

UCCX 9.0(2) with Nuance TTS - Realspeak



Partner [sethuramalingam](#) 74 posts since Apr 22, 2009

UCCX 9.0(2) with Nuance TTS - Realspeak Feb 21, 2014 3:26 AM

Use Case: We have an outbound agent less IVR campaign, upon positive voice detection, IVR need to play a combination of recorded prompt and a dynamic content like name of the customer using Nuance TTS - RealSpeak.

At present, when TTS Server becomes unavailable, we are handling the exception and playing a technical difficulty message to the caller. But from the caller perspective, this is little awkward as they starts to listen the half of the recorded prompt and then directly plays the technical difficulty message. Can we play back the entire concatenated prompt ***if and only if*** TTS server and service is available?

Is this possible to achieve?

Thanks!

-Sethu

Tags: [uccx](#), [crs](#), [nuance](#), [realspeak](#)



[txuan](#) 24 posts since Mar 17, 2011

Re: UCCX 9.0(2) with Nuance TTS - Realspeak Feb 26, 2014 12:53 AM

I'm not sure if UCCX could check TTS status in the script. Maybe you could try "onExceptionGoto" label.



[Samuel Womack](#) 31 posts since Mar 10, 2009

Re: UCCX 9.0(2) with Nuance TTS - Realspeak Mar 4, 2014 3:29 AM

You definitely can check "TTS" status (really MRCP/RTSP) using SOCKETS..think programming the Application to create a message like this:

```
telnet ip/hostname port_to_connect_to
(telnet TTSServer 4900)
```

in Java...here is a link to your answer..

[UCCX 9.0\(2\) with Nuance TTS - Realspeak](#)



[txuan](#) 24 posts since Mar 17, 2011

Re: UCCX 9.0(2) with Nuance TTS - Realspeak Mar 3, 2014 11:41 PM

in response to [Samuel Womack](#)

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OK. A custom Java class can be placed before the prompt, and checking the TTS availability. But be careful to use it, for the telnet may block the thread, when the destination is unavailable.



[Samuel Womack](#) 31 posts since Mar 10, 2009

Re: UCCX 9.0(2) with Nuance TTS - Realspeak Mar 4, 2014 6:36 AM

in response to [txuan](#)

txuan, the SocketAddress and Socket Class are not "Custom" Java Classes..they are part of the Standard Java Library; before the risky method is called a TRY/CATCH is placed before it:

```
try {  
    sock.connect(sockAddr, timeout)  
} catch (ConnectException ...)
```

The ultimate objective with this is to NOT crash the Thread with an Exception when the Destination is Unavailable..and testing it with a SOCK attempt is the most efficient means of doing this...



[txuan](#) 24 posts since Mar 17, 2011

Re: UCCX 9.0(2) with Nuance TTS - Realspeak Mar 4, 2014 8:09 PM

in response to [Samuel Womack](#)

Sure. That's what I meant "carefully" Timeout is required and exceptions must be caught.