Cisco VVB Introduction

Cisco Virtualized Voice Browser (VVB) is designed to facilitate concurrent multimedia communication processing.

Cisco VVB has the following features:

• Facilitates self-service options such as access to check account information or user-directed call routing by processing user commands through touchtone input or speech-recognition technologies.

• Allows customers to retrieve the required information through voice commands without interacting with an agent, to navigate to the correct department, or to get help from an agent.

• Provides multilingual support for Cisco VVB server prompts for automated speech recognition (ASR) and text-to-speech (TTS) capabilities.

• Provides more comprehensive and effective customer service by efficiently handling call traffic with self-service or fast transfer to the correct agent the first time.

Cisco VVB Web Interfaces

You can use a web browser to administer Cisco VVB. Cisco VVB provides the following two web interfaces:

• **Cisco VVB Administration**—Use this web interface to configure system parameters, configure subsystems, view real-time reports that include total system activity and application statistics, and so on.

• **Cisco VVB Serviceability**—Use this web interface to view alarm and trace definitions for Cisco VVB services, start and stop engine, monitor engine activity, and so on.

Note

• If you are using Microsoft Internet Explorer or Mozilla Firefox, ensure that the popup blocker is disabled.

• Multiple Web sessions for same user are not supported.

Configure System Parameters

The initial system parameter configuration is part of the Setup Wizard procedure (during installation).

The following audio codecs are supported:

- G711A for A-law

- G711U for u-law

- G729

Note
- You can change the codec anytime after installation by navigating to **System** > **System Parameters**.

- Only one codec can be configured.

- G711 and G729 audio codecs with a sampling rate of 8K are supported.

- G729 is not supported for ASR and TTS integrations.

Pre-configured Cisco VVB Applications

The following applications are pre-configured on the Cisco VVB:

Script	Description	Pre-configured Dial Number
CVPComprehensive	Used for comprehensive calls.	7777777777*
Ringtone	Used for playing ringtone and whisper.	919191*
Error	Used for playing error tone.	929292*
VRUComprehensive	Used for VRU-only calls	Customer can configure the dial number.