



## **Say It Smart Specifications for Cisco Unified Customer Voice Portal**

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*Say It Smart Specifications for Cisco Unified Customer Voice Portal*

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<b>PREFACE</b> .....	<b>VI</b>
PURPOSE .....	VI
AUDIENCE .....	VI
ORGANIZATION .....	VI
RELATED DOCUMENTATION .....	VII
CONVENTIONS .....	VIII
OBTAINING DOCUMENTATION .....	IX
<i>Cisco.com</i> .....	<i>ix</i>
<i>Product Documentation DVD</i> .....	<i>ix</i>
<i>Ordering Documentation</i> .....	<i>ix</i>
DOCUMENTATION FEEDBACK .....	IX
CISCO PRODUCT SECURITY OVERVIEW .....	IX
REPORTING SECURITY PROBLEMS IN CISCO PRODUCTS .....	X
PRODUCT ALERTS AND FIELD NOTICES .....	X
OBTAINING TECHNICAL ASSISTANCE .....	XI
<i>Cisco Support Website</i> .....	<i>xi</i>
<i>Submitting a Service Request</i> .....	<i>xi</i>
<i>Definitions of Service Request Severity</i> .....	<i>xii</i>
DEVELOPER SERVICES .....	XII
OBTAINING ADDITIONAL PUBLICATIONS AND INFORMATION .....	XIII
<b>INTRODUCTION</b> .....	<b>1</b>
<b>CREDIT CARD</b> .....	<b>4</b>
DESCRIPTION .....	4
INPUT FORMATS .....	4
OUTPUT FORMATS .....	4
FILESETS .....	5
AUDIO FILES .....	5
EXAMPLES .....	5
<b>CURRENCY</b> .....	<b>6</b>
DESCRIPTION .....	6
INPUT FORMATS .....	6
OUTPUT FORMATS .....	6
FILESETS .....	6
AUDIO FILES .....	7
<i>Standard Fileset</i> .....	7
<i>Enhanced Fileset</i> .....	7
EXAMPLES .....	7
<b>CUSTOM CONTENT</b> .....	<b>8</b>
DESCRIPTION .....	8
INPUT FORMATS .....	8
OUTPUT FORMATS .....	9
FILESETS .....	10
AUDIO FILES .....	10
EXAMPLES .....	10
<b>DATE</b> .....	<b>11</b>
DESCRIPTION .....	11
INPUT FORMATS .....	11
OUTPUT FORMATS .....	12

---

FILESETS.....	13
AUDIO FILES.....	14
<i>Standard Full Date</i> .....	14
<i>Enhanced Full Date</i> .....	14
<i>Month/Standard Year</i> .....	15
<i>Month/Enhanced Year</i> .....	15
<i>Month/Day</i> .....	15
<i>Month Only</i> .....	15
<i>Standard Year</i> .....	15
<i>Enhanced Year</i> .....	16
EXAMPLES.....	16
<b>DIGITS.....</b>	<b>17</b>
DESCRIPTION.....	17
INPUT FORMATS.....	17
OUTPUT FORMATS.....	17
FILESETS.....	17
AUDIO FILES.....	17
EXAMPLES.....	17
<b>FILENAME.....</b>	<b>18</b>
DESCRIPTION.....	18
INPUT FORMATS.....	18
OUTPUT FORMATS.....	18
FILESETS.....	18
AUDIO FILES.....	19
EXAMPLES.....	19
<b>NUMBER.....</b>	<b>20</b>
DESCRIPTION.....	20
INPUT FORMATS.....	20
OUTPUT FORMATS.....	20
FILESETS.....	20
AUDIO FILES.....	21
<i>Standard Fileset</i> .....	21
<i>Enhanced Fileset</i> .....	21
EXAMPLES.....	21
<b>PHONE.....</b>	<b>22</b>
DESCRIPTION.....	22
INPUT FORMATS.....	22
OUTPUT FORMATS.....	22
FILESETS.....	22
AUDIO FILES.....	23
EXAMPLES.....	23
<b>SOCIAL SECURITY.....</b>	<b>24</b>
DESCRIPTION.....	24
OUTPUT FORMATS.....	24
FILESETS.....	24
AUDIO FILES.....	24
EXAMPLES.....	25
<b>STRING.....</b>	<b>26</b>

---

---

DESCRIPTION .....	26
INPUT FORMATS .....	26
OUTPUT FORMATS .....	26
FILESETS .....	26
AUDIO FILES .....	27
EXAMPLES .....	27
<b>STATE .....</b>	<b>28</b>
DESCRIPTION .....	28
INPUT FORMATS .....	28
OUTPUT FORMATS .....	28
FILESETS .....	28
AUDIO FILES .....	28
<i>U.S. Territories</i> .....	28
<i>U.S States</i> .....	29
<i>Canadian Provinces / Territories</i> .....	29
EXAMPLES .....	29
<b>TIME .....</b>	<b>30</b>
DESCRIPTION .....	30
INPUT FORMATS .....	30
OUTPUT FORMATS .....	31
FILESETS .....	31
AUDIO FILES .....	32
<i>standard_time</i> .....	32
<i>enhanced_time</i> .....	32
<i>standard_special_12</i> .....	32
<i>enhanced_special_12</i> .....	32
<i>standard_period</i> .....	32
<i>enhanced_period</i> .....	32
EXAMPLES .....	33

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# Preface



## Purpose

This document provides specifications for the Say It Smart plugins included with Cisco Unified CVP VoiceXML Server.

## Audience

This document is intended for voice applications developers using Cisco Unified CVP VoiceXML Studio and VoiceXML Server.

## Organization

Chapter	Description
Introduction	Introduces Say It Smart plugins.
Credit Card	Describes the Credit Card Say It Smart plugin.
Currency	Describes the Currency Say It Smart plugin.
Custom Content	Describes the Custom Content Say It Smart plugin.
Date	Describes the Date Say It Smart plugin.
Digits	Describes the Digits Say It Smart plugin.
Filename	Describes the Filename Say It Smart plugin.
Number	Describes the Number Say It Smart plugin.
Phone	Describes the Phone Say It Smart plugin.
Social Security	Describes the Social Security Say It Smart plugin.
String	Describes the String Say It Smart plugin.
State	Describes the State Say It Smart plugin.
Time	Describes the Time Say It Smart plugin.

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## Related Documentation

*Planning Guide for Cisco Unified Customer Voice Portal* provides a product overview and describes how to plan a Unified CVP deployment.

*Installation and Upgrade Guide for Cisco Unified Customer Voice Portal* describes describes how to install Unified CVP software, perform initial configuration, and upgrade.

*Configuration and Administration Guide for Cisco Unified Customer Voice Portal* describes how to set up, run, and administer the Unified CVP product, including associated configuration.

*Operations Console Online Help for Cisco Unified Customer Voice Portal* describes how to use the Operations Console to configure Unified CVP solution components.

*Troubleshooting Guide for Cisco Unified Customer Voice Portal* describes how to isolate and solve problems in the Unified CVP solution.

*Reporting Guide for Cisco Unified Customer Voice Portal* describes the open database schema and how to use report templates to create reports.

*VoiceXML Server User Guide for Cisco Unified Customer Voice Portal* describes the Unified CVP VoiceXML software.

*VoiceXML Studio Online Help for Cisco Unified Customer Voice Portal* provides field-level descriptions of the functionality of Studio.

*VoiceXML Studio User Guide for Cisco Unified Customer Voice Portal* describes the functionality of Studio including creating projects, using the Studio environment, and deploying applications to the Unified CVP VoiceXML Server.

*Element Specifications for Cisco Unified Customer Voice Portal* provides specifications for the elements included with Cisco Unified CVP VoiceXML Server.

*Programming Guide for Cisco Unified Customer Voice Portal* describes how to build components that run on the Unified CVP VoiceXML Server.

*Javadocs for Cisco Unified Customer Voice Portal* are a group of HTML pages fully describing the entire Java application programming interfaces (APIs) to Unified CVP VoiceXML. Developers use Javadocs in conjunction with the Programming Guide to understand how to build custom components that run on the Unified CVP VoiceXML Server.

For additional information about Unified ICME, see the Cisco web site ([http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/sw/custcosw/ps1001/tsd_products_support_series_home.html)) listing Unified ICME documentation.

## Conventions

This manual uses the following conventions:

Convention	Description
<b>boldface font</b>	<p><b>Boldface</b> font is used to indicate commands, such as user entries, keys, buttons, and folder and submenu names. For example:</p> <p>Choose <b>Edit &gt; Find</b>.</p> <p>Click <b>Finish</b>.</p>
<i>italic font</i>	<p><i>Italic</i> font is used to indicate the following:</p> <p>To introduce a new term. Example: A <i>skill group</i> is a collection of agents who share similar skills.</p> <p>For emphasis. Example: <i>Do not</i> use the numerical naming convention.</p> <p>A syntax value that the user must replace. Example: IF (<i>condition, true-value, false-value</i>)</p> <p>A book title. Example: See the <i>Cisco CRS Installation Guide</i>.</p>
window font	<p>Window font, such as Courier, is used for the following:</p> <p>Text as it appears in code or that the window displays. Example: <code>&lt;html&gt;&lt;title&gt;Cisco Systems, Inc. &lt;/title&gt;&lt;/html&gt;</code></p>
< >	<p>Angle brackets are used to indicate the following:</p> <p>For arguments where the context does not allow italic, such as ASCII output.</p> <p>A character string that the user enters but that does not appear on the window such as a password.</p>



## Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. This section explains the product documentation resources that Cisco offers.

### *Cisco.com*

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

### *Product Documentation DVD*

The Product Documentation DVD is a library of technical product documentation on a portable medium. The DVD enables you to access installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the HTML documentation and some of the PDF files found on the Cisco website at this URL:

<http://www.cisco.com/univercd/home/home.htm>

The Product Documentation DVD is created and released regularly. DVDs are available singly or by subscription. Registered Cisco.com users can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

### *Ordering Documentation*

You must be a registered Cisco.com user to access Cisco Marketplace. Registered users may order Cisco documentation at the Product Documentation Store at this URL:

<http://www.cisco.com/go/marketplace/docstore>

If you do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

## Documentation Feedback

You can provide feedback about Cisco technical documentation on the Cisco Support site area by entering your comments in the feedback form available in every online document.

## Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

From this site, you will find information about how to do the following:

Report security vulnerabilities in Cisco products

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Obtain assistance with security incidents that involve Cisco products

Register to receive security information from Cisco

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

[http://www.cisco.com/en/US/products/products\\_psirt\\_rss\\_feed.html](http://www.cisco.com/en/US/products/products_psirt_rss_feed.html)

## Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

For emergencies only—[security-alert@cisco.com](mailto:security-alert@cisco.com)

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

For nonemergencies—[psirt@cisco.com](mailto:psirt@cisco.com)

In an emergency, you can also reach PSIRT by telephone:

1 877 228-7302

1 408 525-6532

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked encryption key or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

[http://www.cisco.com/en/US/products/products\\_security\\_vulnerability\\_policy.html](http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html)

The link on this page has the current PGP key ID in use.

If you do not have or use PGP, contact PSIRT to find other means of encrypting the data before sending any sensitive material.

## Product Alerts and Field Notices

Modifications to or updates about Cisco products are announced in Cisco Product Alerts and Cisco Field Notices. You can receive these announcements by using the Product Alert Tool on Cisco.com. This tool enables you to create a profile and choose those products for which you want to receive information.

To access the Product Alert Tool, you must be a registered Cisco.com user. Registered users can access the tool at this URL:

<http://tools.cisco.com/Support/PAT/do/ViewMyProfiles.do?local=en>

To register as a Cisco.com user, go to this URL:

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<http://tools.cisco.com/RPF/register/register.do>

## Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Support website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

### *Cisco Support Website*

The Cisco Support website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day at this URL:

<http://www.cisco.com/en/US/support/index.html>

Access to all tools on the Cisco Support website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Before you submit a request for service online or by phone, use the **Cisco Product Identification Tool** to locate your product serial number. You can access this tool from the Cisco Support website by clicking the **Get Tools & Resources** link, clicking the **All Tools (A-Z)** tab, and then choosing **Cisco Product Identification Tool** from the alphabetical list. This tool offers three search options: by product ID or model name; by tree view; or, for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

### Displaying and Searching on Cisco.com

If you suspect that the browser is not refreshing a web page, force the browser to update the web page by holding down the Ctrl key while pressing **F5**.

To find technical information, narrow your search to look in technical documentation, not the entire Cisco.com website. After using the Search box on the Cisco.com home page, click the **Advanced Search** link next to the Search box on the resulting page and then click the **Technical Support & Documentation** radio button.

To provide feedback about the Cisco.com website or a particular technical document, click **Contacts & Feedback** at the top of any Cisco.com web page.

### *Submitting a Service Request*

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411

Australia: 1 800 805 227

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

### *Definitions of Service Request Severity*

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—An existing network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of the network is impaired while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

## **Developer Services**

Questions and/or support issues related to such items as VoiceXML Studio scripting or ASR grammar ARE NOT covered by Cisco Technical Support.

**Note:** Cisco Technical Support is limited to standard Cisco product installation/configuration, and Cisco developed applications—it does not include services or support for items such as those just mentioned. A separate service agreement and subscription fee is required to participate in the Developer Services Program. For more details on how to subscribe, go to **Getting Started!** on the Developer Support Web site at <http://www.cisco.com/go/developersupport>.

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Developers using VoiceXML Studio scripts, ASR, and the like may be interested in joining the Cisco Developer Services Program. This fee-based subscription program was created to provide you with a consistent level of Services that you can depend on while leveraging Cisco interfaces in your development projects.

The Developer Services Program provides formalized services for Cisco Systems interfaces to enable developers, customers, and partners in the Cisco Technology Developer Program to accelerate their delivery of compatible solutions.

The Developer Services Engineers are an extension of the product technology engineering teams. They have direct access to the resources necessary to provide expert support in a timely manner. For additional information, refer to Frequently asked Questions about the Program and Support under **Q&A** on the Developer Support Web site at <http://www.cisco.com/go/developersupport>.

## Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

The Cisco Online Subscription Center is the website where you can sign up for a variety of Cisco e-mail newsletters and other communications. Create a profile and then select the subscriptions that you would like to receive. To visit the Cisco Online Subscription Center, go to this URL:

<http://www.cisco.com/offer/subscribe>

The *Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco channel product offerings. To order and find out more about the *Cisco Product Quick Reference Guide*, go to this URL:

<http://www.cisco.com/go/guide>

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<http://www.ciscopress.com>

*Internet Protocol Journal* is a quarterly journal published by Cisco for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

<http://www.cisco.com/ipj>

Networking products offered by Cisco, as well as customer support services, can be obtained at this URL:

<http://www.cisco.com/en/US/products/index.html>

Networking Professionals Connection is an interactive website where networking professionals share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:

<http://www.cisco.com/discuss/networking>

“What’s New in Cisco Documentation” is an online publication that provides information about the latest documentation releases for Cisco products. Updated monthly, this online publication is organized by product

category to direct you quickly to the documentation for your products. You can view the latest release of “What’s New in Cisco Documentation” at this URL:

<http://www.cisco.com/univercd/cc/td/doc/abtunicd/136957.htm>

World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

# Introduction

Say It Smart is a Cisco Unified CVP VoiceXML Server technology that handles the breakdown of formatted data into an array of audio files played one after the other to render the data in a manner understandable by a caller. While many Text To Speech (TTS) engines can perform a similar function, the power of Say It Smart is that it can handle the playback using pre-recorded audio. Each Say It Smart type lists the audio files required to fully render all the formatted data it can handle. The user need only record these files according to the guidelines specified below and Say It Smart does the rest.

Each Say It Smart type is handled by a separate plugin deployed on Cisco Unified CVP VoiceXML Studio and VoiceXML Server. Unified CVP includes many common types such as dates and times. Developers can produce their own plugins to either extend Unified CVP Say it Smart plugin functionality, or introduce new types.

The following defines the characteristics a Say It Smart plugin requires:

**Type.** A Say It Smart plugin is associated with a single type that defines on a high level what kind of data can be handled by the plugin. Numbers, dates, or currency values are examples of types.

**Input Format.** A Say It Smart plugin can have from one to many input formats that define how the data appears when it is sent to the plugin. These formats may reflect different ways that type can be represented. For example, a date may appear in MMDDYYYY format or YYYYMMDD.

**Output Format.** A Say It Smart plugin can have from one to many output formats that define how to express the data passed to the plugin. Output formats are dependent on input formats, once an input format is changed, the output formats available also change. Output formats can encapsulate differences in expression, such as reading back a value with pauses. They can also reflect language differences or even preferences in how to tailor the output. For example, a time may have an output format that reads 12:00 as “noon” or another that reads back the time in Spanish.

**Fileset.** A Say It Smart plugin can have from one to many filesets that list all the audio files required to render a particular output format. Filesets are dependent on output format, once an output format changes, the filesets available also change. Different filesets represent different combinations of files that will render the same data in the specified output format. The most common use of filesets is to use different groups of files to render the data so it sounds better by using more files, or using fewer files but with a more robotic sound. Another use for filesets would be to provide a different gender or playback speed. For example, a fileset may be introduced that reads back a number slowly for those applications where the audience requires it.

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**Audio Files.** Each Say It Smart plugin returns a list of audio files needed to render the data in the manner specified by the above criteria. The application designer is required to record all the audio files specified by the fileset(s) they intend on using, name the audio files appropriately, and place them in a centrally servable location. Some criteria on audio files are:

- All audio files must be given names listed in the specification (with the appropriate audio type extension). All Unified CVP Say It Smart plugins use filenames in lowercase and are named such that they can exist on any computing platform without naming issues (the names do not include spaces or unusual punctuation). Any naming inconsistencies will cause Unified CVP Say It Smart plugins to use TTS for those files.
- All audio files for a Say It Smart format must be of a single audio type. Mixing WAV and VOX files, for example, is not possible.
- Not all files listed need to be recorded. If the user is fairly sure some files will never be encountered, they can be left off. Unified CVP Say It Smart plugins use TTS as a backup so if a missing audio file is requested, it will simply be read as TTS. This may be a bit disconcerting to the caller but does not cause any issues for the application. For example, the Unified CVP Number Say It Smart plugin can handle numbers up to 999 trillion and the user may know that their application will not handle numbers larger than ten thousand so may choose not to record “million”, “billion”, or “trillion”.
- Many of the Unified CVP Say It Smart plugins use filesets whose contents include those audio files specified by the Unified CVP Number Say It Smart plugin. Recording the audio files to support Number will greatly reduce the number of files needed for other types.
- All audio files for a particular plugin must be stored within the same root directory. Unified CVP Say It Smart plugins require the audio files used by the plugin to reside in a single directory, though custom plugins can require subdirectories of this root directory.
- Audio files must be placed in a location made accessible via an HTTP request from the voice browser. Unlike the Unified CVP software itself, serving audio files does not require an application server, they can be served by any web server such as IIS or Apache.

Note that for types, input formats, output formats, and filesets, a plugin defines a name for each as well as a display name. The display name is used for readability purposes and is what Cisco Unified CVP VoiceXML Studio shows when a new Say It Smart audio item is configured. The actual name is used by Cisco Unified CVP VoiceXML Server and the developer when they build dynamic voice element configurations.

The Say It Smart plugins requiring the use of a pause produce VoiceXML using the <break> tag. Some voice browsers do not support this tag so Say It Smart playback normally including pauses on these browsers would hear no pauses.



This document presents full specifications for all Unified CVP Say It Smart plugin types, including all input formats, output formats, filesets, and audio files required. The display names of these are also provided.

## Credit Card

Name: creditCard  
 Display Name: Credit Card  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartCreditCard

### Description

This Say It Smart type handles the reading of a credit card number. Any 13, 14, 15, or 16 digit number will be handled. Many times, a credit card number may appear with dashes at certain places in the number. To avoid having to process the data before it is sent to the plugin, it will understand the credit card number with these optional dashes, though no punctuation other than dashes is allowed. The plugin reads the credit card number back digit-by-digit, inserting 150 millisecond pauses at certain places where the credit card number is normally divided.

The plugin Java class can easily be extended to create, in just a few lines of code, a new plugin performing the same function with a different pause length or additional formatting options.

### Input Formats

Name (Display Name)	Description
cc_number (13/14/15/16 Digit Number)	The data can be handled in any of the following formats: 16-digit cards (Visa, Mastercard, etc.): #####-#####-####-#### 15-digit cards (American Express): #####-#####-##### 14-digit cards (Diner's Club): #####-#####-#### 13-digit cards (Visa): #####-###-###-###

### Output Formats

Name (Display Name)	Input Format Depends On	Description
digits_with pauses (As digits w/ pauses)	cc_number	The credit card number is played back digit-by-digit with 150 millisecond pauses where the number is normally divided.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard (Standard (0-9))	digits_with_pauses	This fileset contains ten files: 0 through 9. It is the only fileset required.

## Audio Files

All audio files must be named as appears below. The names do not have an extension, the developer can choose whatever file type supported by their voice browser.

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

## Examples

Data:	1234-5678-9012-3456
Input Format:	cc_number
Output Format:	digits_with_pauses
Fileset:	standard
Playback:	"1" "2" "3" "4" <150ms pause> "5" "6" "7" "8" <150ms pause> "9" "0" "1" "2" <150ms pause> "3" "4" "5" "6"

Data:	111122222233333
Input Format:	cc_number
Output Format:	digits_with_pauses
Fileset:	standard
Playback:	"1" "1" "1" "1" <150ms pause> "2" "2" "2" "2" "2" "2" <150ms pause> "3" "3" "3" "3" "3"

# Currency

Name: currency  
 Display Name: Currency (\$)  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartCurrency

## Description

This Say It Smart type handles the reading of a currency value in dollars and cents. It only handles dollars and cents, so will work with U.S., Canadian, and other currencies using dollars and cents. The input data can optionally include a dollar sign (\$) and does not need to include a decimal point. The amount can be positive or negative, and can even contain an exponent. The amount can be up to \$999 trillion. The value is read normally, though if one component is zero, it will not be read. If the decimal contains more than two significant digits it will be rounded to the nearest cent.

This plugin uses the Unified CVP Number Say it Smart plugin to render the dollar and cent amounts. It uses the same audio files so if recording was done to support Number, those files can be leveraged to support Currency.

## Input Formats

Name (Display Name)	Description
standard (Standard Currency)	The data can appear as a standard number with or without a minus sign, decimal point, \$ sign, and even an exponent. No commas are allowed.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
dollars_cents (X dollars and Y cents)	standard	The dollar and cent amounts are read separately.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard (Standard)	dollars_cents	This fileset involves fewer audio files to render the currency amount but at the cost of sounding a bit robotic. This directly correlates to the Unified CVP Number Say it Smart plugin's standard fileset.
enhanced (Enhanced)	dollars_cents	This fileset involves more audio files to render a better sounding currency amount. This directly correlates to the Unified CVP Number Say It Smart plugin's enhanced fileset.

## Audio Files

All audio files must be named as appears below. The names do not have an extension, the developer can choose whatever file type supported by their voice browser.

### Standard Fileset

0	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90	negative	
hundred	thousand	million	billion	trillion	dollars	dollar	and	cents	cent

### Enhanced Fileset

0	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69
70	71	72	73	74	75	76	77	78	79
80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99
100	200	300	400	500	600	700	800	900	
1000	2000	3000	4000	5000	6000	7000	8000	9000	
negative	thousand	million	billion	trillion	dollars	dollar	and	cents	cent

## Examples

Data:	\$25052.085
Input Format:	standard
Output Format:	dollars_cents
Fileset:	enhanced
Playback:	“25” “thousand” “52” “dollars” “and” “9” “cents”
Data:	0.01
Input Format:	standard
Output Format:	dollars_cents
Fileset:	standard
Playback:	“1” “cent”

Data:	6.99E4
Input Format:	standard
Output Format:	dollars_cents
Fileset:	standard
Playback:	“60” “9” “thousand” “9” “hundred” “dollars”
Data:	-\$69900
Input Format:	standard
Output Format:	dollars_cents
Fileset:	enhanced
Playback:	“negative” “69” “thousand” “900” “dollars”

## Custom Content

Name: literal  
 Display Name: Custom Content  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartLiteral

### Description

This Say It Smart type was introduced to provide several helpful and time saving features to the application designer and developer:

Provide a way to allow a list of audio files (with TTS transcripts) of variable length to be played one after the other in one audio item.

Provide a more direct link to internal Java classes that may contain dynamic audio content as an alternative to creating dynamic voice element configurations.

Provide at least the same functionality as the now “deprecated” File and String Unified CVP Say It Smart types.

### Input Formats

Name (Display Name)	Description
simple (String (No Delimiters))	A text string that can represent a single filename or a single TTS string.
complex (FILE:::TTS   ...    FILE:TTS)	A text string that follows a specific format with delimiters in order to represent any number of audio files and TTS transcripts. An audio file is separated from its TTS transcript by three colons. Each audio file/TTS combination is separated from others by three pipes. Note that each component of the combination can be blank if no audio file or TTS content is necessary. The audio will be played in the order in which it appears in the string from left to right.
resultset (ResultSetList Object)	A Java <code>ResultSetList</code> object that has been created by the Unified CVP Database element as a result of a database query that is expected to contain audio information. The result must return two columns, the first being the audio file (or <code>null</code> if no audio file is needed) and the second column being the TTS transcript for the audio file (or <code>null</code> if there is no TTS transcript). There can be any number of rows. The audio will be played in the order in which it appears in the result set.

Name (Display Name)	Description
siscontent (SayItSmartContent Object)	Each Say It Smart plugin's Java code creates a <code>SayItSmartContent</code> object to represent audio content that is then passed to Cisco Unified CVP VoiceXML Server to render into VoiceXML. This input format accepts a developer-created object of this type and the plugin will pass this to VoiceXML Server without making any modifications. This object can contain any number of audio files, TTS transcripts, and pauses the developer desires.
array (String[] Object)	A <code>String</code> array that can contain either a list of audio filenames or TTS transcripts (it cannot contain a mixture of audio filenames and TTS transcripts). The audio will be played in the order it appears in the array.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
standard (Filename w/ TTS Backup)	complex resultset siscontent	This output format will produce output containing both audio files (if defined) and TTS transcripts (if defined), assuming that the TTS content may contain Speech Synthesis Markup Language (SSML). This adds some additional overhead so use the <code>standard_no_ssml</code> output format if it is known that the TTS transcripts do not contain SSML.
standard_no_ssml (Filename w/ TTS Backup (no SSML))	complex resultset siscontent	This output format will produce output containing both audio files (if defined) and TTS transcripts (if defined), assuming that the TTS content does not contain SSML. Assuming no SSML makes the process more efficient than keeping open the possibility that the TTS content may have SSML (as in the <code>standard</code> fileset).
tts (TTS Only)	simple complex resultset siscontent array	This output format will produce output containing only the TTS content of the data, even if it contains audio file content. For the <code>simple</code> and <code>array</code> input formats, this output format indicates that the data contains only TTS content. This output format assumes the TTS content may contain SSML. This adds some additional overhead so use the <code>tts_no_ssml</code> output format if it is known that the TTS content does not contain SSML.
tts_no_ssml (TTS Only (no SSML))	simple complex resultset siscontent array	This output format will produce output containing only the TTS content of the data, even if it contains audio file content. For the <code>simple</code> and <code>array</code> input formats, this output format indicates that the data contains only TTS content. Assuming no SSML makes the process more efficient than keeping open the possibility that the TTS content may have SSML (as in the <code>tts</code> fileset).
files	simple	This output format will produce output containing only

Name (Display Name)	Input Format Depends On	Description
(Filename(s) Only)	complex resultset siscontent array	the audio file content of the data, even if it contains TTS content. For the <code>simple</code> and <code>array</code> input formats, this output format indicates that the data contains audio files only.

## Filesets

Name (Display Name)	Output Format Depends On	Description
none (No Fileset)	standard standard_no_ssml tts tts_no_ssml files	This plugin allows the developer to specify any amount of audio files, the names of which are determined at runtime. As a result, there is no need for a fileset. Every Say It Smart plugin, though, requires at least one fileset, so this one is simply named “none”.

## Audio Files

None. The audio files will be determined by the application designer and developer.

## Examples

Data:	myGreeting.wav
Input Format:	simple
Output Format:	files
Fileset:	none
Playback:	myGreeting.wav (with no TTS backup)

Data:	This is some text to speech
Input Format:	simple
Output Format:	tts_no_ssml
Fileset:	none
Playback:	“This is some text to speech” (this is read as TTS)

Data:	a.wav:::backup for all b.wav:::backup for b
Input Format:	complex
Output Format:	standard_no_ssml
Fileset:	none
Playback:	a.wav (with TTS backup “backup for a”) b.wav (with TTS backup “backup for b”)

Data:	a.wav:::lll:::some <break size=”large”> tts
Input Format:	complex
Output Format:	standard
Fileset:	none
Playback:	a.wav (with no TTS backup) “some “ <large pause> “ tts” (no audio file played, SSML tags included in VoiceXML)

There are no examples of input formats that take Java objects as the data must be created by a developer in custom Java code.



## Date

Name: date  
 Display Name: Date  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartDate

### Description

This Say It Smart type handles the reading of a date or portions of a date. It handles many input formats for the date, some of which provide only a partial date. The plugin also supports the components of the date separated by forward slashes (/) and will require the use of this delimiter if any component of the date is expressed with one digit instead of two (for example, May 2 can be expressed as 0502 or 5/2 where the slash is required if any component is not padded with 0s). The date is read back in standard English fashion; the month name (rather than the number), the day, and the year. If only partial information is available, only that data will be read. The plugin will only read legitimate dates according to the standard Gregorian calendar and will throw an error if an incorrect date is given.

This plugin uses the Unified CVP Number Say it Smart plugin to render the year. It uses the same audio files so recordings done to support Number can be leveraged to support Date.

### Input Formats

All input formats with more than one date component can appear delimited with forward slashes.

Name (Display Name)	Description
mmddyyyy (MMDDYYYY)	The full date with the month, day, and four digit year. The data can be handled in any of the following formats: mmddyyyy, mm/dd/yyyy, m/dd/yyyy, mm/d/yyyy, or m/d/yyyy.
mmddy (MMDDYY)	The full date with the month, day, and two digit year. The data can be handled in any of the following formats: mmddy, mm/dd/yy, m/dd/yy, mm/d/yy, mm/dd/y, m/d/yy, m/dd/y, mm/d/y, or m/d/y.
ddmmyyyy (DDMMYYYY)	The full date with the day, month, and four digit year. The data can be handled in any of the following formats: ddmmyyyy, dd/mm/yyyy, d/mm/yyyy, dd/m/yyyy, or d/m/yyyy.
ddmmy (DDMMYY)	The full date with the day, month, and two digit year. The data can be handled in any of the following formats: ddmmy, dd/mm/yy, d/mm/yy, dd/m/yy, dd/mm/y, d/m/yy, d/mm/y, dd/m/y, or d/m/y.
yyyymmdd (YYYYMMDD)	The full date with the four digit year, month, and day. The data can be handled in any of the following formats: yyyymmdd, yyyy/mm/dd, yyyy/m/dd, yyyy/mm/d, or yyyy/m/d.
mmyyyy (MMYYYY)	The month and four digit year. The data can be handled in any of the following formats: mmyyyy, mm/yyyy, or m/yyyy.

Name (Display Name)	Description
mmyy (MMYY)	The month and two digit year. The data can be handled in any of the following formats: mmyy, mm/yy, m/yy, mm/y, or m/y.
mmdd (MMDD)	The month and day. The data can be handled in any of the following formats: mmdd, mm/dd, m/dd, mm/d, or m/d.
yyyy (YYYY)	The four digit year alone. The data can be handled in any of the following formats: yyyy.
ddmm (DDMM)	The day and month. The data can be handled in any of the following formats: ddmm, dd/mm, d/mm, dd/m, or d/m.
mm (MM)	The month alone. The data can be handled in any of the following formats: mm.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
date (The Date)	mmdyyy ddmmyyy yyyymmdd	For all input formats containing the full date, this output format plays the month name, day, and full four digit year.
date_19 (The Date w/ YY=19)	mmdyy ddmmyy	For all input formats containing the full date and a two digit year, this plays the month name, day, and year assuming it is in the 1900s.
date_20 (The Date w/ YY=20)	mmdyy ddmmyy	For all input formats containing the full date and a two digit year, this plays the month name, day, and year assuming it is in the 2000s.
month_year (Month/Year)	mmyyyy	Plays the month name and full four digit year.
month_year_19 (Month/Year w/ YY=19)	mmyy	Plays the month name and year assuming it is in the 1900s.
month_year_20 (Month/Year w/ YY=20)	mmyy	Plays the month name and year assuming it is in the 2000s.
month_day (Month/Day)	mmdd ddmm	Plays the month name and the day.
month (Month)	mm	Plays the month name only.
year (Year)	yyyy	Plays the full four digit year only.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard_date (Standard Full Date)	date date_19 date_20	This fileset contains all files needed to render the full date. It involves fewer audio files to render the year but at the cost of sounding a bit robotic. This directly correlates to the Unified CVP Number Say it Smart plugin's <i>standard</i> fileset.
enhanced_date (Enhanced Full Date)	date date_19 date_20	This fileset contains all files needed to render the full date. This fileset involves more audio files to render a better sounding year. This directly correlates to the Unified CVP Number Say It Smart plugin's <i>enhanced</i> fileset.
month_standard_year (Month/Standard Year)	month_year month_year_19 month_year_20	This fileset contains all files needed to render a month and a year. It involves fewer audio files to render the year but at the cost of sounding a bit robotic. This directly correlates to the Unified CVP Number Say it Smart plugin's <i>standard</i> fileset.
month_enhanced_year (Month/Enhanced Year)	month_year month_year_19 month_year_20	This fileset contains all files needed to render a month and a year. This fileset involves more audio files to render a better sounding year. This directly correlates to the Unified CVP Number Say It Smart plugin's <i>enhanced</i> fileset.
month_day (Month/Day)	month_day	This fileset contains all files needed to render a month and a day.
month (Month Only)	month	This fileset contains all files needed to render the month alone.
standard_year (Standard Year)	year	This fileset contains all files needed to render the year alone. It involves fewer audio files but at the cost of sounding a bit robotic. This directly correlates to the Unified CVP Number Say it Smart plugin's <i>standard</i> fileset.
enhanced_year (Enhanced Year)	year	This fileset contains all files needed to render the year alone. This fileset involves more audio files to render a better sounding year. This directly correlates to the Unified CVP Number Say It Smart plugin's <i>enhanced</i> fileset.

## Audio Files

All filesets including the month have a separate file for each month. All filesets with the day of the month will have a separate file for each day (“1st”, “2nd”, etc). Only those filesets containing the year have standard and enhanced versions that render the year with less files or more files respectively. The files required to render the year are almost the same as the Unified CVP Number Say it Smart plugin with the exception that numbers greater than 9999 are not necessary and zero is replaced with “oh”.

### *Standard Full Date*

january	february	march	april	may	june	july	august	september	october
november	december								
1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
11th	12th	13th	14th	15th	16th	17th	18th	19th	20th
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
31st									
oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90	hundred	thousand

### *Enhanced Full Date*

january	february	march	april	may	june	july	august	september	october
november	december								
1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
11th	12th	13th	14th	15th	16th	17th	18th	19th	20th
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
31st									
oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69
70	71	72	73	74	75	76	77	78	79
80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99
100	200	300	400	500	600	700	800	900	
1000	2000	3000	4000	5000	6000	7000	8000	9000	hundred

*Month/Standard Year*

january	february	march	april	may	june	july	august	september	october
november	december								
oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90	hundred	thousand

*Month/Enhanced Year*

january	february	march	april	may	june	july	august	september	october
november	december								
oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69
70	71	72	73	74	75	76	77	78	79
80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99
100	200	300	400	500	600	700	800	900	
1000	2000	3000	4000	5000	6000	7000	8000	9000	hundred

*Month/Day*

january	february	march	april	may	june	july	august	september	october
november	december								
1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th
11th	12th	13th	14th	15th	16th	17th	18th	19th	20th
21st	22nd	23rd	24th	25th	26th	27th	28th	29th	30th
31st									

*Month Only*

january	february	march	april	may	june	july	august	september	october
november	december								

*Standard Year*

oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90	hundred	thousand

*Enhanced Year*

oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69
70	71	72	73	74	75	76	77	78	79
80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99
100	200	300	400	500	600	700	800	900	
1000	2000	3000	4000	5000	6000	7000	8000	9000	hundred

**Examples**

Data:	02171971
Input Format:	mmddyyyy
Output Format:	date
Fileset:	standard_date
Playback:	“february” “17th” “19” “70” “1”

Data:	02/09/05
Input Format:	ddmmyy
Output Format:	date_19
Fileset:	enhanced_date
Playback:	“september” “2nd” “19” “oh” “5”

Data:	072003
Input Format:	mmyyyy
Output Format:	month_year
Fileset:	month_standard_year
Playback:	“july” “2” “thousand” “3”

Data:	2387
Input Format:	yyyy
Output Format:	year
Fileset:	enhanced_year
Playback:	“23” “87”

Data:	12
Input Format:	mm
Output Format:	month
Fileset:	month
Playback:	“december”

Data:	10/10
Input Format:	mmdd
Output Format:	month_day
Fileset:	month_day
Playback:	“october” “10th”

# Digits

Name: digits  
 Display Name: Digit-By-Digit  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartDigit

## Description

This Say It Smart type handles the reading of any number digit by digit. The number can be negative or positive and can also contain a decimal (though, unlike Number, exponents are not supported). Every character is read individually.

## Input Formats

Name (Display Name)	Description
number (Any Length Number)	This number can appear as any length whole or decimal number. If the number is negative, the minus sign must be the first character.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
digits (Digit-By-Digit)	number	The number can be played back in only one manner: digit by digit.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard (Standard)	digits	This single fileset contains all numbers from 0 to 9 as well as “point” and “negative”.

## Audio Files

0	1	2	3	4	5	6	7	8	9
negative	point								

## Examples

Data:	96.89
Input Format:	number
Output Format:	digits
Fileset:	standard
Playback:	”9” ”6” ”point” ”8” ”9”

Data:	-10
Input Format:	number
Output Format:	digits
Fileset:	standard
Playback:	“negative” “1” “0”

## Filename

Name: file  
 Display Name: Filename  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmart

## Description

This Say It Smart type handles the playback of an audio file whose name is passed as input to the plugin. In Cisco Unified CVP VoiceXML Studio, one can specify a file type to apply to all audio files listed by the Say It Smart type. Filename is no different, the file type extension specified in VoiceXML Studio will be appended to the filename passed to the plugin. If the data sent as input already has an extension, VoiceXML Studio file type should be blank. For a TTS backup, the plugin returns the name of the audio file since the transcript cannot be known in advance. When trying to use this type in TTS only mode, it returns a `null`.

**Important Note:** In Cisco Unified CVP VoiceXML Studio and VoiceXML Server substitution can be used within audio file names and TTS content, so one can do with substitution what this plugin does. Additionally, a new Say It Smart plugin type was introduced: Custom Content, that does what this plugin does and more (such as allowing for a TTS backup). As a result, this plugin should be considered “deprecated”. It is still included for backwards compatibility however eventually this plugin will no longer be included in Unified CVP updates and it is recommended to use one of the above solutions instead of using this plugin.

## Input Formats

Name (Display Name)	Description
string (A Filename)	Any string (the plugin does no filename validation).

## Output Formats

Name (Display Name)	Input Format Depends On	Description
audio (Audio File)	string	A single audio file whose name is passed to the plugin.

## Filesets

Name (Display Name)	Output Format Depends On	Description
none (No Fileset)	audio	The fileset contains only one file: the one to play.



## Audio Files

The only audio file needed is the audio file to play, which is determined dynamically.

## Examples

Data:	my file
Input Format:	string
Output Format:	audio
Fileset:	none
Playback:	[Assuming an extension of "ulaw" was given in VoiceXML Studio] "my file.ulaw"

Data:	audio_logo.wav
Input Format:	string
Output Format:	audio
Fileset:	none
Playback:	[Assuming an extension of "wav" was given in VoiceXML Studio] "audio_logo.wav.wav"

# Number

Name: `number`  
 Display Name: `Number`  
 Class Name: `com.audium.sayitsmart.plugins.AudiumSayItSmartNumber`

## Description

This Say It Smart type handles the reading of any number. The number can be negative or positive, contain a decimal, and can even contain an exponent. The whole part of the number is read normally and the decimal part of the number is read digit-by-digit. This plugin can handle numbers up to 999 trillion.

The number can be read back in a way that sounds somewhat robotic, though it uses a minimum number of audio files. The number can also be read back in a manner that sounds better to the caller but will require more files to do so. These differences are encapsulated in the Number type's two filesets: `standard` and `enhanced`. All Unified CVP Say It Smart plugins that have numerical components use the Number plugin to convert their numbers so those plugins will list these two filesets as well.

## Input Formats

Name (Display Name)	Description
<code>standard</code> (Standard)	This represents any number, negative or positive, with or without a decimal, and optionally containing an exponent. No commas are allowed.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
<code>standard</code> (Standard Number)	<code>standard</code>	The whole part of the number is read normally and the decimal is read digit-by-digit.
<code>no_trailing_0s</code> (Read w/ no Trailing 0s)	<code>standard</code>	The whole part of the number is read normally, the decimal is read digit-by-digit, omitting trailing zeros.

## Filesets

Name (Display Name)	Output Format Depends On	Description
<code>standard</code> (Standard)	<code>standard</code> <code>no_trailing_0s</code>	This fileset involves fewer audio files to render the number but at the cost of sounding a bit robotic.
<code>enhanced</code> (Enhanced)	<code>standard</code> <code>no_trailing_0s</code>	This fileset involves more audio files to render a better sounding number.

## Audio Files

### Standard Fileset

0	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90		
negative	point	hundred	thousand	million	billion	trillion			

### Enhanced Fileset

0	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69
70	71	72	73	74	75	76	77	78	79
80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99
100	200	300	400	500	600	700	800	900	
1000	2000	3000	4000	5000	6000	7000	8000	9000	
negative	point	thousand	million	billion	trillion				

## Examples

Data:	4836945.160
Input Format:	standard
Output Format:	standard
Fileset:	enhanced
Playback:	“4” “million” “800” “36” “thousand” “900” “45” “point” “1” “6” “0”

Data:	3.10
Input Format:	standard
Output Format:	no_trailing_0s
Fileset:	standard
Playback:	“3” “point” “1”

Data:	36.1234E2
Input Format:	standard
Output Format:	standard
Fileset:	standard
Playback:	“3” “thousand” “6” “hundred” “12” “point” “3” “4”

Data:	-3E-2
Input Format:	standard
Output Format:	standard
Fileset:	standard
Playback:	“negative” “0” “point” “0” “0” “3”

# Phone

Name: phone  
 Display Name: Phone Number  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartPhone

## Description

This Say It Smart type handles the reading of a 10 digit phone number. The number must have an area code and cannot be an 11-digit number starting with 1. Many times, a phone number may appear with various formatting. To avoid having to process the data before it is sent to the plugin, the plugin will understand the standard phone number formats. The phone number is read digit-by-digit, inserting 150 millisecond pauses after the area code and exchange.

The plugin Java class can easily be extended to create, in just a few lines of code, a new plugin performing the same function with a different pause length or additional formatting options.

## Input Formats

Name (Display Name)	Description
10_digit_whole_number (10 Digit Number)	The data can be handled in any of the following formats: #####, (###) ###-####, (###)###-####, ###-###-####, ###.###.####, (###)#####. Note the second format contains a space after the area code.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
digits_with_pauses (As Digits w/ Pauses)	10_digit_whole_number	The phone number is played back digit-by-digit with 150 millisecond pauses where the number is normally divided.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard (Standard (0-9))	digits_with_pauses	This fileset contains ten files: 0 through 9. It is the only fileset required.

## Audio Files

All audio files must be named as appears below. The names do not have an extension, the developer can choose whatever file type supported by their voice browser.

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

## Examples

Data:	(800) 555-1212
Input Format:	10_digit_whole_number
Output Format:	digits_with pauses
Fileset:	standard
Playback:	"8" "0" "0" <150ms pause> "5" "5" "5" <150ms pause> "1" "2" "1" "2"

Data:	1112223333
Input Format:	10_digit_whole_number
Output Format:	digits_with pauses
Fileset:	standard
Playback:	"1" "1" "1" <150ms pause> "2" "2" "2" <150ms pause> "3" "3" "3" "3"

## Social Security

Name: ssn  
 Display Name: Social Security Number  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartSocialSecurity

### Description

This Say It Smart type handles the reading of a 9-digit social security number. Many times, a social security number may appear with dashes after the third and fifth digits. To avoid having to process the data before it is sent to the plugin, it will understand the social security number with these optional dashes, though no punctuation other than dashes is allowed. It reads it back digit-by-digit, inserting 150 millisecond pauses after the third and fifth digits.

The plugin Java class can easily be extended to create, in just a few lines of code, a new plugin performing the same function with a different pause length or additional formatting options.

Name (Display Name)	Description
9_digit_whole_number (9 Digit Number)	The data can be handled in any of the following formats: #####, ###-##-####

### Output Formats

Name (Display Name)	Input Format Depends On	Description
digits_with_pauses (As Digits w/ Pauses)	9_digit_whole_number	The social security number is played back digit-by-digit with 150 millisecond pauses after the third and fifth digits.

### Filesets

Name (Display Name)	Output Format Depends On	Description
standard (Standard (0-9))	digits_with_pauses	This fileset contains ten files: 0 through 9. It is the only fileset required.

### Audio Files

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

## Examples

Data:	123-45-6789
Input Format:	9_digit_whole_number
Output Format:	digits_with_pauses
Fileset:	standard
Playback:	"1" "2" "3" <150ms pause> "4" "5" <150ms pause> "6" "7" "8" "9"

Data:	111223333
Input Format:	9_digit_whole_number
Output Format:	digits_with_pauses
Fileset:	standard
Playback:	"1" "1" "1" <150ms pause> "2" "2" <150ms pause> "3" "3" "3" "3"

# String

Name: string  
 Display Name: TTS String  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartString

## Description

This Say It Smart type plays back the data sent as input in Text To Speech (TTS). Even when the “Use Recorded Audio” checkbox is checked in Cisco Unified CVP VoiceXML Studio, the output will be a TTS string containing the passed data. The input data is unmodified unless it contains characters not allowed in XML and the TTS content is not contained within CDATA (this occurs only on some supported voice browsers). These characters will then be converted to their escaped equivalents (for example “<” is converted to “&lt;”).

**Important Note:** In Cisco Unified CVP VoiceXML Studio and VoiceXML Server substitution can be used within audio file names and TTS content, so one can do with substitution what this plugin does. Additionally, a new Say It Smart plugin type was introduced: Custom Content, that does what this plugin does and more. As a result, this plugin should be considered “deprecated”. It is still included for backwards compatibility however eventually this plugin will no longer be included in Unified CVP updates and it is recommended to use one of the above solutions instead of using this plugin.

## Input Formats

Name (Display Name)	Description
string (A String)	Any string. The string is modified only when the string contains characters illegal to XML and the TTS content is not placed inside CDATA.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
tts (The String in TTS)	string	The data will be read by the TTS engine.

## Filesets

Name (Display Name)	Output Format Depends On	Description
none (No Fileset)	audio	There is no fileset because this type will never involve the playing of pre-recorded audio files. Every Say It Smart plugin, though, requires at least one fileset, so this one is simply named “none”.



## Audio Files

None. The data will always be rendered in TTS.

## Examples

Data:	Today's bingo number is 28.
Input Format:	string
Output Format:	tts
Fileset:	none
Playback:	Today's bingo number is 28 (as TTS).

Data:	myfile.wav
Input Format:	string
Output Format:	tts
Fileset:	none
Playback:	myfile.wav (as TTS).

# State

Name: state  
 Display Name: U.S./Canada State  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartState

## Description

This Say It Smart type handles the reading of a U.S. or Canadian state, territory, or province. The data is passed as the two-letter abbreviation of the state and the plugin plays back the full name. Please see the Audio Files section to see a list of U.S and Canadian states, territories, and provinces. Note that when the VoiceXML is produced, the TTS transcript will be exactly the same as the audio filename except without any underscores.

## Input Formats

Name (Display Name)	Description
state_abbreviation (2-Character Abbreviation)	A two letter abbreviation of the state (case insensitive).

## Output Formats

Name (Display Name)	Input Format Depends On	Description
state_name (Full State Name)	state_abbreviation	An audio file playing the full state, territory, or province name.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard (Standard)	state_name	There is only one fileset: a separate audio file for each U.S. or Canadian state, territory or province.

## Audio Files

The filenames are as shown (no spaces in the names). The two-letter abbreviation for each state, territory, or province is listed in parentheses.

### *U.S. Territories*

american_samoa (AS)	federated_states_of_micronesia (FM)	guam (GU)
marshall_islands (MH)	northern_mariana_islands (MP)	puerto_rico (PR)
us_virgin_islands (VI)	palau (PW)	

*U.S States*

alabama (AL)	alaska (AK)	arizona (AZ)	arkansas (AR)
california (CA)	colorado (CO)	connecticut (CT)	delaware (DE)
district_of_columbia (DC)	florida (FL)	georgia (GA)	hawaii (HI)
idaho (ID)	illinois (IL)	indiana (IN)	iowa (IA)
kansas (KS)	kentucky (KY)	louisiana (LA)	maine (ME)
maryland (MD)	massachusetts (MA)	michigan (MI)	minnesota (MN)
mississippi (MS)	missouri (MO)	montana (MT)	nebraska (NE)
nevada (NV)	new_hampshire (NH)	new_jersey (NJ)	new_mexico (NM)
new_york (NY)	north_carolina (NC)	north_dakota (ND)	ohio (OH)
oklahoma (OK)	oregon (OR)	pennsylvania (PA)	rhode_island (RI)
south_carolina (SC)	south_dakota (SD)	tennessee (TN)	texas (TX)
utah (UT)	vermont (VT)	virginia (VA)	washington (WA)
west_virginia (WV)	wisconsin (WI)	wyoming (WY)	

*Canadian Provinces / Territories*

alberta (AB)	british_columbia (BC)	manitoba (MB)	new_brunswick (NB)
newfoundland (NL)	nova_scotia (NS)	northwest_territories (NT)	nunavut (NU)
ontario (ON)	prince_edward (PE)	quebec (QC)	saskatchewan (SK)
yukon (YT)			

**Examples**

Data:	nY
Input Format:	state_abbreviation
Output Format:	state_name
Fileset:	standard
Playback:	“new_york”

Data:	SK
Input Format:	state_abbreviation
Output Format:	state_name
Fileset:	standard
Playback:	“saskatchewan”

# Time

Name: time  
 Display Name: Time/Time Period  
 Class Name: com.audium.sayitsmart.plugins.AudiumSayItSmartTime

## Description

This Say It Smart type handles the playback of the time or a time period. Whether to play back the time or a time period is specified by an input format. The plugin also supports the different components of the time separated by colons (:) and will require the use of this delimiter if any component of the time is expressed with one digit instead of two (for example, 1:09 AM can be expressed as 0109 or 1:9 where the colon is required if any component is not padded with 0s). The time arrives in 24-hour military format and time periods arrive in combinations of hours, minutes, and seconds. The time is read back in standard English fashion; the hour, the minute, and either “A.M.” or “P.M.”. Time periods are read back with each component followed by a qualifier (“hours”, “minutes”, or “seconds”). The plugin will only read the time or time period if it is legitimate (the components are within the appropriate range).

This plugin uses the Unified CVP Number Say it Smart plugin to render each component of the time or time period. It uses the same audio files so recordings done to support Number can be leveraged to support Time.

## Input Formats

Name (Display Name)	Description
time_hhmm (24Hr Time (HHMM))	This input format is used to specify the time. It must arrive in 24-hour format with the hours from 00 to 23 and the minute from 00 to 59. The data can be handled in any of the following formats: hhmm, hh:mm, h:mm, hh:m, OR h:m.
period_hhmmss (Time Period (HHMMSS))	This input format is used to specify a time period including hours (from 00 to 99), minutes (from 00 to 59), and seconds (from 00 to 59). The data can be handled in any of the following formats: hhmmss OR hh:mm:ss.
period_hhmm (Time Period (HHMM))	This input format is used to specify a time period including hours (from 00 to 99) and minutes (from 00 to 59). The data can be handled in any of the following formats: hhmm OR hh:mm.
period_mmss (Time Period (MMSS))	This input format is used to specify a time period including minutes (from 00 to 99) and seconds (from 00 to 59). The data can be handled in any of the following formats: mmss OR mm:ss.

## Output Formats

Name (Display Name)	Input Format Depends On	Description
time (The Time)	time_hhmm	The time is read back with the hour (from 1 to 12) followed by the minute (from 0 to 59) followed by “A.M.” or “P.M.”. If the minute is zero, it will be omitted.
time_special_12 (The Time 12=Midnight/Noon)	time_hhmm	The time is read back exactly as above except that 00:00 is read as “midnight” and 12:00 is read as “noon”.
period (Time Period)	period_hhmmss period_hhmm period_mmss	The time period is read back with each component followed by the qualifier “hours”, “minutes”, or “seconds”. If one component is zero, it is omitted.

## Filesets

Name (Display Name)	Output Format Depends On	Description
standard_time (Standard Time)	time	This fileset involves fewer audio files to render the time but at the cost of sounding a bit robotic. This directly correlates to the Unified CVP Number Say it Smart plugin’s standard fileset.
enhanced_time (Enhanced Time)	time	This fileset involves more audio files to render a better sounding time. This directly correlates to the Unified CVP Number Say It Smart plugin’s enhanced fileset.
standard_special_12 (Standard Time + Noon/Midnight)	time_special_12	This fileset is exactly the same as standard_time except with two extra files; “noon” and “midnight”.
enhanced_special_12 (Enhanced Time + Noon/Midnight)	time_special_12	This fileset is exactly the same as enhanced_time except with two extra files; “noon” and “midnight”.
standard_period (Standard Time Period)	period	This fileset involves fewer audio files to render the time period but at the cost of sounding a bit robotic. This directly correlates to the Unified CVP Number Say it Smart plugin’s standard fileset.
enhanced_period (Enhanced Time Period)	period	This fileset involves more audio files to render a better sounding time period. This directly correlates to the Unified CVP Number Say It Smart plugin’s enhanced fileset.

## Audio Files

Note that when reading back a time, zeros are replaced by “oh”. for example, 13:05 is read back as “one oh five P.M.”. This is not the case for time periods.

### *standard\_time*

oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	am	pm				

### *enhanced\_time*

oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
am	pm								

### *standard\_special\_12*

oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	am	pm	noon	midnight		

### *enhanced\_special\_12*

oh	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
am	pm	noon	midnight						

### *standard\_period*

0	1	2	3	4	5	6	7	8	9
10	11	12	13	14	15	16	17	18	19
20	30	40	50	60	70	80	90		
hour	hours	minute	minutes	second	seconds				

### *enhanced\_period*

0	1	2	3	4	5	6	7	8	9
---	---	---	---	---	---	---	---	---	---

10	11	12	13	14	15	16	17	18	19
20	21	22	23	24	25	26	27	28	29
30	31	32	33	34	35	36	37	38	39
40	41	42	43	44	45	46	47	48	49
50	51	52	53	54	55	56	57	58	59
60	61	62	63	64	65	66	67	68	69
70	71	72	73	74	75	76	77	78	79
80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99
hour	hours	minute	minutes	second	seconds				

**Examples**

Data:	20:43
Input Format:	time_hhmm
Output Format:	time
Fileset:	standard_time
Playback:	“8” “40” “3” “pm”

Data:	20:43
Input Format:	time_hhmm
Output Format:	time
Fileset:	enhanced_time
Playback:	“8” “43” “pm”

Data:	0000
Input Format:	time_hhmm
Output Format:	time_special_12
Fileset:	standard_special_12
Playback:	“midnight”

Data:	02:00
Input Format:	time_hhmm
Output Format:	time_special_12
Fileset:	enhanced_special_12
Playback:	“2” “am”

Data:	12:09
Input Format:	time_hhmm
Output Format:	time
Fileset:	standard_time
Playback:	“12” “oh” “9” “pm”

Data:	810001
Input Format:	period_hhmmss
Output Format:	period
Fileset:	standard_period
Playback:	“80” “1” “hours” “1” “second”

Data:	0001
Input Format:	period_hhmm
Output Format:	period
Fileset:	standard_period
Playback:	“1” “minute”

Data:	99:59
Input Format:	period_mmss
Output Format:	period
Fileset:	enhanced_period
Playback:	“99” “minutes” “59” “seconds”

A

C

Audio files .....2

Credit Card (plugin) ..... 4  
Currency (plugin) ..... 6

Custom Content (plugin) .....8

**D**

Date (plugin).....11

Digits (plugin).....17

**F**

Fileset .....1

**I**

Input format .....1

**N**

Number (plugin) .....20

**O**

Output format ..... 1

**P**

Phone (plugin)..... 22

**S**

Social Security (plugin)..... 24

State (plugin)..... 28

String (plugin) ..... 26

**T**

Time (plugin) ..... 30

Type ..... 1