

Instructions for Configuring Speech Software for Cisco Unified Contact Center Express and Cisco Unified IP IVR 5.0

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Cisco® Unified Contact Center Express and Cisco Unified IP IVR 5.0 use the Media Resource Control Protocol (MRCP) to enable them to interoperate in a standardized way with speech vendors that implement MRCP. However, each vendor imposes its own variations within the limits of the standards. Therefore, specific vendor software may not interoperate with Cisco Unified Contact Center Express and Cisco Unified IP IVR 5.0 without additional configuration.

In addition, Cisco has validated only three speech products for this purpose so far: Nuance SpeechWorks MediaServer (SWMS), Nuance MRCP 1.0, and IBM WebSphere Voice Server.

Configuration

This bulletin describes the additional items that must be configured for each of the vendor's software after it is installed for it to interoperate with Cisco Unified Contact Center Express and Cisco Unified IP IVR 5.0. It is assumed that the software has been installed according to the vendor's instructions.

Nuance SWMS with Nuance OpenSpeech Recognizer and RealSpeak

Modify the SWMS server configuration file. The path name to the configuration file follows this format: C:\Program Files\SpeechWorks\MediaServer\Server\config\OSSserver.cfg.

Make the following modifications to the values of the specified keys as appropriate.

All configurations:

- Modify **server.transport.sessionTimeout** to **-1**.

Configurations with automated speech recognition (ASR):

- Modify **server.resource.2.url** to **/recognizer** and uncomment this line.
- Modify **server.ossrec.cache.maxNumber** so that it matches the number of Nuance OpenSpeech Recognizer (OSR) licenses and uncomment this line.
- Modify **server.session.ossrec.mrcp.startOfSpeechOnDTMF** to **0**.

Configurations with text-to-speech (TTS):

- Modify **server.resource.4.url** to **/synthesizer** and uncomment this line.
- Modify **server.realspeak4.cache.maxNumber** to match the number of Nuance RealSpeak licenses and uncomment this line.

After making these changes, you will need to restart the services as described in the vendor's documentation.

Nuance MRCP 1.0 with Nuance 8.5 Speech Recognition and Vocalizer

Configurations with ASR:

- No change is needed.

Configurations with TTS:

- Modify the Nuance startup file. The path name to the startup file follows this format:
C:\Nuance\V8.5.0\mrcp\watcher.startup.
- Make the following modifications as appropriate:
 - Add the parameter **tts.ResourceName=en-US-female** to the command line for the Nuance Vocalizer TTS process (for the U.S. English female voice, which is the default). Also remember to update this value appropriately for different voice packs; for example, for the Australian English male voice, set the parameter to **en-AU-male**.
 - If you are running two or more vocalizer TTS processes on the same machine, you must set **tts.Port** and **dictionary.Port** parameters for all except one TTS process. The default value for **tts.Port** is **32323**, and the value for **dictionary.Port** is **22552**. For every additional vocalizer process, this parameter needs to be explicitly set to a number other than the default.
- If you are using the default 2-port license included with the Nuance Vocalizer installation and have not purchased licenses, you need to make the following changes to enable TTS to work. This is usually the case if you are setting up TTS for demo or lab purposes. The Nuance startup file by default points to an invalid Nuance Vocalizer 4.0 license file. To correct it, modify the existing line for TTS nlm as follows:

From: nlm %MRCP%/voclicense.txt

To: nlm %VOCALIZER%/license.txt

After making these changes, you will need to restart the services as described in the vendor's documentation.

IBM WebSphere Voice Server

Configurations with ASR:

1. Stop IBM WebSphere Voice Server.
2. Choose Start > All Programs > IBM WebSphere > Application Server v5.1 > Administrator Console.
3. After logging in, you should see a page displaying voice servers. Select the desired server and click Stop.
4. Open a DOS window and browse to the folder C:\Program Files\WebSphere\VoiceServer\samples.
5. Type the following command at the DOS prompt (you may want to use cut and paste to minimize errors):
putParam com.ibm.voice.server.rtsbridge.recourl /recognizer true
6. Make sure there are no errors. Then restart IBM WebSphere Voice Server.
7. Launch IBM WebSphere Application Server V5 - server1 from the Services window.
8. Choose Start > All Programs > IBM WebSphere > Application Server v5.1 > Administrator Console.

- After logging in, you should see a page displaying voice servers. Make sure the status indicates "Started."

Configurations with TTS:

- Stop IBM WebSphere Voice Server.
- Choose Start > All Programs > IBM WebSphere > Application Server v5.1 > Administrator Console.
- After logging in, you should see a page displaying voice servers. Select the desired server and click Stop.
- Open a DOS window and browse to the folder C:\Program Files\WebSphere\VoiceServer\samples.
- Type the following command at the DOS prompt (you may want to use cut and paste to minimize errors):


```
putParam com.ibm.voice.server.rtsbridge.synthurl /synthesizer true
```
- Make sure there are no errors. Then** restart IBM WebSphere Voice Server.
- Launch IBM WebSphere Application Server V5 - server1 from the Services window.
- Choose Start > All Programs > IBM WebSphere > Application Server v5.1 > Administrator Console.
- After logging in, you should see a page displaying voice servers. Make sure the status indicates "Started."



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