PureConnect®

2021 R2

Generated:

05-May-2021

Content last updated:

03-June-2020

See Change Log for summary of changes.

GENESYS™

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/pureconnect.

Table of Contents

Introduction to Prompt Pack

Supported languages

For information on supported languages in CIC and the scope of localization for each language, see the *CIC Language Pack Technical Reference* at https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_language_pack/desktop/cic_language_packs.htm.

IC Prompt Packs

Starting with CIC 2019 R2, the CIC Prompt Pack and Language Pack installs for new CIC installations and updates for existing localized CIC systems are available on the 2019 R2 and later CIC Language Pack .iso file, downloadable from Product Downloads page https://help.genesys.com/pureconnect/secure/Downloads.aspx .

For CIC 2015 R1 through 2019 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 .iso file, downloadable from the Product Downloads page at https://help.genesys.com/pureconnect/secure/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 client workstation hardware and software requirements, see CIC System Requirements at https://help.genesys.com/cic/mergedProjects/wh_tr/mergedProjects/wh_tr_installation_and_configuration/desktop/system_requirements.htm.

For support purposes, we recommend a US English operating system on the CIC server.

Install a Prompt Pack

Starting with 2019 R2, the CIC Language Pack and Prompt Pack installs for new CIC installations and updates for existing localized CIC systems are available on the CIC Language Pack .iso file. The separate Language Pack and Prompt pack .iso files are downloadable from the Product Downloads page at https://help.genesys.com/pureconnect/secure/Downloads.aspx .
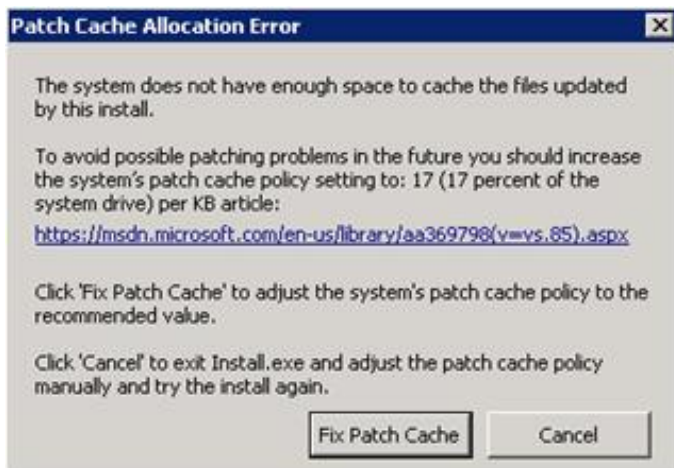
For CIC 2015 R1 through 2019 R1, the CIC Prompt Pack and Language Pack installs are available on the CIC 2015 R1 and later .iso file, downloadable from the Product Downloads page at https://help.genesys.com/pureconnect/secure/Downloads.aspx .

The installation instructions are similar whether you are installing a Prompt Pack as part of new installation or installing a new Prompt Pack on an existing installation.

> **Note**: If you are installing a Prompt Pack as part of a new CIC installation, you must complete the CIC Server Installation before you install a Prompt Pack. For more information see the *PureConnect Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.

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 Language Pack .iso file from the Product Downloads page at https://help.genesys.com/pureconnect/secure/Downloads.aspx , copy it to a file server, and create a share as described in the *PureConnect Installation and Configuration Guide* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.
3. Run Install.exe from the \Installs directory on the Language Packs .iso share to launch the PureConnect 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.
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. In 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.
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 the following procedures, if appropriate.

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* at https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/media_server_tr.pdf.

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 Language Packs release or patch .iso file from from the Product Downloads page at
   https://help.genesys.com/pureconnect/secure/Downloads.aspx , copy it to a file server and create a share as described in
   the *PureConnect Installation and Configuration Guide* at
   https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/pdfs/Installation_Configuration_Guide.pdf.
2. Run Install.exe from the \Installs directory on the Language Packs .iso share to launch the PureConnect Products utility on the
   CIC server. If other CIC components are installed on the CIC Server, they are pre-selected.
3. Click **Install**.
4. In the **Install Confirmation** dialog box, click OK to confirm the installation/update of the Prompt Pack.

Troubleshooting

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 table lists the changes to the *CIC Prompt Pack Technical Reference* since its initial release.

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.
19-February-2019	Updates to indicate separate CIC Language Pack Prompt Pack. Iso files.
13-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section...".
22-July-2019	Removed "CIC distribution model" content.
19-February-2020	Replaced link to my.inin.com localization page with link to Language Pack TR.
29-April-2020	Updated links from my.inin.com to new locations.
03-June-2020	Removed "CIC 2.4/3.0 to CIC 2015 R1 and later migrations" from [Introduction to Prompt Pack](). Most, if not all, customers have already migrated from CIC 2.4/3.0 to a later release.