PureConnect®

2018 R5

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See Change Log for summary of changes.

CIC Prompt Pack

Technical Reference

Abstract

Language and Prompt Packs are available for sites planning to localize CIC. This document describes how install and apply updates to CIC Prompt Packs.

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

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Introduction

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Supported languages

For information on supported languages in CIC, their current availability, and scope of localization for each language, see the Localization page on the Genesys PureConnect Product Information site page at https://my.inin.com/products/cic/Pages/Localization.aspx.

CIC distribution model

The CIC product suite distribution model is based on the mainline continuous development of CIC 4.0, expressed in the 20## R# Patch# format.

- CIC 4.0 SU 6 was the last release using the older model. CIC 2015 R1 is the first release of the new distribution model.
- Each CIC 2015 R1 or later release functions as a new CIC installation and as an update to existing CIC installations.
- CIC 2015 R1 or later can be applied any CIC 4.0 SU.

For more information, see the Genesys PureConnect Product Information site at https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx.

Note: For the purposes of this document, "CIC" generally refers CIC 2015 R1 or later, acknowledging that it is based on the continuous development of CIC 4.0. Specific release/version numbers are provided as needed, for example when discussing migrations or when a feature was introduced.

IC Prompt Packs

Starting with CIC 2015 R1, the IC Prompt Pack and Language Pack installs for new CIC installations and updates for existing localized CIC systems are available on the CIC 2015 R1 and later .iso file, downloadable from the Genesys PureConnect Product Information site at https://my.inin.com/products/Pages/Downloads.aspx.

Licensing

Make sure that your IC 4.0 Server license contains the Language Pack or Prompt Pack feature license(s) and that the license is downloaded to the IC Server prior to installing the Language or Prompt Pack.

The Prompt Pack Server will check for a valid IC 4.0 license containing the Language Pack or Prompt Pack feature license and will not run without it.

IC Server requirements

For CIC 2015 R1 and later client workstation hardware and software requirements, see Chapter 3: "IC Server" in the *CIC Installation and Configuration Guide.* Also see the Genesys PureConnect Product Information site at https://my.inin.com/products/cic/Pages/System-Requirements.aspx.For support purposes, we recommend a US English operating system on the CIC server.

CIC 2.4/3.0 to CIC 2015 R1 and later migrations

For sites with one or more Prompt Packs installed on the CIC 2.4/3.0 system, the CIC 2015 R1 or later migration pack supports migrating localized custom Interaction Attendant wave files, handlers, and prompts.

For planning considerations and procedures, see the CIC Migration Guide, included with the CIC 2015 R1 or later migration package on the Genesys PureConnect Product Information site at https://my.inin.com/products/cic/Pages/Migrations.aspx.

IC Prompt Pack Installation

In this section:
- Install a Prompt Pack
- Post-installation procedures

Install a Prompt Pack

Starting with CIC 2015 R1, the IC Prompt Pack and Language Pack installs are available on the CIC 2015 R1 and later .iso file, downloadable from the Genesys PureConnect Product Information site at https://my.inin.com/products/Pages/Downloads.aspx.

The installation instructions are similar whether you are installing a Prompt Pack as part of new CIC 2015 R1 installation or installing a new Prompt Pack on an existing CIC 4.0 GA to SU 6 or CIC 2015 R1 and later installation.
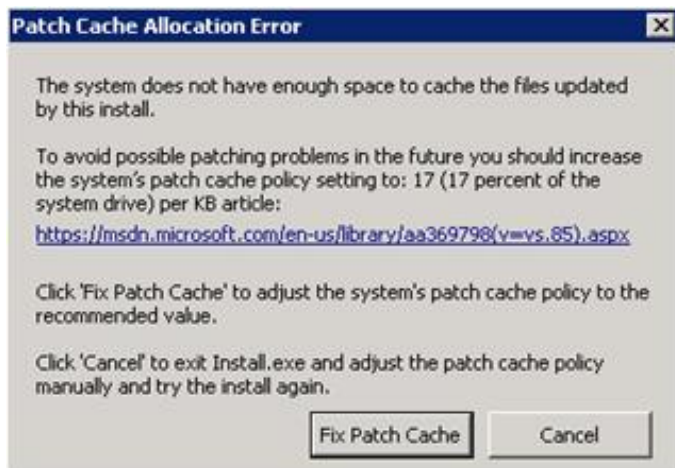
> **Note**: If you are installing a Prompt Pack as part of new CIC 2015 R1 installation, see the *CIC Installation and Configuration Guide* in the PureConnect Documentation Library at https://my.inin.com/products/cic/Documentation/index.htm.

To install a prompt pack:

1. Make sure that your IC Server license contains the Prompt Pack feature license and that the license is downloaded to the IC server prior to installing the prompt pack.
2. If you have not already done so, download the CIC 2015 R1 or later .iso file from the Genesys PureConnect Product Information site Downloads page at https://my.inin.com/products/Pages/Downloads.aspx, copy it to a file server, and create a share as described in the *CIC Installation and Configuration Guide* or on the Product Information site at https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx.
3. Run Install.exe from the \Installs directory on the share to launch the Products utility on the CIC server. If other CIC components are installed on the CIC server, they are pre-selected.
4. Select the appropriate prompt pack install in the **Language Packs tab**, click the check box, and click Install.

> **Note**: If you are installing the prompt pack as part of a new CIC installation, make sure to first select the required CIC server components on the Server Components tab.

5. If the following message appears, click **Fix Patch Cache** or **Cancel** to manually adjust the patch cache policy and run Install.exe again.

Patch Cache message

6. IIn the **Install Confirmation** dialog box, click OK to confirm the installation/update of the selected components. The Products utility proceeds to install/update the selected components.

> **Note**: If you are installing the prompt pack as part of a new CIC installation, follow the instructions in the *CIC Installation and Configuration Guide*.

7. The Prompt Pack install launches silently. It copies the localized prompt handlers to the CIC server and published them. You can view its progress in the **Installation Progress** window.
8. When the Prompt Pack install has completed, Install.exe indicates the installation was successful. Click **OK**.

Post-installation procedures

After you have installed one or more Prompt Packs on the CIC server, perform these procedures if appropriate:

- Specify Interaction Media Server call analysis language model
- Interaction Feedback prompts for UK English, Australian, and New Zealand Prompt Packs

Specify Interaction Media Server call analysis language model

Interaction Media Server analyzes speech when you use the call analysis feature that is configured through Interaction Administrator.As languages differ greatly in pronunciations, Interaction Media Server can use different language model files to ensure that its analysis is accurate.The speech model files for call analysis are language and region-dependent.

If you installed one or more non-US English language (IC Language Packs or Prompt Pack) and require call analysis for that language, you must set the Call Analysis Language server parameter in Interaction Administrator.For instructions, see "Specify Interaction Media Server call analysis language model" in the *Interaction Media Server Technical Reference* in the Genesys PureConnect Documentation Library.

Interaction Feedback prompts for UK English, Australian, and New Zealand Prompt Packs

To implement this feature, Interaction Feedback and the UK English, Australian, and/or New Zealand Prompt Packs must be installed. For Interaction Feedback installation instructions, see the *Interaction Feedback Technical Reference* in the PureConnect Documentation Library for details.

Follow these instructions to manually import the UK English, Australian, and/or New Zealand Interaction Feedback prompts to the IC Business Manager Feedback module on the CIC server so that the prompts become available on all workstations with the Interaction Feedback Client access license:

1. On the CIC server, open the **IC Business Manager**.
2. Select the **Interaction Feedback** module.
3. Go to **Tools > Manage Prompts**.
4. The **Feedback Prompt Management** screen appears. Click on the **Import** button.
5. Navigate to the subfolder where the UK English, Australian, and/or New Zealand Interaction Feedback prompts are located, under \I3\IC\Resources\SurveyPrompts.
6. Select all the prompts and click **Open**.

IC Prompt Pack Release and Patch Updates

Once the Prompt Pack(s) are installed, apply Prompt Pack release and patch updates using the same method you used to install the Prompt Pack.

Apply Prompt Pack release and patch updates to the IC Server

1. Download the CIC release or patch .iso file from the Product Information site Download page at https://my.inin.com/products/Pages/Downloads.aspx, copy it to a file server and create a share as described on the Product Information site at https:/my.inin.com/products/cic/Pages/Releases-and-Patches.aspx.
2. Run Install.exe from the \Installs directory on the share to launch the Products utility on the CIC server. Existing CIC components, including the Prompt Pack, are installed on the CIC server, are pre-selected and marked as (Update).
3. Click **Install**.
4. In the **Install Confirmation** dialog box, click OK to confirm the installation/update of the selected components. The utility proceeds to install/update the selected components, including the Prompt Pack.

Troubleshooting

The section describes Language and Prompt Pack installation troubleshooting items.

Current license does not contain Language/Prompt Pack feature

Problem

One of the following messages appears if the license does not contain the Language Pack or Prompt Pack feature license.

Solution

CIC Language and Prompt Pack Server installs require a valid IC 4.0 Server license containing the Language and Prompt Pack feature license(s). The install checks for the license and will not run without it.

Make sure that your IC 4.0 Server license contains the Language Pack or Prompt Pack feature license(s) and that the IC Server license is downloaded to the IC Server and run the install again.

Change Log

The following changes have been made to this document since it was last published.

Date	Changes
31-October-2012	- Removed references to localized dial plans for Prompt Packs. - Added new section "IC 2.4/3.0 to IC 4.0 migrations." - Added new section "Specify Interaction Media Server call analysis language model". - Updated the Introduction.
04-September-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.
16-September-2015	Updated document for rebranding and installation changes in CIC 2016 R1.
06-October-2015	Updated system requirements sections to refer to the IC Installation and Configuration Guide.
11-May-2018	Rebranded from Interactive Intelligence to Genesys.