MEDIA OPS MANAGER

IMPLEMENTATION GUIDE

Version 2.2

REVISION HISTORY		
Version	Date	Description
1.1	2023-04-13	Update screenshots.
2.0	2023-06-14	New version released.
2.1	2024-03-04	New version released.
2.2	2025-01-07	Updated service request template.
	2025-01-17	Updated portal registration link.

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.

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

Customers can request access to Media Ops Manager via a PS SoW request.

IMPLEMENTATION

Before submitting an Asset Provisioning Request, ensure that you have the following:

- A Five9 VCC account which has a minimum role of Agent with the "User can Access Web Client" permission. This account will be used for PS Custom Solutions Portal access. If the customer already has a designated PS Custom Solutions Portal account, that account can be used. If provisioning for a customer, the account must be on the customer's domain.
- A Five9 VCC account with a minimum role of Admin with "User can use Administrator Services" permission. This account will be used to operate against domain prompts in Media Ops Manager. If desired, this can be the same account as the PS Custom Solutions Portal account. If provisioning for a customer, the account must be on the customer's domain.
- A GCP service account credentials JSON file (OPTIONAL).
- Login at least once to VCC using the new user account so that the security settings are set for each account.

REGISTER YOUR PS PORTAL USER

The VCC account you've setup will first be registered with the PS Portal

Navigate to https://docs.ps.five9.com/page/portal-getting-started-guide

Follow the instructions to register a Portal Account.

PROVISIONING REQUEST TEMPLATE

Subject:

```
Media Ops Manager Provisioning: (Your Domain Name)
```

Description:

```
Domain Name: {Your Domain Name}
Domain Sector: {Default or Alpha}
VCC Username: {Your VCC Username for the Custom Solutions Portal User}
```

Do NOT include the VCC user password.

SUBMIT THE PROVISIONING REQUEST

The method of submitting the Provisioning Request is different depending on whether you're a Five9 Partner or a Five9 employee.

Partners will send the Provisioning Request by email to PartnerPE@five9.com or your assigned Partner Platform Engineer resource and follow the templates below. After submitting your request, the Partner Enablement Team may reach out for additional information. The assigned Five9 Partner Platform Engineer will submit the Provisioning Request on behalf of the Partner.

Five9 employees will send the Provisioning Request by using the "/opsrequest" command in the Five9 Slack. After executing the command navigate to Professional Services then PS Solutions Support and click Request.

GOOGLE SERVICE ACCOUNT (OPTIONAL)

A customer may optionally provide a Google Service Account with appropriate permissions during provisioning of Media Ops Manager for their organization. If this is done, cloud storage and text-to-speech, and language translation operations will be performed within the customer's GCP project.

In summary:

- 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.
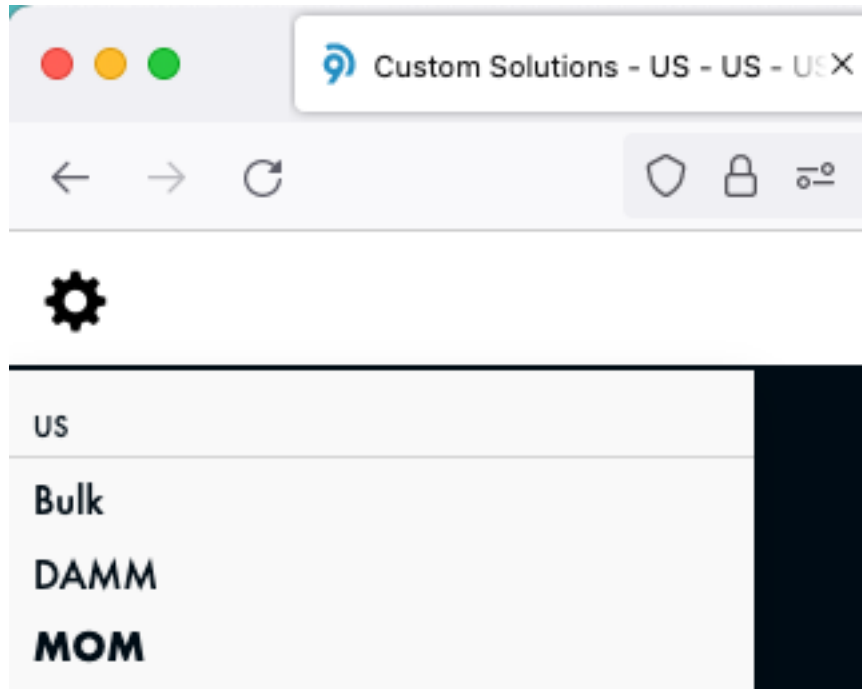
VERIFY PORTAL ACCESS

Once Solution Support has completed provisioning the VCC user provided on the Service Request will now have access to the application in Portal.

Navigate to https://app.ps.five9.com/portal/

Login using the Five9 VCC credentials you created for the "portal user" account.

Click the "cog" icon on the top left and you should see **MOM.**

RESOURCES

Visit the Documentation Portal for access to documentation including the Implementation Guide, Customer Guide, and information on getting support:

https://docs.ps.five9.com/asset/mom

SUPPORT

Employees may use the #ps-custom-media-manager-support slack channel for support.

Customers may reach out to cases@five9.com for support.