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

Contents

Introduction

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

Prerequisites

Requirements

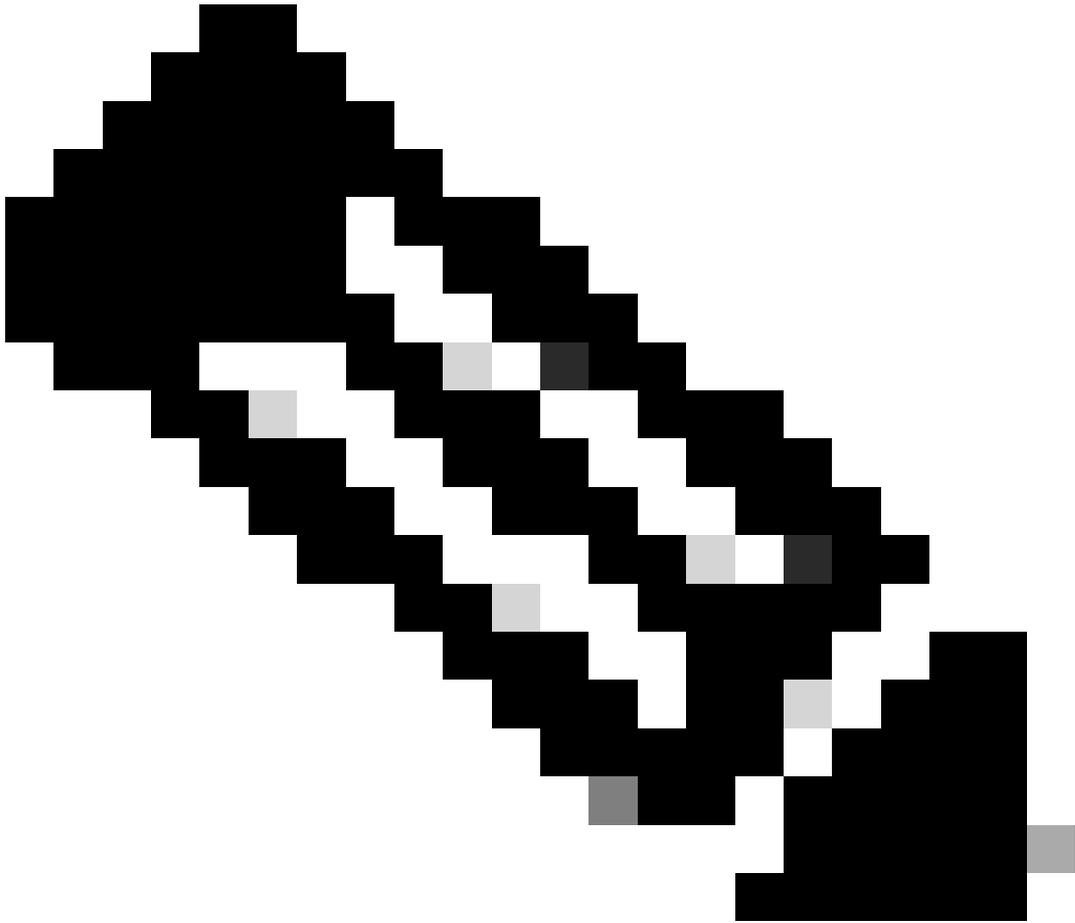There are no specific requirements for this document.

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

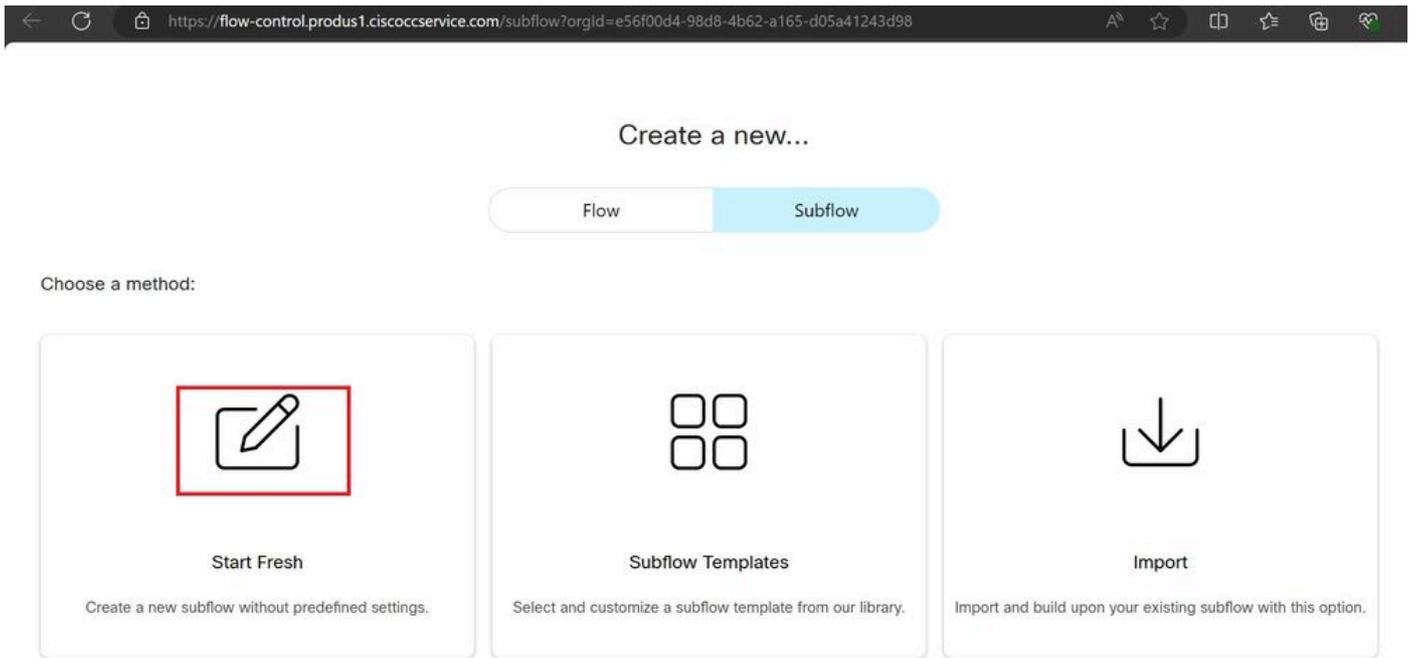**Step 1:** Navigate to any subflow and Click on "Create Subflows"

Note: Global variables such as "Global_Language" & "Global_VoiceName" variables wont be available inside the sub-flow.
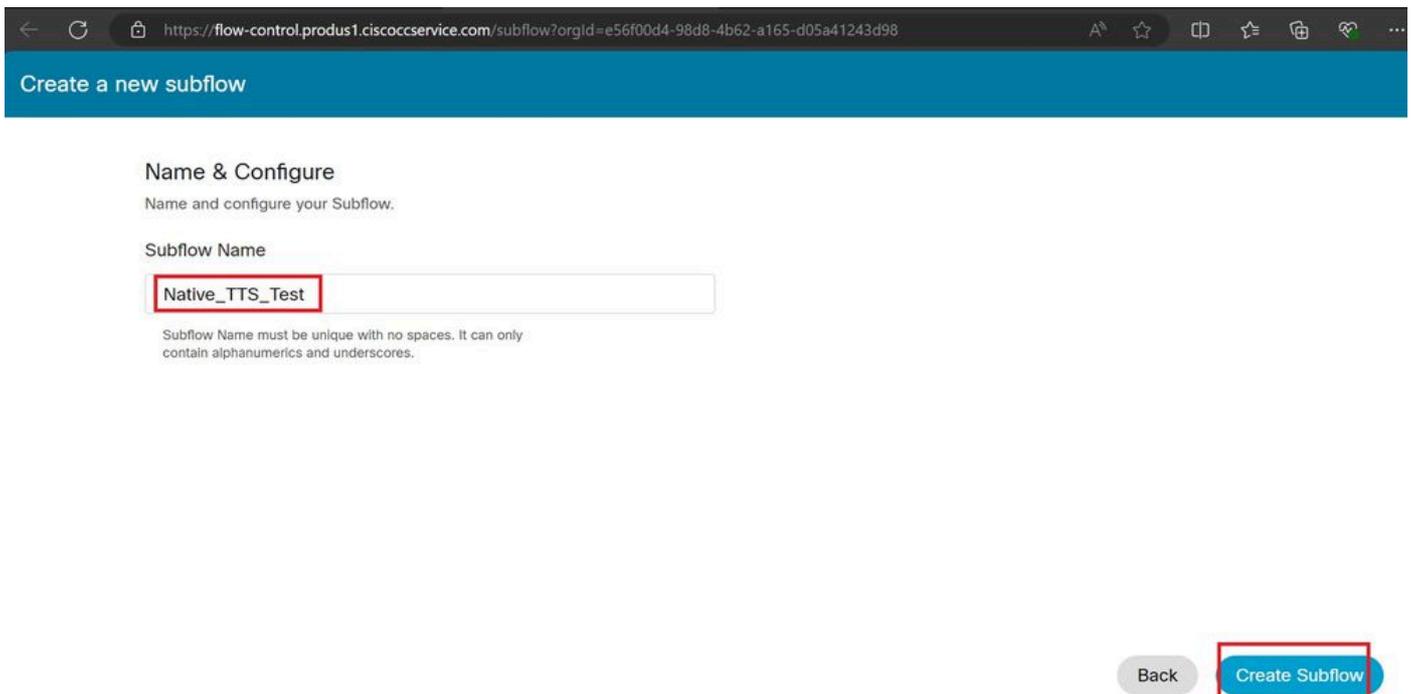
Click on "Start Fresh" and "Create Subflows"

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.
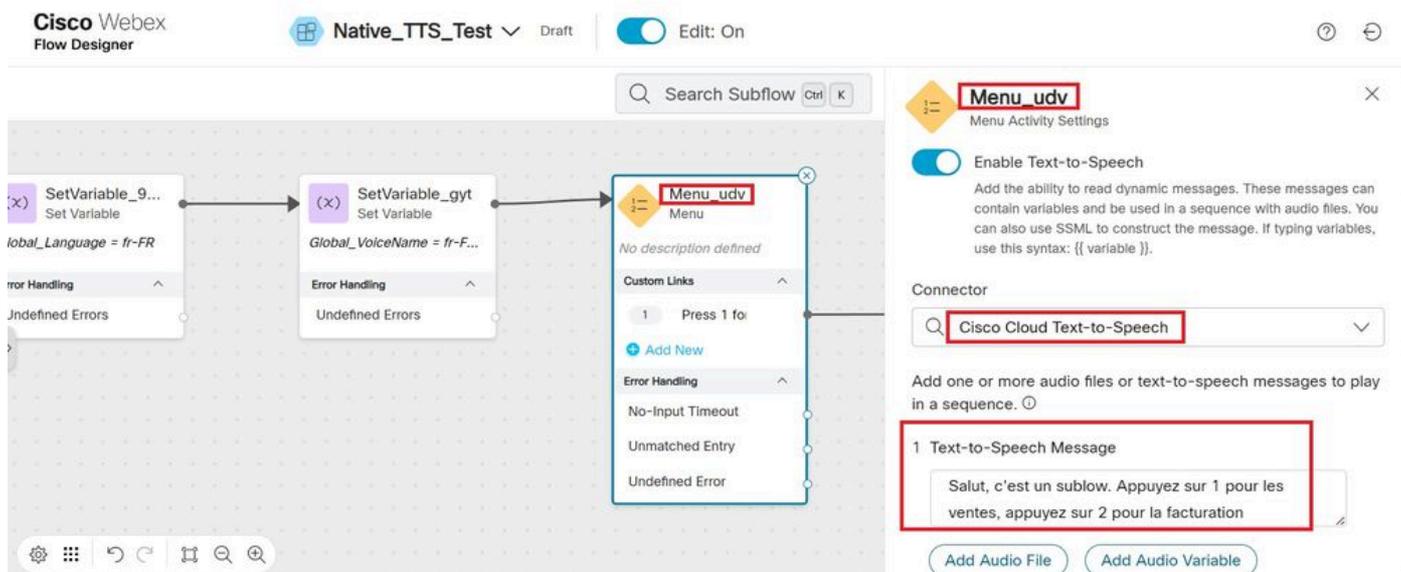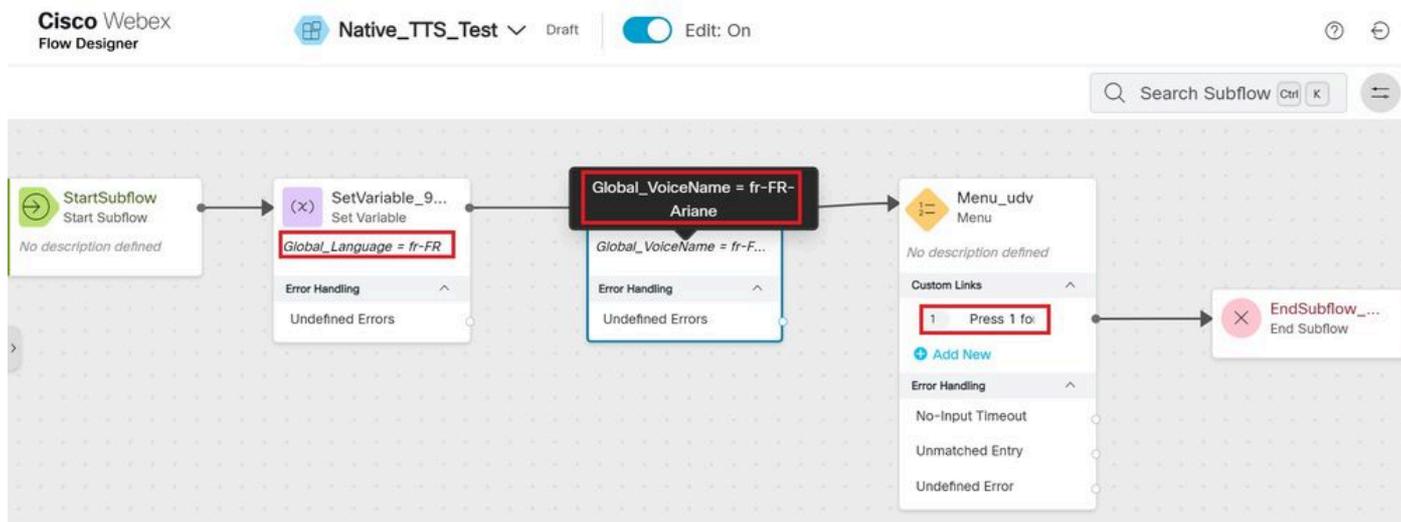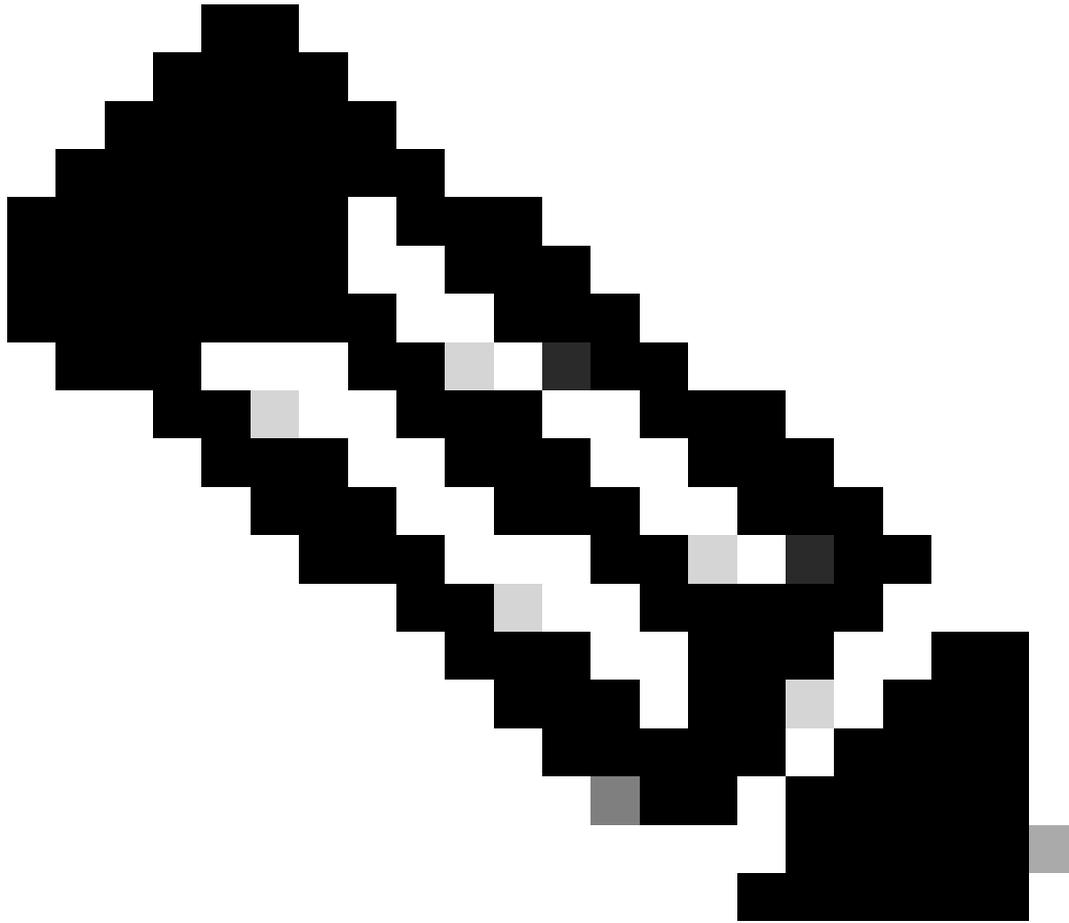
Variable Usage

🔵 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.

Verify

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