Nama = Muhammad Ammar Usman

Configure default Action settings

1. Expand the Settings area and click Actions

2. In the Default Action Settings design area, configure default settings for Collect Input:

   a. Set the Collect Input No Entry Timeout to 3 seconds

   b. Set the Collect Input Inter-Digit Timeout to 5 seconds
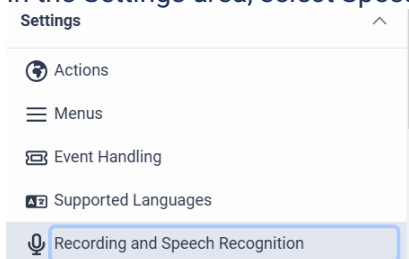

3. Set the Dial By Extension Inter-Digit Timeout to 3 seconds

Configure default Speech Recognition settings

1. In the Settings area, select Speech Recognition

2. Leave the General Speech Settings unchanged

3. In the Default Flow-Level Speech Settings, complete the following steps:

Minimum confidence level (0-100%) ⓘ

| 50 | |

Complete match timeout ⓘ

| 100 | | milliseconds ∨ |

Incomplete match timeout ⓘ

| 1500 | | milliseconds ∨ |

Maximum speech length ⓘ

| 20 | | seconds ∨ |

   a. Adjust the Minimum confidence level to 75. Architect accepts spoken words or phrases with a confidence score above or equal to 75%, and rejects words or phrase confidence scores below this threshold

Minimum confidence level (0-100%) ⓘ

| 75 | |

   b. Set the Complete match timeout to 3 seconds. Before presenting a positive match, Architect waits 3 seconds after callers provide a valid speech input and stop talking

Complete match timeout ⓘ

| 3 | | seconds ∨ |

   c. Set the Incomplete match timeout to 2 seconds. Before alerting the caller that it did not find a match, Architect waits 2 seconds after caller stops talking and when a verbal word or phrase is invalid

Incomplete match timeout ⓘ

| 2 | | seconds ∨ |

   d. Leave the default Maximum speech length unchanged

Maximum speech length ⓘ

| 20 | | seconds ∨ |

Configure defaultEventHandling settings

Genesys Cloud Animal Care wants calls to loop back to the Main Menu if Architect encounters an error within a flow. In the Settings area, click Event Handling and complete the following steps:

Settings ∧

🌐 Actions

☰ Menus

▣ **Event Handling**

🇦 Supported Languages

🎤 Recording and Speech Recognition

1. Add text-to-speech that asks callers to hold while you transfer the call to the main menu

Error Event ⌃

Pre-handling audio

🖥 please hold a while, we are transferring you ▶

2. Select Jump to Menu handling

Handling

Jump to Menu ⌄

3. Choose the Main Menu

Menu

Main menu ✕ ⌄ ⇥ +

Configure default Menu settings

Genesys Cloud Animal Care wants to configure the default behavior of menus. In the Settings area, click Menus and choose the following settings:

Settings ⌃

🌐 Actions

☰ Menus

🎫 Event Handling

🔤 Supported Languages

🎤 Recording and Speech Recognition

1. Replay the menu 2 times before passing control to the menu's default choice

Number of times to repeat menu ⓘ

2 ⌃⌄ 📄⌄

2. Wait 8 seconds for caller input before repeating the audio prompt

Menu selection timeout ⓘ

8 ⌃⌄ seconds ⌄

3. Leave the Listen for extension dialing setting unchanged

Listen for extension dialing ⓘ

⦿ True ◯ False

4. Set the Maximum delay for extension dialing to 1.5 seconds

Maximum delay for extension dialing ⓘ

1500 ⌃⌄ milliseconds ⌄

5. Save your work

💾 Save ⌄