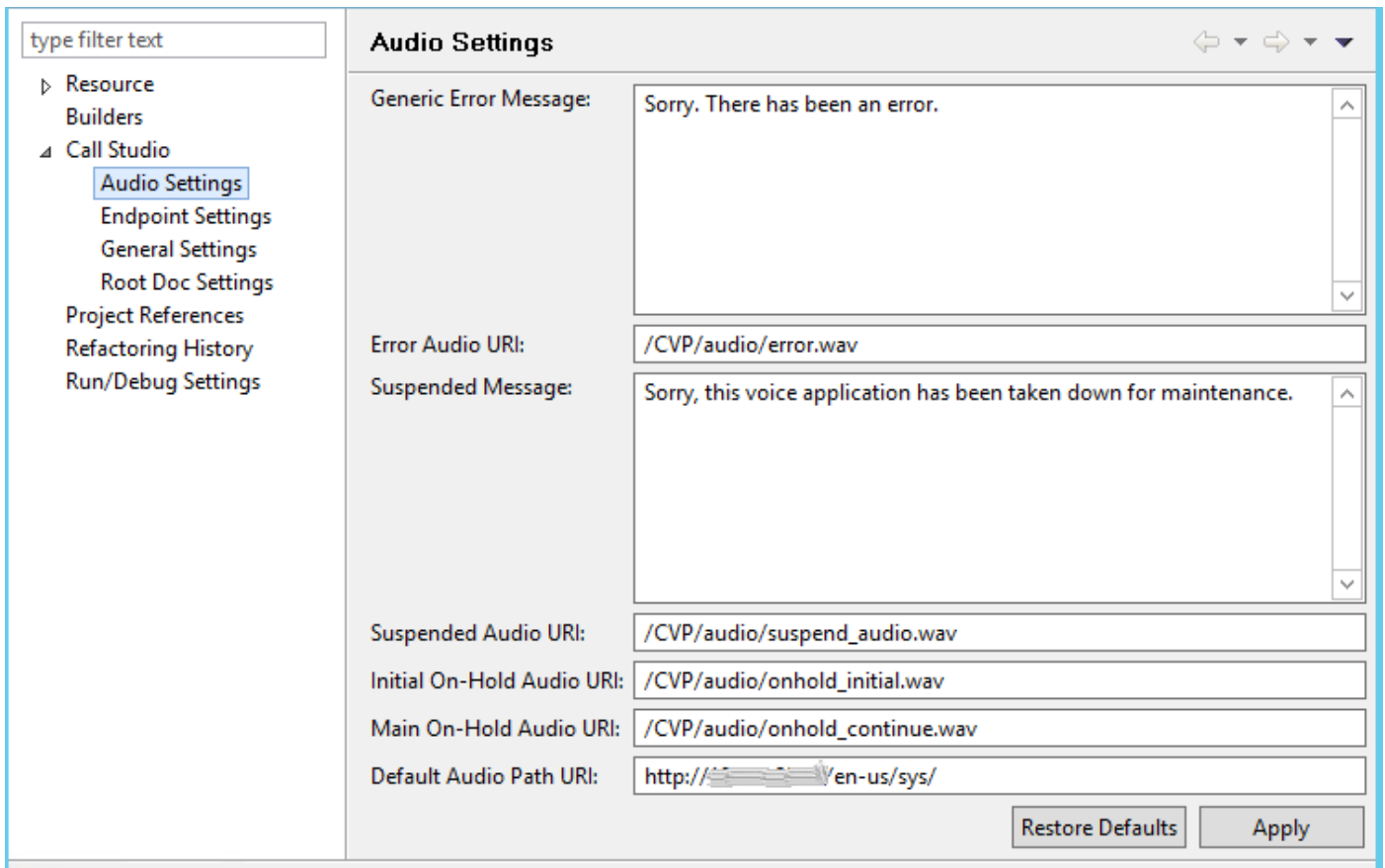
Audio Path:  

Audio Fileset:   

Audio Type:   

可以找到該應用程式的預設音訊路徑，或者按如下方式配置：

按一下右鍵應用程式名稱並選擇屬性。在Call Studio -> Default Audio Settings下，在「Default Audio Path URI」下提供路徑。



完成所有配置後，在VXML伺服器上驗證、儲存和部署應用程式。

## 驗證

進行測試呼叫，並驗證您是否能夠聽到貨幣格式的輸出。在這個例子中，可以是「100美元—美分」。

## 疑難排解

在此示例中，提供的音訊路徑中需要這些音訊檔案

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

您可以從VVB MIVR日誌驗證是否所有這些檔案都是從所需的音訊路徑回遷的。

```
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**