

# Use Nuance ASR to Set Interdigit Timeout When You Collect Spoken Digit String

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## Introduction

This document describes how to set the interdigit timeout with the help of the Nuance Automatic Speech Recognition (ASR) to collect the spoken digit string in a Cisco IP Contact Center (IPCC) Express environment.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco CallManager
- Cisco IPCC Scripts
- Cisco Nuance ASR

### Components Used

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

- Cisco CallManager version 3.x and later
- Cisco IPCC Express Edition version 3.x and later

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.

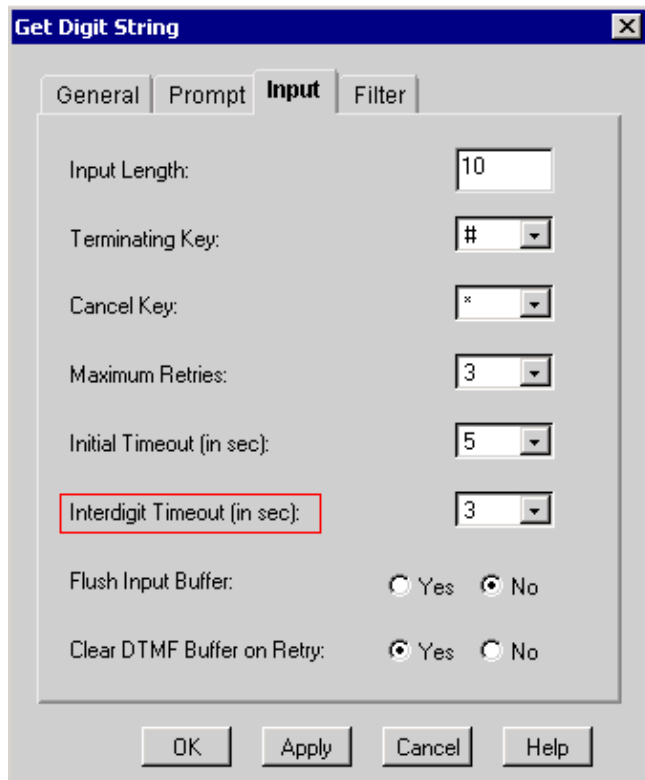
## Problem

You can use the **Get Digit String** step to capture either a Dial Tone Multi Frequency (DTMF) or a spoken

digit string from the caller in response to a prompt. You can use ASR to capture a spoken digit string.

The Interdigit Timeout (see Figure 1) applies to the DTMF digit string. However, the Interdigit Timeout does not apply to the ASR. For example, if a caller speaks the number quickly without a pause, the **Get Digit String** step fails to collect all the numbers, regardless of the value set in the Interdigit Timeout field.

**Figure 1 Get Digit String**



The screenshot shows the 'Get Digit String' dialog box with the 'Input' tab selected. The 'Interdigit Timeout (in sec):' field is highlighted with a red box and contains the value '3'. Other fields include 'Input Length' (10), 'Terminating Key' (#), 'Cancel Key' (\*), 'Maximum Retries' (3), 'Initial Timeout (in sec):' (5), 'Flush Input Buffer' (No), and 'Clear DTMF Buffer on Retry' (Yes). The dialog box has 'OK', 'Apply', 'Cancel', and 'Help' buttons at the bottom.

## Cause

This problem occurs due to a configuration issue. In order to fix the problem, you must create a file named **user.resources** in the C:\Program Files\wfaxvid\Grammars\system directory.

## Solution

Complete these steps:

1. Open a text editor (for example, notepad), and add these two lines:

```
ep.EndSeconds=0.5  
ep.WriteWaveforms=TRUE
```

`ep.EndSeconds` represents the amount of time to wait without noise before the system can assume that the speaker is done. This value is represented in seconds, and is 0.5 by default. After half a second of silence, the End Pointer considers the utterance is complete, and concludes the recognition. You can adjust this value to an appropriate number.

2. Name the file **user.resources**, and save the file.
3. Open a CRS AppAdmin session.
4. Select **Subsystems > Nuance ASR** (see Figure 2).
5. Click **Start Refresh Task Now**.

**Figure 2 Subsystems Nuance ASR**



6. Select **System > Engine**.
7. Click **Stop Engine**.
8. Click **Start Engine**.

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## Related Information

- **Technical Support & Documentation – Cisco Systems**

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