



MEDIA OPS MANAGER

CUSTOMER GUIDE

Version 2.1



REVISION HISTORY		
Version	Date	Description
1.0	2022-09-26	Initial release.
1.1	2023-04-13	Update screenshots.
2.0	2023-06-14	Version released.
2.1	2024-03-04	Updated column definitions for prompt generation CSV.



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INTRODUCTION

The Five9 Media Ops Manager simplifies management of Five9 voice prompts from any Five9 domain in a unified web application interface. The user interface provides:

- Drag and drop bulk Five9 prompt upload
 - Automatically converts to Five9 supported codec (g711)
 - Many files can be selected at once for upload
 - Any area of the app that uploads to Five9 supports selection of language to upload prompt(s) to. All Five9 prompt languages are selectable.
- Bulk speech generation
 - Can enter file names and prompt verbiage in inline table, or drop in a CSV file
 - Can select from many TTS voices that span across many dialects. All google TTS Wavenet voices are available
 - Able to auto translate the entered text to the language based on selected voice talent's language code
 - Option to direct upload to Five9 – allowing direct generate -> upload flow
- Five9 domain prompt management
 - List of all prompts in a selected Five9 domain
 - Per record edit ability to preview, record over, or upload a prompt.

This document is a quick guide for implementing the Media Ops Manager.

USE CASE

The Five9 PS Media Ops Manager is used with the following use cases:

- Be able to generate text to speech for many prompts in bulk, and upload those prompts directly to Five9.
- Be able to automatically translate generated text to speech to some target language, and upload those prompts to Five9 as multilingual prompts for any supported Five9 language in bulk.
- Be able to record and upload audio to replace existing prompts in a Five9 domain.
- Be able to upload prerecorded prompt files in bulk directly to Five9 by name. The prompts should be added if they do not exist and replaced if they already exist.

OVERVIEW

A VCC user account on the engineer's domain will be provided access to the Media Ops Manager User Interface (UI) as a Custom Solutions Portal application.

Customers can use the Media Ops Manager Tool user interface to manage voice prompts in any Five9 domain, across any Five9 region.



PROVISIONING

You are free to use the Demo version of Media Manager to use the “Record and Upload” page of the application as long as you have a valid Five9 VCC account, but to use the application’s other features, Media Ops Manager must be provisioned for your domain.

There are (up to) two VCC accounts that are required to use the Media Ops Manager.

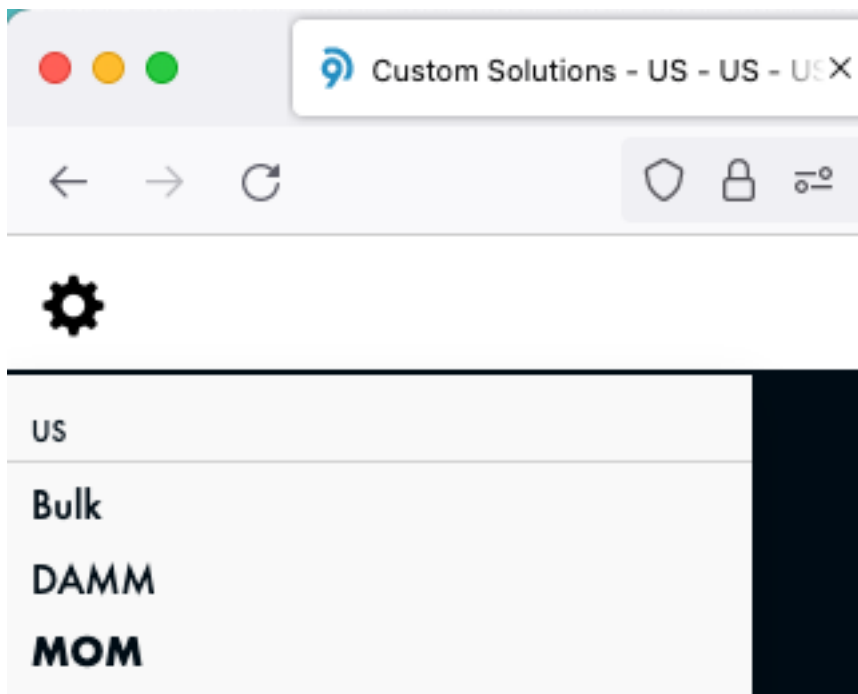
- 1) An account to log into the custom solutions portal <https://app.ps.five9.com/portal/>
- 2) An account with Admin API permissions to manage prompts in your domain

These can both be the same account, if preferred. Only #2 is required if you are only using Demo mode.

LOGGING IN

Navigate to <https://app.ps.five9.com/portal/> and use the same VCC username that you requested access for. This Custom Solutions Portal account uses whatever username and password is set for that user in your Five9 VCC.

Once you are authenticated, you should be able to select **MoM** from the dropdown menu.





GOOGLE SERVICE ACCOUNT (OPTIONAL)

A Google Service Account with appropriate permissions may optionally be provided to Five9 PS when provisioning Media Ops Manager, in the case that its preferred for Text-To-Speech API and cloud storage operations to be invoked by a specific GCP account.

If providing a GCP service account:

- The Storage, Text-to-Speech, and Translate Google APIs must be enabled.
- A Google Service Account should be created in your Google Project with permissions to those APIs.
 - We recommend using these Roles
 - Cloud Speech Client
 - Cloud Translation API User
 - Storage Object Creator
 - Storage Object Admin
- A Google Storage Bucket should be created, and the bucket name should be provided.
- A Key (Use JSON Credentials) should be created for the created Google Service Account to be used for MoM. The JSON Credentials file should be downloaded – it will be needed for provisioning MoM.

Work with your Five9 PS Engineer to ensure the correct Google Account information is provided for provisioning.

TERMINOLOGY

These words will be used commonly throughout the document.

MoM – Media Ops Manager

Prompt – A sound file that exists in Five9 containing spoken text. Five9 IVRs play prompts so that when callers dial in, they hear a spoken voice with instructions on how to reach an agent or perform some action.

USING THE MEDIA OPS MANAGER UI


Here are the pages available in the Media Ops Manager application. This section will cover the usage of these pages.






- Record and Upload
- Manage Media
- Generate Prompts
- Upload Prompts


MANAGING FIVE9 DOMAIN CREDENTIALS


All pages that need to authenticate with Five9 include a secure credential management component.









 ☒ Use Secured Credentials

 130    

 ☐ Use Secured Credentials

 Username





Domain Location  US  Sector  prod 




 Password 





Credentials can be added by clicking “use secured credentials,” then clicking the plus button

Add Domain Credentials

Please enter domain credentials with administrative access or select from existing credentials. The Five9 user must have "API" permissions.

Region  US  Sector  prod 

 Username  

 Password   

CANCEL **VERIFY CREDENTIALS**

You can select from any supported Five9 region. You will need to enter a VCC account that has full Admin API and Agent Web permissions. This is where you would enter your “Admin API” account as described in the “Provisioning” section of this document.

You can also delete previously saved credentials by selecting a credential and clicking the trash bin. This only deletes MoM’s reference to the credentials, it does **not** actually delete the account from the Five9 VCC.

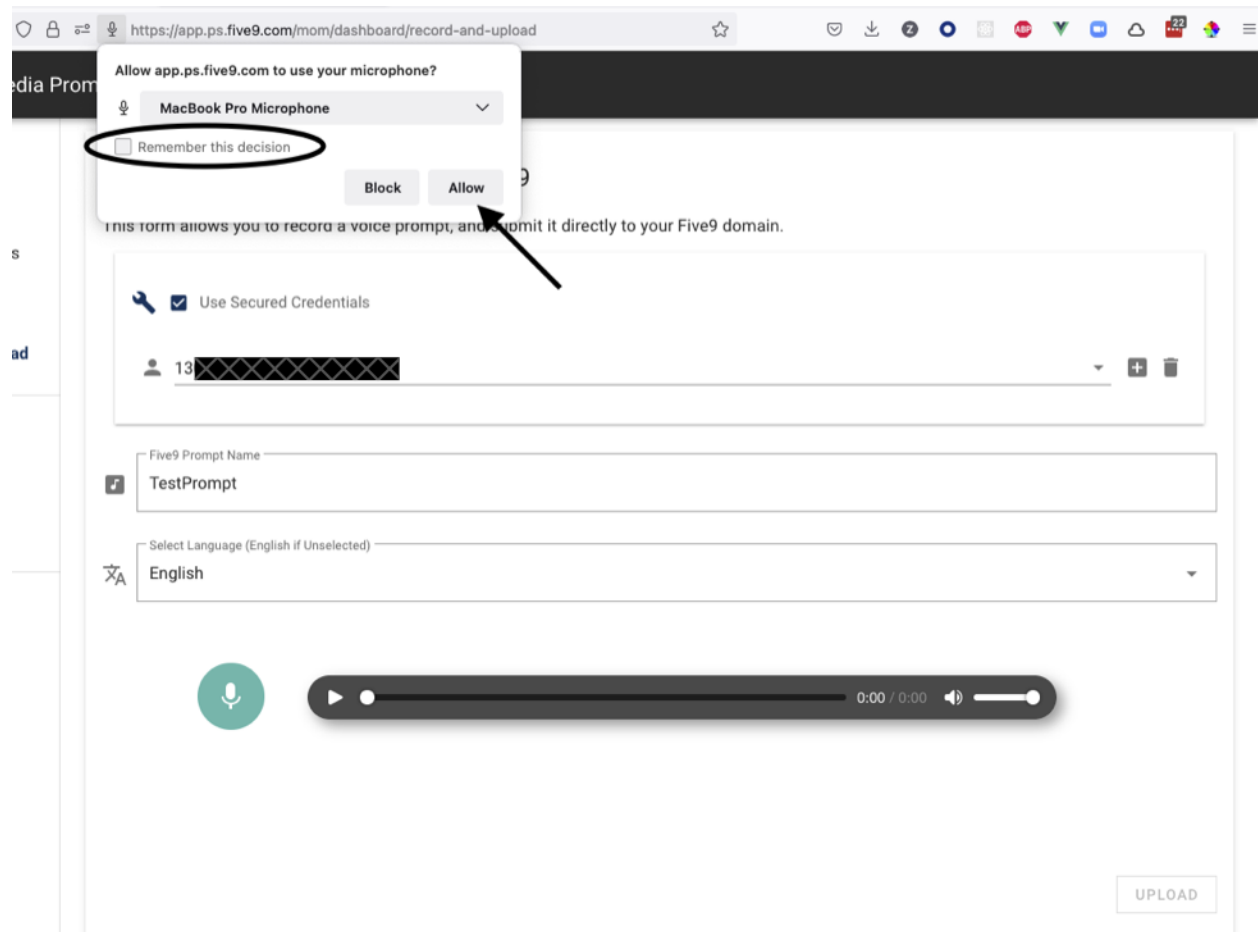


RECORD AND UPLOAD PAGE

NOTE: If using the Demo mode of the Media Ops Manager application, this is the only feature that is available for use.

The record and upload page offers a simple way to record a prompt from the browser, and upload it directly to Five9 for the selected language.

To get started, click the blue record icon. A browser popup will appear asking for permissions for the site to use your microphone to record. Just click “Allow” and optionally “Remember This Decision” if your browser offers it.



When you click the record button, it will turn red and you will see a live waveform of the audio. This indicates that the voice input is being recorded.



UPLOAD

To finish the recording and upload, press the recording icon again to stop. The icon will turn blue again. The “Upload” button should now be clickable.

Record and Upload Audio File To Five9

This form allows you to record a voice prompt, and submit it directly to your Five9 domain.

☒ Use Secured Credentials

13XXXXXXXXXXXX

Five9 Prompt Name
TestPrompt

Select Language (English if Unlabeled)
English

Upload Prompt

Are you sure you want to upload this prompt?
Doing so will replace any prompt that exists with the same name. Once the prompt is uploaded, the prompt will immediately be live in any IVR that is using that prompt.

NEVERMIND **AGREE**

0:00

UPLOAD

Make sure the Five9 Prompt Name entered matches what you want to replace in Five9, as the exact name will be used when uploading to Five9. The prompt will be instantly replaced and live after hitting Agree.




MANAGE MEDIA PAGE


INTERACTIVE PROMPT MANAGEMENT TABLE

The “Manage Media” page will allow you to list all prompts that exist in a Five9 domain and render those prompts in an interactive data table.


Manage Media

From this page, you can list out all the prompts that exist in a domain and either: preview them, replace them, or record over them. To get started, either use secured credentials or enter admin credentials for your domain.

☒ Use Secured Credentials



(Domain)

 **GENERATE PROMPTS TABLE**

From the table, you can preview what the existing prompts sound like, or record over and upload new prompts to replace the existing one. You can also update a prompt language, or record / upload a new prompt language for an existing prompt.

You can reach the record over dialog by pressing the REC icon on a record in the prompt table.

You can reach the upload over dialog by pressing the upload icon on a record in the prompt table.

You can preview a prompt by pressing the play button icon on a record in the prompt table.

You can change the language that you want to preview with the language selector in the “actions” column. Languages only appear selectable if the prompt has at least one language prompt.



Upload Prompts

From this page, you can upload prompts in bulk. Sound files will automatically be converted to the correct sound file format to be compatible with Five9.

 Five9 Prompt Name
MoMTranscribePleaseLeaveMessage

 Select Language (English if Unselected)
Arabic

Drag and Drop A File

Or Select A File

CLOSE

CLEAR


UPLOAD

Record and Upload Audio File To Five9

This form allows you to record a voice prompt, and submit it directly to your Five9 domain

 Five9 Prompt Name
MoMTranscribePleaseLeaveMessage

 Select Language (English if Unselected)
Arabic

 The language code has been changed to "ar". This will result in creation or modification of that language for this prompt.



CLOSE

UPLOAD



GENERATE PROMPTS PAGE

From the generate prompts page, you can generate text to speech for entered prompt text, and either download the resulting wav files or upload them directly to Five9.

The generate prompts page supports either:

- Inline table editing to define a prompt name (used as the five9 prompt name) and verbiage (spoken text)
- A dropped in CSV file that contains a file name, text and other fields specified in the CSV file format definition.

Generate Prompts

From this page, you can generate prompts using text to speech in bulk, and either download them or upload them directly to Five9. You can try out different voices by selecting a voice (optionally checking 'Autotranslate'), then pressing the play button next to the selected voice. You are free to change the text that is previewed by clicking the chat bubble.

To get started, either drag and drop a csv file into the dropzone, or check the "Use Table" box and type in the file name and verbiage in the table. If you are using a CSV, it should be in [THIS FORMAT](#)

Drag and Drop A File

Or Select A File

Five9 Language

🗣️

[Default]

▼

📋

Voice Talent

🗣️

en-US-Standard-A - N

▼

▶️

🔄

📋

Speaking Rate

⬅️

●

➡️

RESET

Defaults to 1.0 - higher is faster

🗣️

☐

Autotranslate

📊

☐

Use Table To Write Prompts

☁️

☐

Direct Upload To Five9

Note: There is a 5000 character limit on text verbiage per prompt. Also, there is a per-request upload limit of 100 prompts.

CLEAR

DOWNLOAD ▼

GENERATE

The "Language" selection is **only** used to determine the target language to upload to when performing a "Direct Upload To Five9"

The entered text can be entered pre-translated, in which case you should **uncheck** the "Autotranslate" checkbox.

The entered text can also be automatically translated to a target language, in which case you should **check** the "Autotranslate" checkbox. The language the text is translated to depends on the voice talent selected. The **language code in front of the voice talent name** will tell you what the translated language will be.

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You can also preview the voice talents by pressing the play button. You can press the chat bubble icon next to the play button to change the spoken text. Just select a different voice talent to hear a preview of that voice talent.

“Autotranslate” also applies to the voice preview, so if you want to hear the voice talent translated to the target language, you can do that as well.

“Speaking Rate” can be used to adjust how fast the voice talent talks in the generated speech. Higher is faster, lower is slower.

When using a CSV, if any values are left empty for voiceName or autoTranslate, the values that are selected on the form will be used as the default. If languageCode is ever left empty on the CSV, the [Default] language code will be used.

There is a copy button next to both the “Voice Talent” and “Five9 Language” selectors for convenience, which can be used to copy the exact value that should be placed in your CSV rows.

Note: There is a per-request upload limit of 100 prompts at a time.

CSV FILE FORMAT

An uploaded CSV file should be in this format:

name	text	description	voiceName	languageCode	autoTranslate
GreetingPrompt	Hello, thanks for calling xyz co support services.	Greeting prompt for system	en-US-Wavenet-C		false
TransferPrompt	We will now transfer your call.	Transfer prompt for system	en-US-Wavenet-C		false
TransferPrompt	We will now transfer your call.	Transfer prompt for system	es-ES-Neural2-B	es-MX	true

The CSV should follow RFC4180 standards - <https://www.ietf.org/rfc/rfc4180.txt> and should be UTF-8 encoded.

The CSV should use new line delimiters. It is recommended enclosing all field values in double quotes.



If multiple prompts are specified with the same name, but with different language codes, MoM makes sure to upload the [Default] language prompts first, followed by any other languages. This ensures that a base prompt will be present prior to the multi-lingual prompt being uploaded.

CSV COLUMN DEFINITIONS

For each row in your CSV file, a prompt will be generated. MoM uses these named columns to determine how to generate each prompt. The column names are case sensitive, as well as the values. A sample CSV can be downloaded by clicking “this format” on the Generate Prompts page.

Generate Prompts

From this page, you can generate prompts using text to speech in bulk, and either download them or upload them directly to Five9. You can try out different voices by selecting a voice (optionally checking 'Autotranslate'), then pressing the play button next to the selected voice. You are free to change the text that is previewed by clicking the chat bubble.

To get started, either drag and drop a csv file into the dropzone, or check the "Use Table" box and type in the file name and verbiage in the table. If you are using a CSV, it should be in [THIS FORMAT](#)

name	text	description	voiceName	languageCode	speakingRate	autoTranslate
SUBGreetingPrompt	Hello! This is the sub shop company. Please pick from one of the options.	Main greeting for the sub shop menu.	en-AU-Wavenet-C	en	1.0	false
SUBGoodbyePrompt	Thanks for calling, goodbye.	Farewell prompt for the sub shop menu.	fr-FR-Standard-A	fr	1.1	true

Description field is optional and will default to the prompt name.
Values set per row for voiceName, languageCode, speakingRate, and autoTranslate will override the values that are set on the web form.
To get the value of voiceName or languageCode for your CSV, simply press the next to the selector after selecting your desired language code or voice talent.

[SAMPLE](#)

name – The name of the prompt to generate and optionally upload. If uploading directly to Five9, the exact value will be used as the prompt name in the target domain.

text – The text to generate a prompt from. What the prompt will say.

description (optional) – The description value to use for the prompt if uploading directly to Five9.

voiceName (optional) – The TTS voice name to use when generating a prompt. All voice names can be previewed from the Generate Prompts page, and each voiceName value can be copied using the clipboard button next to the voice selector. Defaults to whatever value is selected on the Generate Prompt page when submitting the form.

languageCode (optional) – The Five9 language code to use. Only used if the “Direct Upload To Five9” checkbox is checked. Defaults to the special [Default] language code if the column exists in your CSV but the value is left empty. If a prompt does not yet exist, you would first need a base prompt with a [Default] language before



uploading using **languageCode**. If this column is omitted from your CSV file completely, then whatever language code is specified in the “Five9 Language” dropdown will be used to upload the prompt.

autoTranslate (optional) – Whether to automatically translate the contents of the **text** field to the language specified in the **voiceName** field’s native language code. Defaults to whatever value is selected on the Generate Prompt page when submitting the form.

USING THE INLINE TABLE

If you just have a few prompts you want to generate, the inline table can be used for convenience. Switch to the inline table view by checking the “Use Table To Write Prompts” box.

Generate Prompts

From this page, you can generate prompts using text to speech in bulk, and either download them or upload them directly to Five9. You can try out different voices by selecting a voice (optionally checking 'Autotranslate'), then pressing the play button next to the selected voice. You are free to change the text that is previewed by clicking the chat bubble.

To get started, either drag and drop a csv file into the dropzone, or check the "Use Table" box and type in the file name and verbiage in the table. If you are using a CSV, it should be in THIS FORMAT

Text To Speech Prompt Editor

Prompt Name ↑	Prompt Text	Actions
No data available		

RESETADD

Five9 Language
[Default]

Voice Talent
en-US-Standard-A - N

Speaking Rate
Defaults to 1.0 - higher is faster

☐ Autotranslate

☒ Use Table To Write Prompts

☐ Direct Upload To Five9

Note: There is a 5000 character limit on text verbiage per prompt. Also, there is a per-request upload limit of 100 prompts.

CLEARDOWNLOAD ▾GENERATE

From this view, you can click “Add” to add a new prompt. Just type the name and verbiage, and click save. Note that the prompt name is the exact name of the prompt that will be replaced or added when using “Direct Upload To Five9”

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TTS Prompt

Prompt Name
Hi There

Prompt Verbiage
Hello, welcome!

Prompt Description (Defaults to Name)

CANCEL SAVE

DIRECT UPLOAD TO FIVE9

Check the “Direct Upload To Five9” option, select the Five9 credentials to use, and then click “Generate and Upload”.

Note: When using generate and upload, you will get a confirmation box. If you hit yes, the prompts will **immediately** be added / updated and be live in Five9. So, be cautious when replacing prompts in production systems.



Generated prompts successfully. Now Working on uploading your prompts to Five9. You can now also download the generated prompts.

Generate Prompts

From this page, you can generate prompts using text to speech in bulk, and either download them or upload them directly to Five9. You can try out different voices by selecting a voice (optionally checking 'Autotranslate'), then pressing the play button next to the selected voice. You are free to change the text that is previewed by clicking the chat bubble.

To get started, either drag and drop a csv file into the dropzone, or check the "Use Table" box and type in the file name and verbiage in the table. If you are using a CSV, it should be in [THIS FORMAT](#)

Text To Speech Prompt Editor

Prompt Name ↑	Prompt Text	Actions
MoM Demo 1	MoM can be used to quickly generate prompts and upload them to Five9!	
MoM Demo 2	You can upload directly to Five9 using the "Direct Upload To Five9" button, so that prompts are generated, converted, and uploaded in bulk all in one shot.	

[RESET](#)[ADD](#)

Five9 Language
[Default]

Voice Talent
en-US-Waven

Speaking Rate [RESET](#)
Defaults to 1.0 - higher is faster

Autotranslate

Use Table To Write Prompts

Direct Upload To Five9

Use Secured Credentials

130507-apips-zach-sherbondy (Domain 130507)

Note: There is a 5000 character limit on text verbiage per prompt. Also, there is a per-request upload limit of 100 prompts.

[CLEAR](#)[DOWNLOAD](#)[GENERATE AND UPLOAD](#)

Momentarily, you should see the prompts show up in Five9.

Here are some guidelines around how the direct upload feature interacts with Five9 prompts

- Prompts that already exist in the target Five9 domain with the same name as prompts you have provided will be **replaced**



- Prompts that do not already exist in the target Five9 domain will be created.
- Prompts uploaded in a new language for an existing named prompt will **have the language added as a new multilingual prompt**
- Prompts uploaded in an existing language for an existing named prompt will **have the existing language prompt replaced**
- Prompts uploaded in a language other than English where an English base prompt does not already exist **will have an English base prompt created, then the multilingual prompt will be added to that base prompt**

DOWNLOAD GENERATED PROMPTS

After the “Generate” or “Generate and Upload” have been performed, you can download:

1. A zip file containing all the prompts wavs that were generated.
2. A prompt definition CSV that lists each prompt and its verbiage. Includes auto-translated verbiage.
 - a. This is very helpful for determining what your input text was translated to

Text To Speech Prompt Editor

Prompt Name ↑	Prompt Text	Actions
WhatBearsBest	Incorrect, the answer is black bear.	
WhatBearsBest2	Bears eat beats. Black bears eat beats. Bears. Beats. Battlestar Galactica.	

RESET **ADD**

Five9 Language (Defaults to English)
en-US - English (US) X

Voice Talent
en-US-Wavenet-C ▶ ↺

Speaking Rate **RESET**
Defaults to 1.0 - higher is faster

☒ Autotranslate

☒ Use Table To Write Prompts

☒ Direct Upload To Five9

☒ Use Secured Credentials

Zach (Domain 130507) +

Note: There is a 5000 character limit on text verbiage per prompt.

CLEAR **DOWNLOAD** **GENERATE AND UPLOAD**

- Prompt Wav Files
- Defintion CSV

TIP – GENERATE AND UPLOAD MANY LANGUAGE SETS QUICKLY

If you need to generate the same exact text in several languages:



- Prepare a CSV file ahead of time with file names and verbiages
- Check the "Autotranslate" checkbox
- Direct to Five9, select credentials, upload
- Repeat the process after selecting a second voice talent as many times as needed to get the prompts in each desired language

This will result in all the prompts existing for each language you moved through as multilingual prompts in Five9.

TROUBLESHOOTING AND SUPPORT

For support, please email cases@five9.com with as much detail as you can provide about the issue you are experiencing.