

Generating a Prompt that Reads Numbers in Single Digit Format

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Introduction

This document describes how to create a number generator type in brief form in a Cisco IP Contact Center (IPCC) Express Edition environment.

Note: Refer to Create Generated Prompt for more information.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco Customer Response Solutions (CRS)

Components Used

The information in this document is based on these software and hardware versions:

- Cisco CallManager
- Cisco IPCC Express Edition

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, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Generate a Prompt that Reads Numbers in Single Digit Format

Use the Create Generated Prompt step to create prompt phrases from intermediate variables whose values are dynamically determined based on run-time script information. Additionally, you can format the spoken

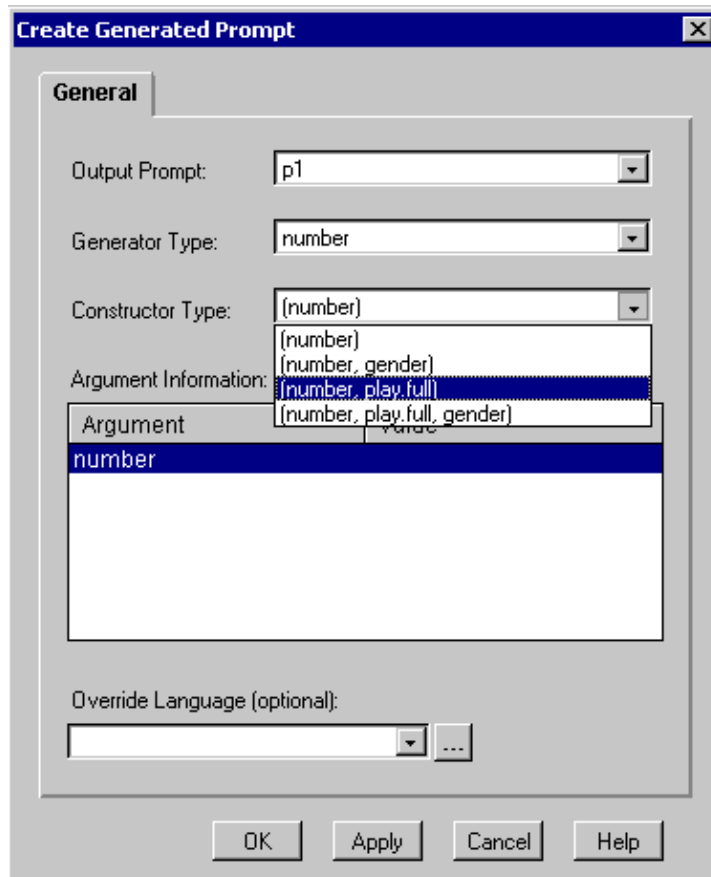
information into currency, telephone numbers, spelled, and many other formats. One of the supported generator types is the number generator type.

The number generator type has three parameters, namely, number, gender, and play.full.

The number is played in either full or brief format. The **play.full** parameter controls how the number plays. If this optional boolean argument is set to "true" or is omitted, the number is played in full format. For example, æ08 is played as Six Hundred and Eight . Otherwise, the number is played in brief format. For example, æ08 is played as Six O Eight .

In order to play the number in brief format, set the **play.full** parameter to "false" in the Create Generated Prompt dialog box (see Figure 1). If you do not configure this parameter, the default value is set to "true", which means the number is played in full format.

Figure 1 Set the Value for the play.full Parameter



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