

# Configure Different Supported Languages and Voice Names with Native Text-To-Speech inside WxCC SubFlow

## Contents

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[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Configure](#)

[Verify](#)

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## Introduction

This document describes the way to use different supported languages and voice names to play native Text-To-Speech (TTS) prompts inside the WxCC subflow.

## Prerequisites

### Requirements

There are no specific requirements for this document.

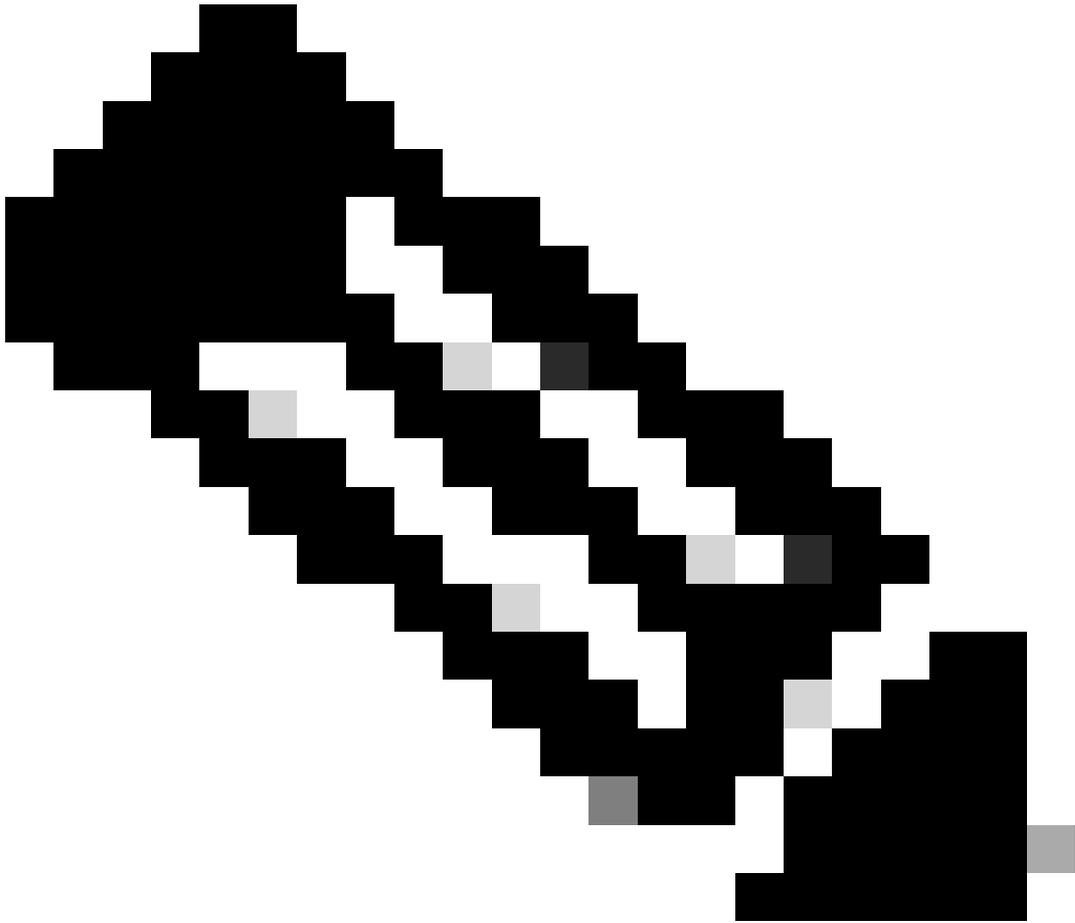
### Components Used

This document is not restricted to specific software and hardware versions.

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, ensure that you understand the potential impact of any command.

## Configure

**Step 1:** Navigate to any subflow and Click on "Create Subflows"

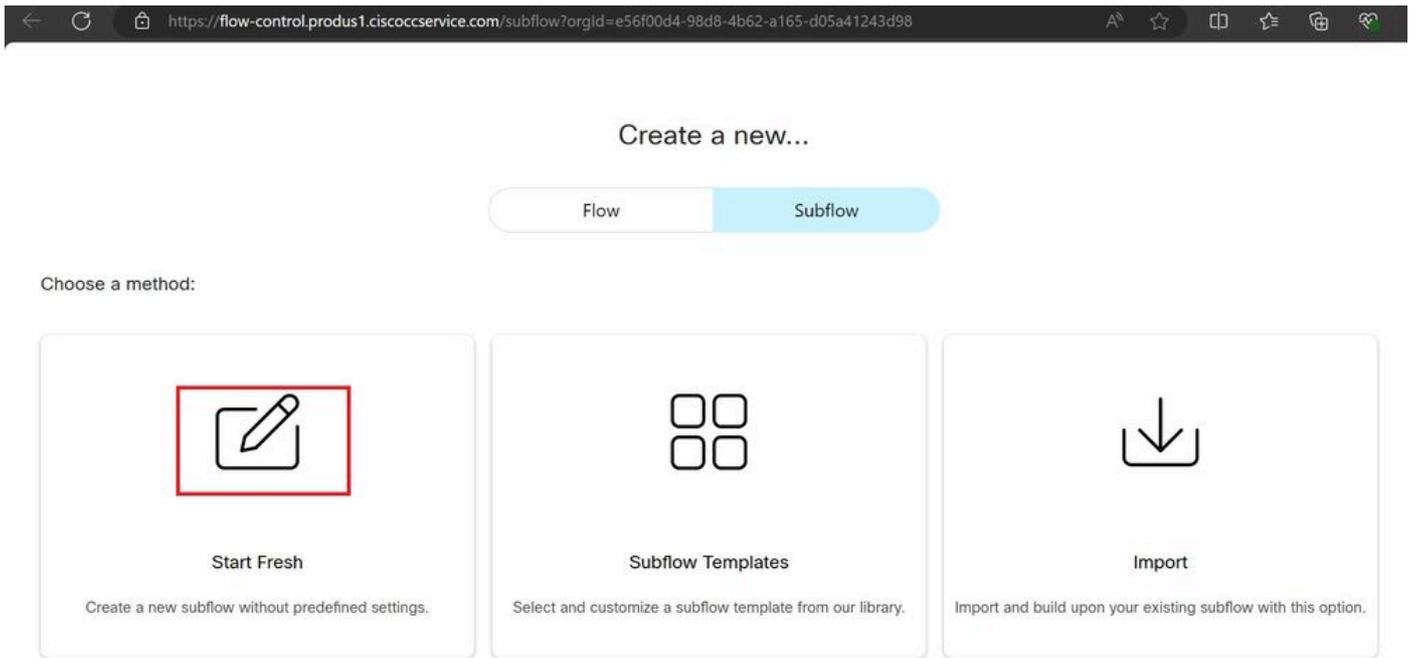


**Note:** Global variables such as "Global\_Language" & "Global\_VoiceName" variables wont be available inside the sub-flow.

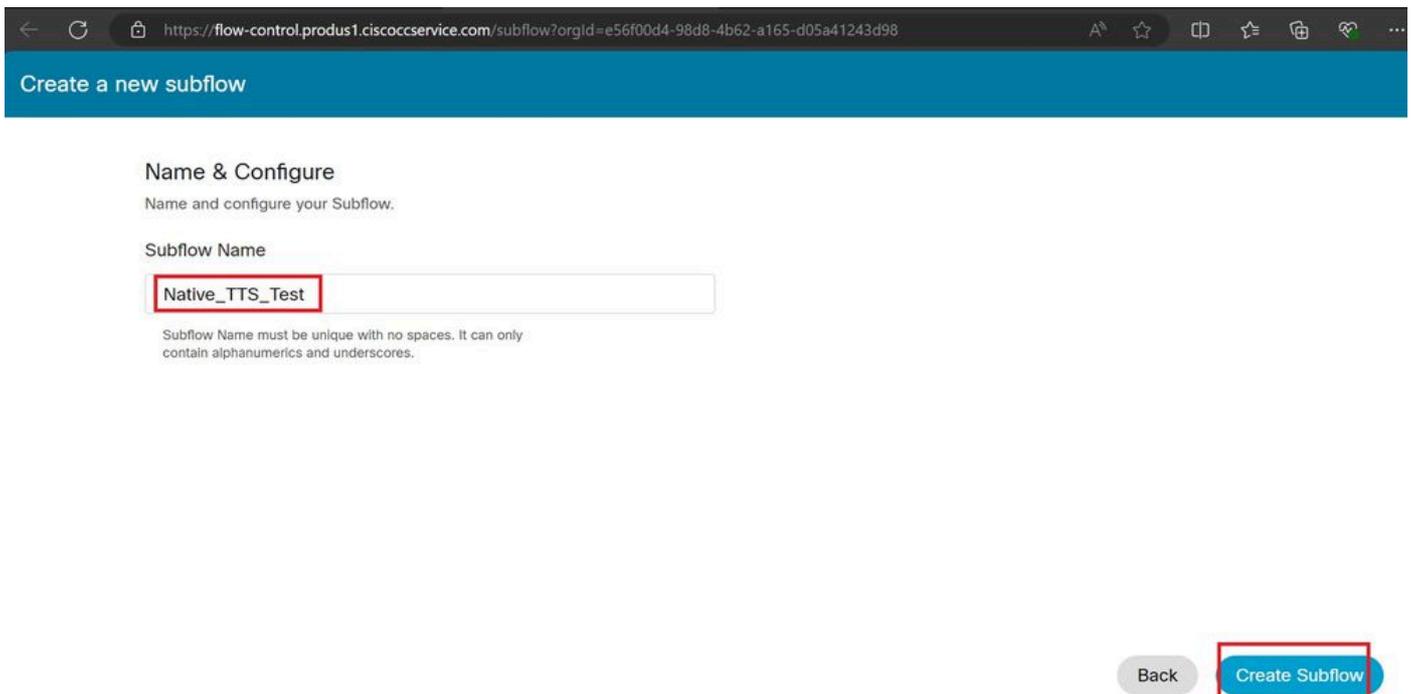
The screenshot shows the Webex Control Hub interface. The browser address bar displays <https://admin.webex.com/wxcc/customer-experience/routing-flows/sub-flows>. The page title is "webex Control Hub". The main content area is titled "Flows" and has three tabs: "Flows", "Subflows" (which is selected), and "Global Variables". Below the tabs, there is a search bar labeled "Search by name" and a filter button labeled "All". To the right of the filter, it says "9 Subflows". A "Manage Subflows" button is visible in the top right corner, with a dropdown menu open showing "Import Subflows" and "Create Subflows" (which is highlighted with a red box). Below this, a table lists subflows:

Sub flow	Description	Status	Last modified
Record_Message		Published	June 20, 2024 17:46 PM

Click on "Start Fresh" and "Create Subflows"



Provide a Name and Click on "Create Subflow":



**Step 2:** Create two local variables with the name of "Global\_Language" and "Global\_VoiceName" as per the screenshots:

Name

Global\_Language

Description

Variable Type

String



Variable Type cannot be edited once the variable is created.

Variable Usage



Input



Output

Default Value

Variable value cannot contain line breaks, tabs, slashes or double quotes. Alphanumerics, spaces and other characters are allowed. Expressions are also not supported in the default string value.

Name

Global\_VoiceName

Description

Variable Type

String



Variable Type cannot be edited once the variable is created.

Variable Usage



Input

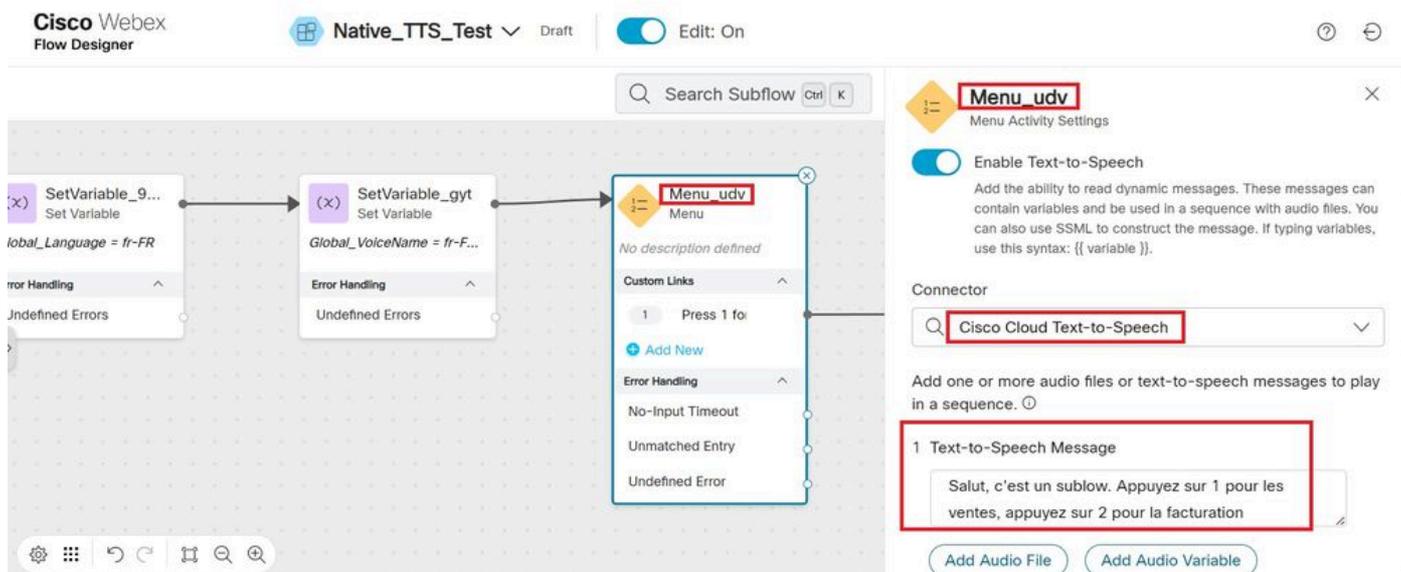
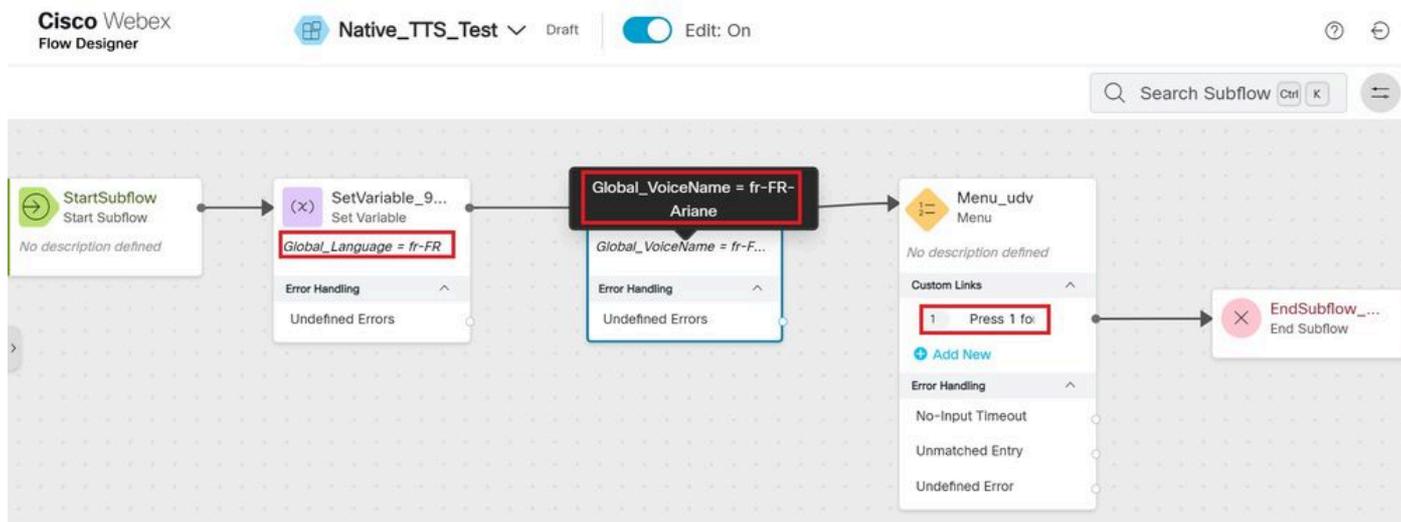


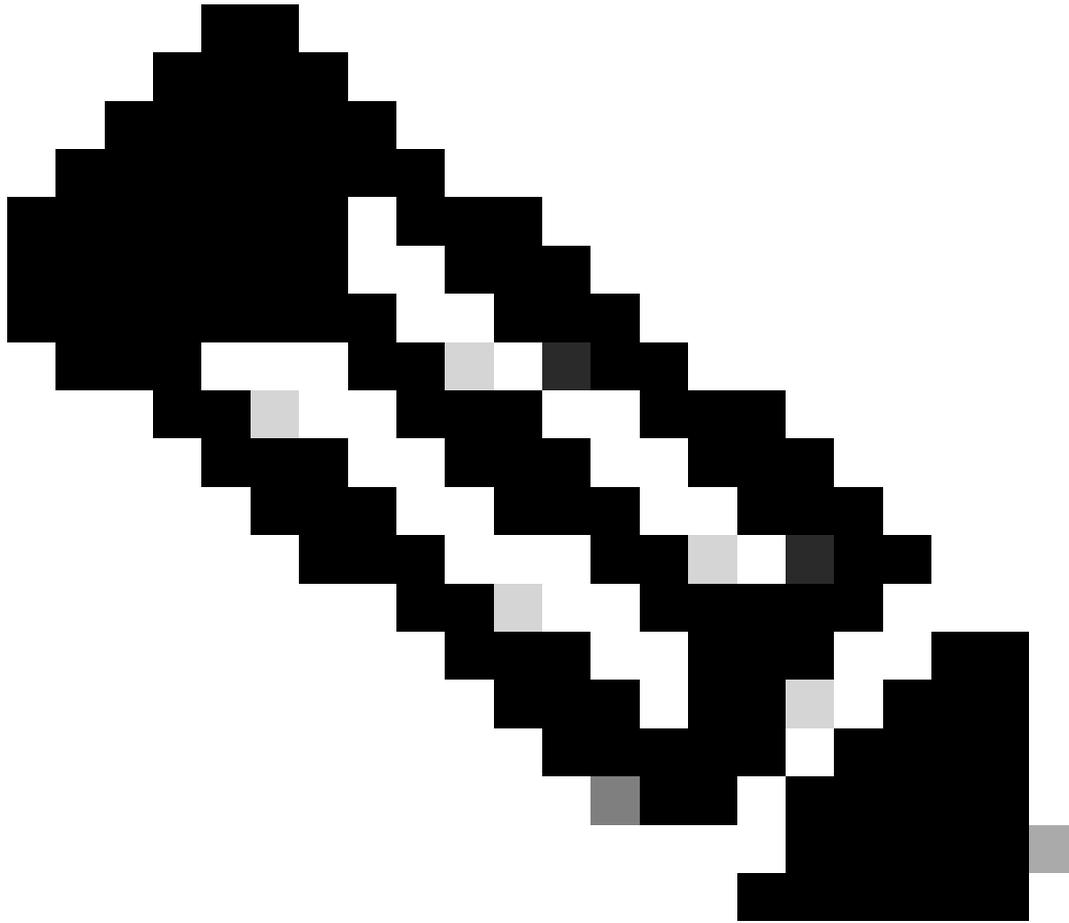
Output

Default Value

Variable value cannot contain line breaks, tabs, slashes or double quotes. Alphanumerics, spaces and other characters are allowed. Expressions are also not supported in the default string value.

**Step 3:** Add the Set Variable nodes with the newly created 2 local variables along with the MENU node with TTS prompts as mentioned:





**Note:** Users can choose any of the supported languages & voice names as mentioned in [here](#). In the example, French language and female voice has been chosen.

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## Verify

Place a call into the subflow to make sure the right language & voicename is being heard.