



Avaya Solution & Interoperability Test Lab

Application Notes for LumenVox Speech Suite 18.0 with Avaya Aura® Experience Portal 7.2.3 – Issue 1.0

Abstract

These Application Notes describe the configuration steps required to integrate LumenVox Speech Suite with Avaya Aura® Experience Portal. LumenVox Speech Suite includes Automatic Speech Recognizer (ASR), Text-to-Speech (TTS), and Call Progress Analysis (CPA). LumenVox Speech Suite used Media Resource Control Protocol (MRCP) Version 2 to interface to Avaya Aura® Experience Portal.

Readers should pay attention to **Section 2**, in particular the scope of testing as outlined in **Section 2.1** as well as the observations noted in **Section 2.2**, to ensure that their own use cases are adequately covered by this scope and results.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1. Introduction

These Application Notes describe the configuration steps required to integrate LumenVox Speech Suite with Avaya Aura® Experience Portal. LumenVox Speech Suite includes Automatic Speech Recognizer (ASR), Text-to-Speech (TTS), and Call Progress Analysis (CPA). CPA uses advanced ASR technology to determine whether the call has been connected to a live person or an automated recording system. LumenVox Speech Suite used Media Resource Control Protocol (MRCP) Version 2 to interface to Avaya Aura® Experience Portal.

2. General Test Approach and Test Results

Interoperability compliance testing included feature and serviceability testing. The feature testing focused on placing calls to Experience Portal to invoke sample VXML applications that use LumenVox ASR and TTS. Various grammar types were used by the VXML applications, including inline, built-in, menu, and external Speech Recognition Grammar Specification (SRGS) grammars. The testing verified both speech and DTMF tone recognition. In addition, LumenVox CPA capabilities were exercised by sending various audio types. (e.g., human and answering machine) directly to the ASR engine and verifying that the audio type was correctly detected. The was performed via a utility run via the Linux command line on the LumenVox server.

The serviceability testing focused on verifying the ability of the LumenVox Speech Suite recovering from adverse conditions, such as simulating loss to IP network and rebooting the LumenVox and Experience Portal.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

Avaya recommends our customers implement Avaya solutions using appropriate security and encryption capabilities enabled by our products. The testing referenced in this DevConnect Application Note included the enablement of supported encryption capabilities in the Avaya products only (private network side). Readers should consult the appropriate Avaya product documentation for further information regarding security and encryption capabilities supported by those Avaya products.

Support for these security and encryption capabilities in any non-Avaya solution component is the responsibility of each individual vendor. Readers should consult the appropriate vendor-supplied product documentation for more information regarding those products.

For the testing associated with these Application Notes, the interface between Avaya systems and the LumenVox did not include use of any specific encryption features.

2.1. Interoperability Compliance Testing

The interoperability compliance testing covered the following features and functionality:

- Experience Portal and LumenVox Speech Suite communicating via MRCP V2.
- Calls to Experience Portal that invoke sample VXML applications and utilize LumenVox ASR and TTS.
- Male and female TTS voices and TTS prosody to change rate, volume, and pitch of the TTS voice.
- Sample VXML applications that use inline built-in, menu, and external SRGS grammars.
- DTMF processing performed by LumenVox ASR.
- Proper response from LumenVox Speech Suite when an invalid voice or DTMF entry was provided by the user based on the grammar.
- Proper response from LumenVox Speech Suite when no input was provided by the user.
- The use of LumenVox CPA to determine if a call was connected to a live person or answering machine. This was performed by using a utility at the Linux command prompt to feed a specific audio type directly to LumenVox ASR and verifying that audio type was detected correctly.
- LumenVox is not a standard option when configuring the speech server in Experience Portal. To allow LumenVox to be displayed as an option in the Speech Engine drop-down box, the **languages.properties** files in Experience Portal were modified. This replaced one of the pre-existing speech engine options.
- Proper system recovery after a restart of the LumenVox server and loss of IP connectivity.

2.2. Test Results

All test cases passed with the following observations:

- To accommodate LumenVox as an option for the Speech Server configuration in Experience Portal, two **languages.properties** files in Experience Portal were modified (refer to **Section 5.1**). These changes may have to be implemented again after an Experience Portal major release upgrade. This change replaces one of the pre-existing speech engine options.
- Custom TTS voices (i.e., en-US Jackie F and en-US Chris M) were added to the **languages.properties_lib** file in **Appendix 1**.

2.3. Support

For technical support on LumenVox Speech Suite, contact LumenVox:

- **Phone:** +1 (858) 707-7700 and ask for “Technical Support”
- **Web:** <https://www.lumenvox.com/support/>
- **Email:** support@LumenVox.com

3. Reference Configuration

Figure 1 illustrates the sample configuration used for testing. In this configuration, Experience Portal connected to Session Manager via a SIP trunk and interfaced to the LumenVox Speech Suite via MRCP V2. Sample VXML applications were hosted in an application server co-resident with Experience Portal on the EPM server.

Calls were placed from Avaya H.323 and SIP Deskphones to Experience Portal and routed through Communication Manager and Session Manager. The G450 Media Gateway and the Media Server were used for media resources and System Manager was used to configure Session Manager and SIP users.

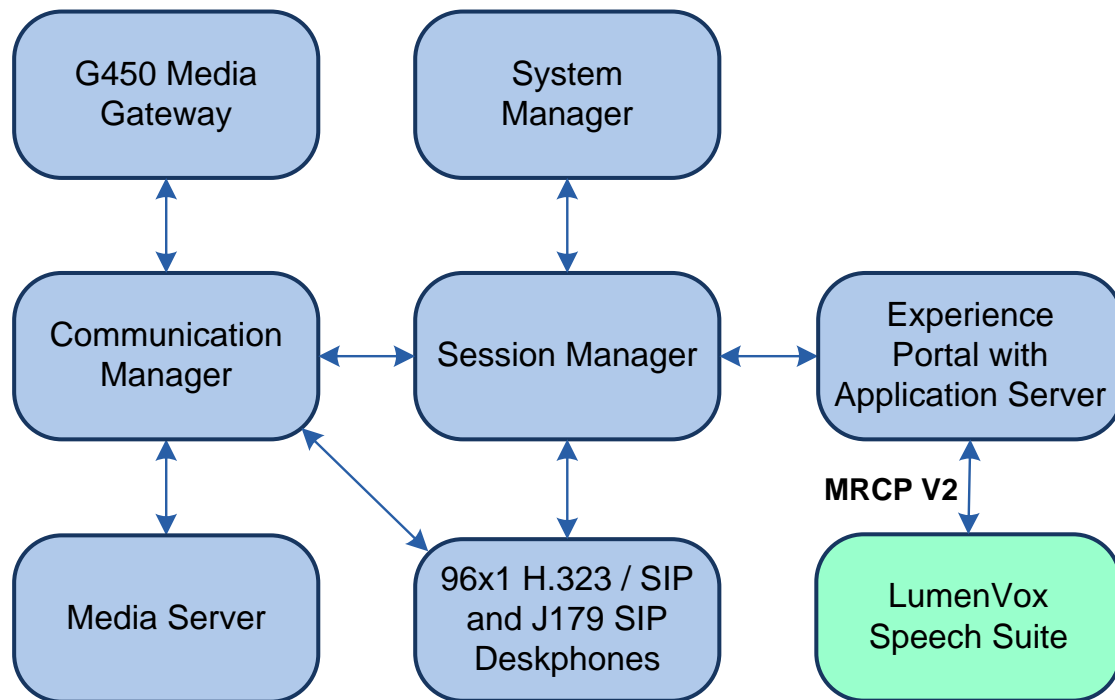


Figure 1: Configuration with Avaya Aura® Experience Portal and LumenVox Speech Suite

4. Equipment and Software Validated

The following equipment and software were used for the sample configuration:

Equipment/Software	Release/Version
Avaya Aura® Communication Manager	8.1.3.0.1-FP3P1
Avaya G450 Media Gateway	FW 41.24.0
Avaya Aura® Media Server	v.8.0.2.138
Avaya Aura® System Manager	8.1.3.0 Build No. – 8.1.0.0.733078 Software Update Revision No: 8.1.3.0.1012091 Feature Pack 3
Avaya Aura® Session Manager	8.1.3.0.813014
Avaya Aura® Experience Portal	7.2.3
Avaya 96x1 Series Deskphones	6.8502 (H.323) 7.1.11.0.8 (SIP)
Avaya J100 Series Deskphones	4.0.7.1.5
LumenVox Speech Suite running on CentOS 7.9	18.0.450

5. Configure Avaya Aura® Experience Portal

This section covers the configuration of Experience Portal using the Experience Portal Manager (EPM) web interface or an Experience Portal SSH connection. The procedure includes the following areas:

- Update **languages.properties** Files
- Launch Experience Portal Manager
- Add Speech Servers
- Add Application

5.1. Update languages.properties Files

LumenVox doesn't appear in the Engine Type drop-down list when adding it as a speech server on Experience Portal. Therefore, two **languages.properties** files need to be updated on the Experience Portal on the EPM server. The files are available in the **Appendices** of these Application Notes.

Note: \$CATALINA_HOME is the default Tomcat directory, /opt/Tomcat/tomcat.

- Copy the new files to the EPM server. The files will be named:
 - languages.properties_lib
 - languages.properties_webapps
- Log into Experience portal via SSH.
- Switch user to a privileged administrator account with permissions to make these changes.
- Use **cd \$CATALINA_HOME/lib/config** to change to the appropriate directory.
- Rename the current **languages.properties** file to save the original file (e.g., **mv languages.properties languages.properties.orig**).
- Copy languages.properties_lib to this directory and rename it as **languages.properties** (e.g., **mv languages.properties_lib languages.properties**).
- Use **chown avayavp languages.properties** to set the correct owner for this file.
- Use **chgrp avayavpgroup languages.properties** to set the correct group for this file.
- Use **chmod 750 languages.properties** to set the correct permissions.
- Next, use **cd \$CATALINA_HOME/webapps/VoicePortal/WEB-INF/classes/messages/** to change the directory for the location of the next file.
- Rename the current **languages.properties** file (e.g., **mv languages.properties languages.properties.orig**).
- Copy languages.properties_webapps to this directory and rename it as **languages.properties** (e.g., **mv languages.properties_webapps languages.properties**).
- Use **chown avayavp languages.properties** to set the correct owner for this file.
- Use **chgrp avayavpgroup languages.properties** to set the correct group for this file.
- Use **chmod 750 languages.properties** to set the correct permissions.

Tomcat must now be restarted.

- Use **cd \$CATALINA_HOME/bin** to change directory and enter:
 - **./shutdown.sh**
- Wait for the first command to complete, and then enter:
 - **./startup.sh**

5.2. Launch Experience Portal Manager

Experience Portal is configured via the Experience Portal Manager (EPM) web interface. To access the web interface, enter **https://<ip-addr>** as the URL in a web browser, where <ip-addr> is the IP address of EPM. Log in using the appropriate credentials.



The main page of the EPM web interface is displayed as shown below.

5.3. Add Speech Servers

This section covers the configuration of LumenVox Speech Suite as ASR and TTS servers in Experience Portal.

5.3.1. Add ASR Server

To add an ASR server, navigate to **System Configuration** → **Speech Servers** in the left pane. In the **Speech Servers** page (not shown), select the **ASR** tab and click **Add**. Configure the following parameters in the **Add ASR Server** page.

- **Name:** Provide a descriptive name (e.g., *LumenVox ASR*).
- **Enable:** Select **Yes** to enable the ASR server.
- **Engine Type:** Set to *LumenVox*. Option available per **Section 5.1**.
- **Network Address:** Set to LumenVox IP address (e.g., *10.64.102.102*).
- **Base Port:** Set to SIP port configured on LumenVox (e.g., *5060*).
- **Total Number of Licensed ASR Resources:** Set to number of ASR resources per license.
- **Selected Languages:** Set to *English(USA) en-US* supported by LumenVox.
- **Protocol:** Set to *MRCP V2*.
- **Transport Protocol:** Set to *TCP*.
- **Listener Port:** Set to SIP port configured on LumenVox (e.g., *5060*).

The screenshot displays the 'Add ASR Server' configuration page in the Avaya Aura Experience Portal 7.2.3. The page is titled 'Add ASR Server' and includes a breadcrumb trail: 'Home > System Configuration > Speech Servers > Add ASR Server'. The left sidebar shows the navigation menu with 'System Configuration' > 'Speech Servers' selected. The main content area contains the following configuration fields:

- Name:** LumenVox ASR
- Enable:** ☒ Yes ☐ No
- Engine Type:** LumenVox
- Network Address:** 10.64.102.102
- Base Port:** 5060
- Total Number of Licensed ASR Resources:** 10
- New Connection per Session:** ☒ Yes ☐ No
- Languages:** English(Australia) en-AU, English(India) en-IN, English(UK) en-GB, French(Canada) fr-CA, German(Germany) de-DE, Italian(Italy) it-IT, Portuguese(Brazil) pt-BR, Spanish(Colombia) es-CO, Spanish(Latin_American) es-MX
- Selected Languages:** English(USA) en-US
- MRCP:**
 - Ping Interval:** 15 seconds
 - Response Timeout:** 4 seconds
 - Protocol:** MRCP V2
- Enable Session XML:** ☐ Yes ☒ No
- Transport Protocol:** TCP
- Listener Port:** 5060

Buttons at the bottom: Save, Cancel, Help.

5.3.2. Add TTS Server

To add a TTS server, navigate to **Speech Configuration → Speech Servers** on the left pane. In the **Speech Servers** page (not shown), select the **TTS** tab and click **Add**. Configure the following parameters in the **Add TTS Server** page.

- **Name:** Provide a descriptive name (e.g., *LumenVox TTS*).
- **Enable:** Select **Yes** to enable the TTS server.
- **Engine Type:** Set to *LumenVox*. Option available per **Section 5.1**.
- **Network Address:** Set to LumenVox IP address (e.g., *10.64.102.102*).
- **Base Port:** Set to SIP port configured on LumenVox (e.g., *5060*).
- **Total Number of Licensed ASR Resources:** Set to number of ASR resources per license.
- **Selected Voices:** Select supported TTS voices.
- **Protocol:** Set to *MRCP V2*.
- **Transport Protocol:** Set to *TCP*.
- **Listener Port:** Set to SIP port configured on LumenVox (e.g., *5060*).

AVAYA Welcome, epadmin
Last logged in yesterday at 2:14:16 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home ? Help Logoff

Expand All Collapse All

System Configuration

- Applications
- EPM Servers
- MPP Servers
- SNMP
- Speech Servers
- VoIP Connections
- Zones

You are here: [Home](#) > [System Configuration](#) > [Speech Servers](#) > Add TTS Server

Add TTS Server

Use this page to configure Experience Portal to communicate with a new TTS server.

Name:

Enable: ☒ Yes ☐ No

Engine Type:

Network Address:

Base Port:

Total Number of Licensed TTS Resources:

New Connection per Session: ☒ Yes ☐ No

Voices

- nb-NO Mathilde F
- sv-SV Janna F
- Danish(Denmark) da-DK Helsa F
- Danish(Denmark) da-DK Mikkel M
- Dutch(Netherlands) nl-NL Anneka F
- Dutch(Netherlands) nl-NL Henrick M
- English(Australia) en-AU Ian M
- English(Australia) en-AU Molly F
- English(India) en-IN Rani F
- English(UK) en-GB Ben M

Selected Voices

- English(USA) en-US Chris M
- English(USA) en-US Jackie F

MRCP

Ping Interval: seconds

Response Timeout: seconds

Protocol:

Enable Session XML: ☐ Yes ☒ No

Transport Protocol:

Listener Port:

Save Cancel Help

5.3.3. Restart MPP Server

Navigate to **System Management** → **MPP Manager** to restart the MPP server. Select the MPP and then click **Restart**. After the MPP is started, the **Mode** of the MPP should be *Online* and the **State** should be *Running*.

The screenshot shows the Avaya Aura Experience Portal 7.2.3 (ExperiencePortal) interface. The top navigation bar includes the Avaya logo, a welcome message for 'epadmin', and a 'Last logged in' timestamp. The left sidebar contains a tree view of system management options, with 'MPP Manager' selected under 'System Management'. The main content area is titled 'MPP Manager (Feb 2, 2021 10:19:31 AM PST)' and includes a 'Refresh' button. Below the title, a message explains that the page displays the current state of each MPP and provides instructions on how to enable state and mode commands. A table shows the current state of the MPPs, with columns for selection, server name, mode, state, config, auto restart, restart schedule, and active calls. The table contains one entry for 'MPP' which is currently 'Online' and 'Running'. Below the table, there are sections for 'State Commands' (Start, Stop, Restart, Reboot, Halt, Cancel) and 'Mode Commands' (Offline, Test, Online). A 'Restart/Reboot Options' section allows selecting between 'One server at a time' (selected) and 'All servers'. A 'Help' button is located at the bottom left of the main content area.

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal)

Welcome, epadmin
Last logged in yesterday at 2:14:16 PM PST

You are here: [Home](#) > System Management > MPP Manager

MPP Manager (Feb 2, 2021 10:19:31 AM PST)

[Refresh](#)

This page displays the current state of each MPP in the Experience Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: Feb 2, 2021 10:19:23 AM PST

<input checked="" type="checkbox"/>	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input checked="" type="checkbox"/>	MPP	Online	Running	OK	Yes	No	None	0	0

State Commands

[Start](#) [Stop](#) [Restart](#) [Reboot](#) [Halt](#) [Cancel](#)

Mode Commands

[Offline](#) [Test](#) [Online](#)

Restart/Reboot Options

☒ One server at a time
☐ All servers

[Help](#)

5.4. Add Application

This section covers the configuration of a sample VXML application that uses ASR and TTS resources from LumenVox Speech Suite.

On the left pane, navigate to **System Configuration → Applications**. The **Applications** page is displayed (not shown). Click **Add**. In the **Add Application** page shown below, configure the application. For the compliance test, one of the sample VXML applications was configured as shown below.

- **Name:** Provide a descriptive name (e.g., *DevConnect Test*).
- **Enable:** Set to **Yes** to enable the application.
- **Type:** Set to *VoiceXML*.
- **VoiceXML URL:** Specify the VXML application URL. For the compliance test, the application was located in an application server co-resident on the EPM server.
- **Selected Engine Types:** Select *LumenVox*.
- **Selected Languages:** Select the language (e.g., *English(USA) en-US*).

AVAYA Welcome, epadmin
Last logged in yesterday at 2:14:16 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home ? Help Logoff

Expand All Collapse All

User Management
Roles
Users
Login Options

Real-time Monitoring
System Monitor
Active Calls
Port Distribution

System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager

System Management
Application Server
EPM Manager
MPP Manager
Software Upgrade
System Backup

System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones

Security
Certificates
Licensing

Reports
Standard
Custom
Scheduled

Multi-Media Configuration
Email
HTML
SMS

You are here: [Home](#) > [System Configuration](#) > [Applications](#) > Add Application

Add Application

Use this page to deploy and configure a new application on the Experience Portal system.

Start With:

Name:

Enable: ☒ Yes ☐ No

Type:

Reserved SIP Calls: ☒ None ☐ Minimum ☐ Maximum

Requested:

URI

☒ Single ☐ Fail Over ☐ Load Balance

VoiceXML URL: **Verify**

Mutual Certificate Authentication: ☐ Yes ☒ No

Basic Authentication: ☐ Yes ☒ No

ASR Speech Servers

Engine Types: Selected Engine Types:

LumenVox

Languages: Selected Languages:

Scroll down to the TTS Speech Servers section. Select *LumenVox* as the TTS server and select a supported TTS voice (e.g., *English(USA) en-US Jackie F*) as shown below.

In the **Application Launch** section, set the **Called Number** (e.g., 78555) associated with the application and click **Add**. The called number will be added to the text below the field.

The screenshot shows the Avaya Aura Experience Portal 7.2.3 (ExperiencePortal) interface. The left sidebar contains a navigation menu with categories like User Management, Real-time Monitoring, System Maintenance, System Management, System Configuration, Security, Reports, and Multi-Media Configuration. The main content area is divided into two sections: "TTS Speech Servers" and "Application Launch".

In the "TTS Speech Servers" section, the "Voices" list shows "English(USA) en-US Chris M" and "English(USA) en-US Jackie F". The "Selected Voices" list shows "English(USA) en-US Jackie F". The "TTS:" dropdown is set to "LumenVox".

In the "Application Launch" section, the "Inbound" radio button is selected. The "Called Number:" field contains "78555". The "Add" button is visible. Below the field, there is a list containing "<None>" and a "Remove" button.

Scroll down and expand the **Advanced Parameters** section. Enable **Support Remote DTMF Processing** to allow LumenVox ASR to perform DTMF processing instead of Experience Portal.

The screenshot shows the Avaya Aura Experience Portal 7.2.3 (ExperiencePortal) interface with the "Advanced Parameters" section expanded. The left sidebar is the same as in the previous screenshot. The main content area shows various configuration options for the TTS server.

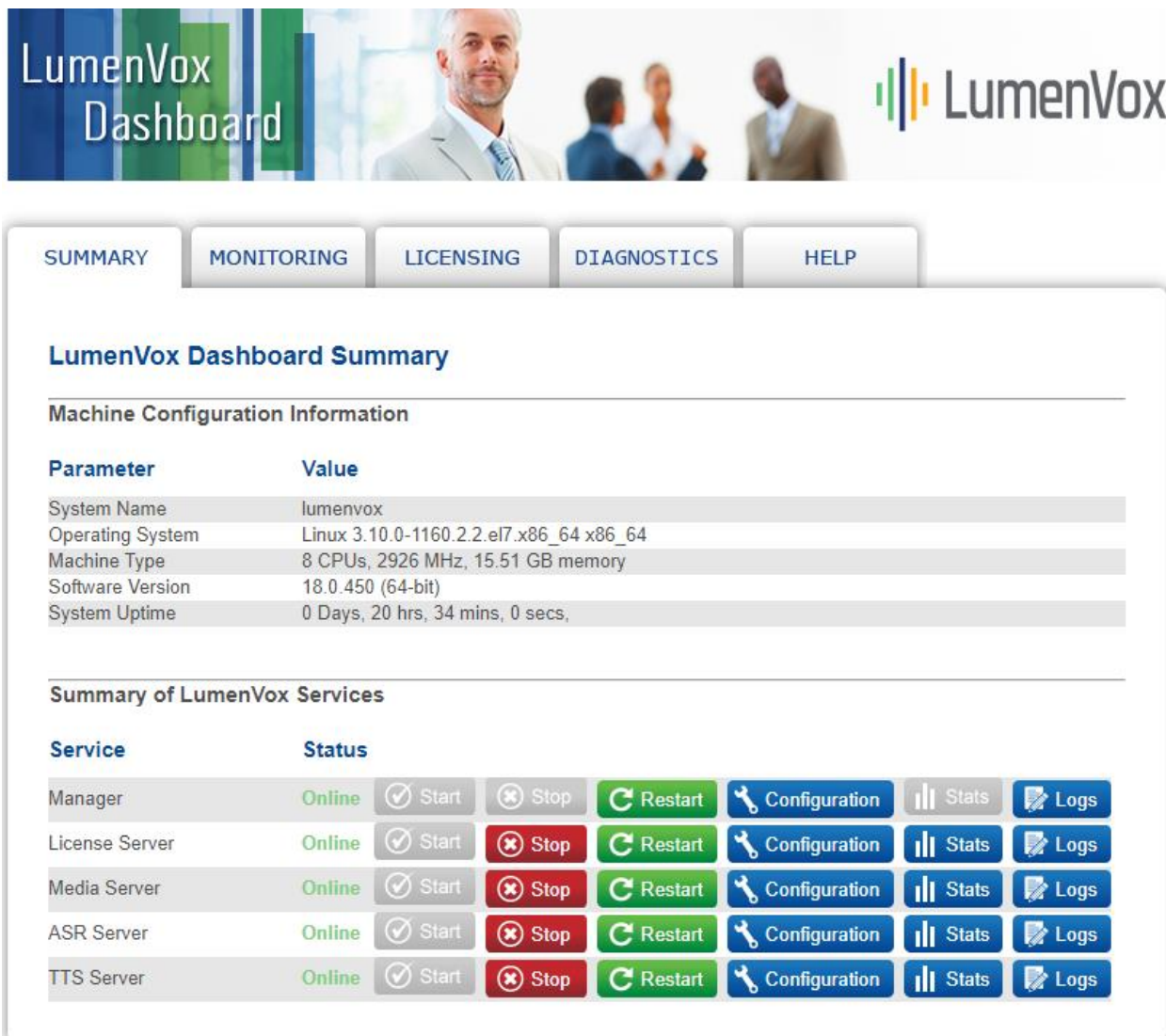
The "Support Remote DTMF Processing:" option is set to "Yes". Other options include "DTMF Type Ahead Enabled:", "Converse-On:", "Network Media Service:", "Early Media:", "Sync FROM and PAI Headers:", "Dialog URL Pattern:", "VoiceXML Event Handler:", "CCXML Event Handler:", "Generate UCID:", "Operation Mode:", "Transport UCID in Shared Mode:", "Maximum UII Length:", "Fax Detection Enabled:", "Fax Phone Number:", "Video Enabled:", "Video Screen Format:", and "Video Minimum Picture Interval:". The "Save", "Save & Add Next", "Cancel", and "Help" buttons are at the bottom.

6. Configure LumenVox Speech Suite

This section covers the configuration for LumenVox Speech Suite. For the compliance test, the configuration was performed from the **LumenVox Dashboard** using a web browser.

Alternatively, the configuration may be performed by modifying the `/etc/lumenvox/media_server.conf` file.

To launch the LumenVox Dashboard, enter `https://<ip-addr>:8080` as the URL in a web browser, where `<ip-addr>` is the IP address of the LumenVox server. The main Dashboard page is displayed as shown below.



The screenshot displays the LumenVox Dashboard interface. At the top, there is a header with the LumenVox logo and a navigation bar with tabs: SUMMARY, MONITORING, LICENSING, DIAGNOSTICS, and HELP. The SUMMARY tab is selected. Below the navigation bar, the page title is "LumenVox Dashboard Summary".

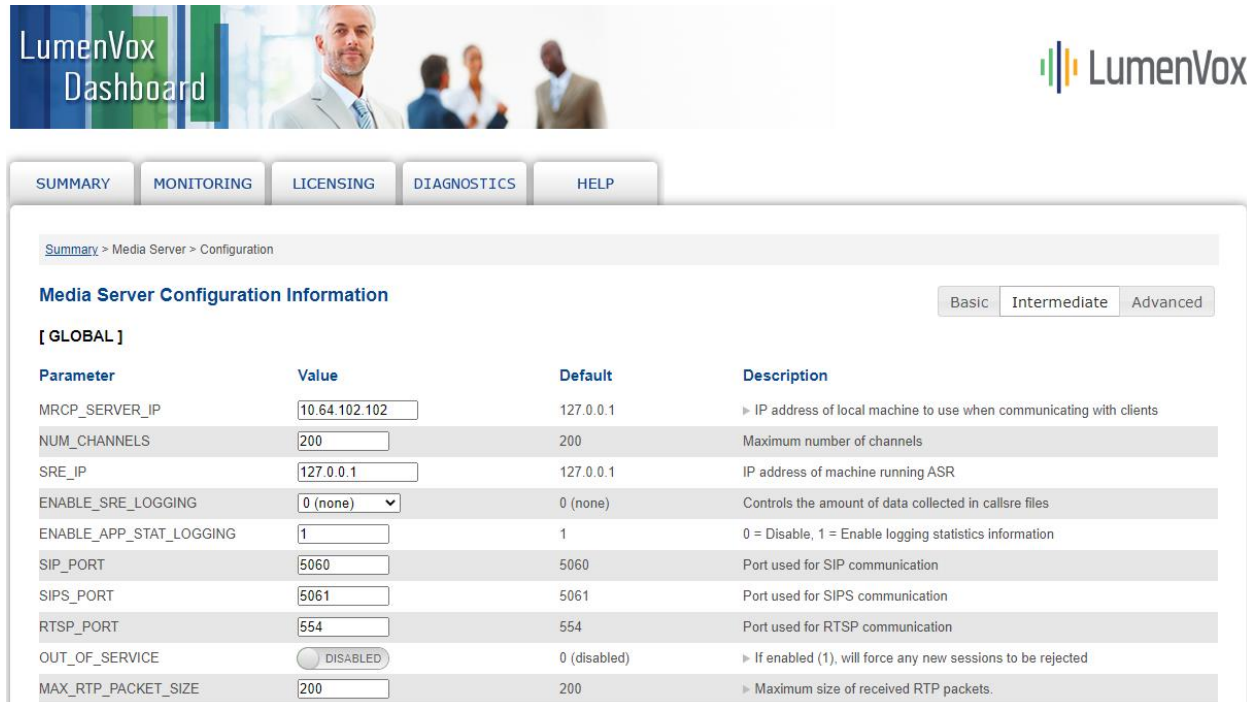
The main content area is divided into two sections. The first section is "Machine Configuration Information", which contains a table with the following data:

Parameter	Value
System Name	lumenvox
Operating System	Linux 3.10.0-1160.2.2.el7.x86_64 x86_64
Machine Type	8 CPUs, 2926 MHz, 15.51 GB memory
Software Version	18.0.450 (64-bit)
System Uptime	0 Days, 20 hrs, 34 mins, 0 secs,

The second section is "Summary of LumenVox Services", which contains a table with the following data:

Service	Status	Start	Stop	Restart	Configuration	Stats	Logs
Manager	Online	Start	Stop	Restart	Configuration	Stats	Logs
License Server	Online	Start	Stop	Restart	Configuration	Stats	Logs
Media Server	Online	Start	Stop	Restart	Configuration	Stats	Logs
ASR Server	Online	Start	Stop	Restart	Configuration	Stats	Logs
TTS Server	Online	Start	Stop	Restart	Configuration	Stats	Logs

To configure the **Media Server**, click the **Configuration** button associated with it. Select the **Intermediate** view in the upper right-hand corner. In the **GLOBAL** section, set **MRCP_SERVER_IP** to the IP address of the LumenVox server (e.g., *10.64.102.102*) and use the default value of **SIP_PORT** (e.g., *5060*).



LumenVox Dashboard

Media Server Configuration Information

Basic Intermediate Advanced

[GLOBAL]

Parameter	Value	Default	Description
MRCP_SERVER_IP	10.64.102.102	127.0.0.1	IP address of local machine to use when communicating with clients
NUM_CHANNELS	200	200	Maximum number of channels
SRE_IP	127.0.0.1	127.0.0.1	IP address of machine running ASR
ENABLE_SRE_LOGGING	0 (none)	0 (none)	Controls the amount of data collected in callsre files
ENABLE_APP_STAT_LOGGING	1	1	0 = Disable, 1 = Enable logging statistics information
SIP_PORT	5060	5060	Port used for SIP communication
SIPS_PORT	5061	5061	Port used for SIPS communication
RTSP_PORT	554	554	Port used for RTSP communication
OUT_OF_SERVICE	DISABLED	0 (disabled)	If enabled (1), will force any new sessions to be rejected
MAX_RTP_PACKET_SIZE	200	200	Maximum size of received RTP packets.

Scroll down to the **VENDOR SPECIFIC** section and set **COMPATIBILITY_MODE** to '1'. This is required so that LumenVox responses are encoded as expected by Experience Portal. Click **Update Settings** and then **Restart Service** (not shown).

[VENDORSPECIFIC]

Parameter	Value	Default	Description
WIND_BACK_TIME	480	480	Milliseconds of audio prior to VAD trigger point that is sent to ASR
BARGE_IN_TIMEOUT	15000	15000	Default number of milliseconds to wait for VAD trigger before timing out
END_OF_SPEECH_TIMEOUT	20000	20000	Default number of milliseconds between barge-in and end-of-speech before timing out
COMPATIBILITY_MODE	1	0	Enables compatibility encoding of results with other vendors.

7. Verification Steps

This section provides the tests that can be performed to verify proper configuration of Experience Portal and LumenVox Speech Suite.

After performing the verification in this section, place a call to an Experience Portal number that would launch a VXML application that uses the LumenVox ASR and TTS resources. Verify that the application answers the call, TTS prompts are heard, and voice/DTMF input is recognized.

7.1. Avaya Aura® Experience Portal

This section provides the verification steps that may be performed to verify that Experience Portal can run LumenVox ASR and TTS servers.

From the EPM web interface, verify that the MPP server is online by navigating to **System Management → MPP Manager**. The **Mode** of the MPP should be *Online* and the **State** should be *Running*.

AVAYA Welcome, epadmin
Last logged in yesterday at 2:14:16 PM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

▼ User Management
Roles
Users
Login Options

▼ Real-time Monitoring
System Monitor
Active Calls
Port Distribution

▼ System Maintenance
Audit Log Viewer
Trace Viewer
Log Viewer
Alarm Manager

▼ System Management
Application Server
EPM Manager
MPP Manager
Software Upgrade
System Backup

▼ System Configuration
Applications
EPM Servers
MPP Servers
SNMP
Speech Servers
VoIP Connections
Zones

▼ Security
Certificates
Licensing

▼ Reports
Standard
Custom

You are here: [Home](#) > System Management > MPP Manager

MPP Manager (Feb 2, 2021 10:20:30 AM PST) Refresh

This page displays the current state of each MPP in the Experience Portal system. To enable the state and mode commands, select one or more MPPs. To enable the mode commands, the selected MPPs must also be stopped.

Last Poll: Feb 2, 2021 10:20:08 AM PST

	Server Name	Mode	State	Config	Auto Restart	Restart Schedule		Active Calls	
						Today	Recurring	In	Out
<input type="checkbox"/>	MPP	Online	Running	OK	Yes	No	None	0	0

State Commands
Start Stop Restart Reboot Halt Cancel

Mode Commands
Offline Test Online

Restart/Reboot Options
☒ One server at a time
☐ All servers

Help

From the EPM web interface, verify that the ports on the MPP server are in service in the by navigating to **Real-time Monitoring → Port Distribution** and selecting the MPP in the **Port Distribution** page (not shown).

AVAYA Welcome, epadmin
Last logged in today at 11:33:51 AM PST

Avaya Aura® Experience Portal 7.2.3 (ExperiencePortal) Home ? Help Logoff

Expand All | Collapse All

- ▼ **User Management**
 - Roles
 - Users
 - Login Options
- ▼ **Real-time Monitoring**
 - System Monitor
 - Active Calls
 - Port Distribution
- ▼ **System Maintenance**
 - Audit Log Viewer
 - Trace Viewer
 - Log Viewer
 - Alarm Manager
- ▼ **System Management**
 - Application Server
 - EPM Manager
 - MPP Manager
 - Software Upgrade
 - System Backup
- ▼ **System Configuration**

You are here: [Home](#) > [Real-Time Monitoring](#) > [Port Distribution](#) > Port Distribution Report

Port Distribution Report (Feb 2, 2021 11:53:46 AM PST) [Refresh](#)

This page displays information about how the telephony resources have been distributed to the MPPs. You configure the telephony resources on the VoIP Connections page.

Servers: MPP
Total Ports: 10 Last Poll: Feb 2, 2021 11:53:43 AM PST

Port	Mode	State	Port Group	Protocol	Current Allocation	Base Allocation
10 Online	In service	Session Manager	SIP_Trunk	MPP		

[Help](#)

Verify that the **Speech Servers** are UP. Navigate to **Real-time Monitoring → System Monitor** and select the **ExperiencePortal Details** tab. Click on the **MPP**. In the **MPP Details** page, click **Service Menu**. Finally, navigate to **Resources → Speech Servers** in the left pane to view the status of the speech servers as shown below. The **Status** of the speech servers should be **UP** as shown below.

AVAYA Welcome, epadmin

Avaya Aura® Experience Portal MPP 7.2.3.0.0505 on devcon-mpp.avaya.com Logoff

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Speech Servers

Name	Type	Status	Values	Ports	Errors	Latency
LumenVox ASR	ASR	Server is UP	H (Total): 10 M (Simultaneous): 10	Active: 0 Reserve: 0	Timeout: 0 Setup: 0 Application: 0	Average: 45 Maximum: 1700 Minimum: 0
LumenVox TTS	TTS	Server is UP	H (Total): 10 M (Simultaneous): 10	Active: 0 Reserve: 0	Timeout: 1 Setup: 0 Application: 0	Average: 513 Maximum: 4000 Minimum: 0

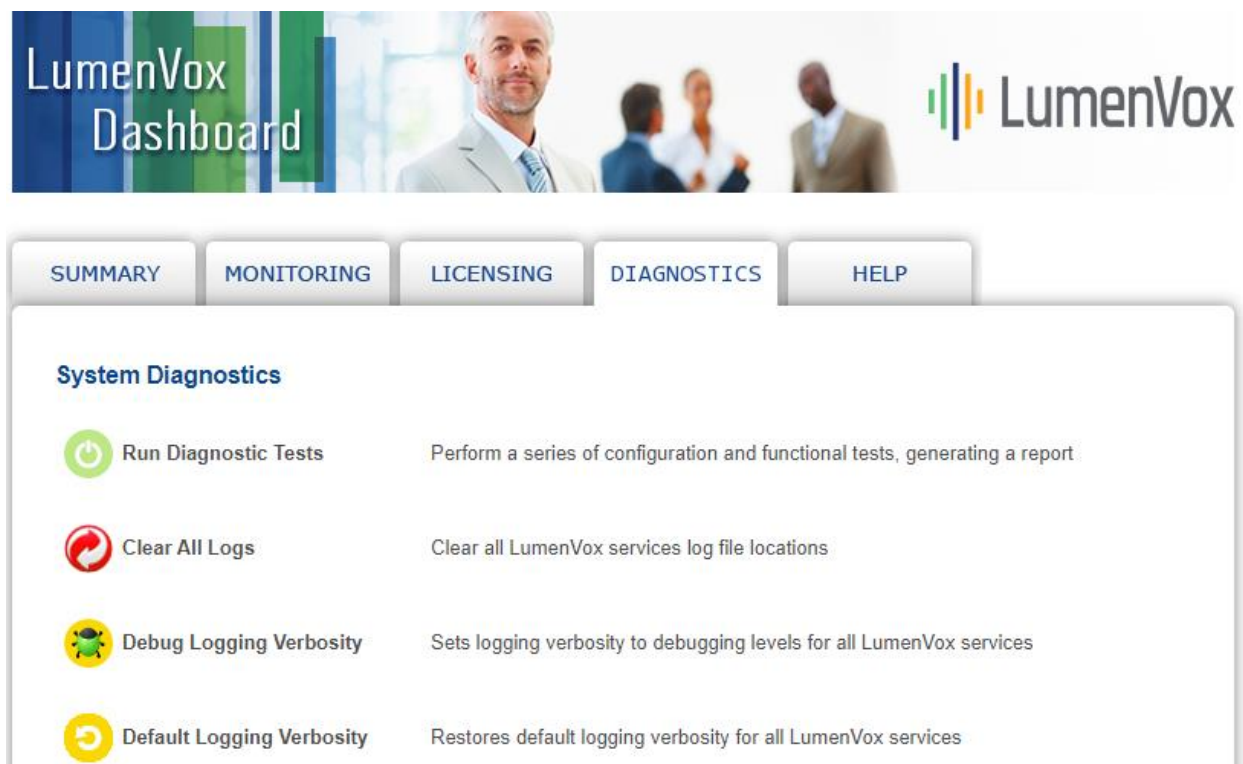
Tue Feb 2 10:24:31 2021

7.2. LumenVox Speech Suite

LumenVox Dashboard Diagnostics allows users to perform a series of diagnostic tests and check the configuration of the LumenVox services along with other options.

LumenVox Dashboard is available via a web browser using **https://<ip-address>:8080**, where <ip-address> is the IP Address of LumenVox server.

To verify that LumenVox is configured properly, launch the **LumenVox Dashboard** and select the **DIAGNOSTICS** tab. In the **DIAGNOSTICS** tab, click **Run Diagnostic Tests**. This will run a series of network checks, configuration checks, and functional tests, and provide a report with the results.



(Optional) If necessary, for debugging purposes only, the LumenVox debugging level can be increased by clicking on **Debug Logging Verbosity** in the **DIAGNOSTICS** tab. This would allow more detailed TTS and ASR logs in the **/var/log/lumenvox/** directory, such as the TTS log in **./ttsserver/tts_server_app.txt** log file and the ASR log in **./mediaserver/mediaserver_app.txt** log file. Click on **Default Logging Verbosity** in the **Diagnostics** tab to restore the debugging level to the default again. **Debugging Logging Verbosity** shouldn't remain enabled in production systems.

8. Conclusion

These Application Notes describe the configuration steps required to integrate LumenVox Speech Suite with Avaya Aura® Experience Portal using MRCP V2. Sample VXML applications that use various grammar types were used to verify LumenVox ASR and TTS. All feature and serviceability test cases were completed successfully with observations noted in **Section 2.2**.

9. Additional References

This section references the Avaya documentation relevant to these Application Notes.

[1] *Administering Avaya Aura® Experience Portal*, Release 7.2.3, Issue 1, September 2019, available at <https://support.avaya.com>.

LumenVox documentation is available at <https://www.lumenvox.com/knowledgebase>.

10. APPENDIX 1: languages.properties_lib

This file should replace **languages.properties** file in the **\$CATALINA_HOME/lib/config** directory in the EPM server. Note that the text in **bold** were either added for LumenVox or commented out to remove a pre-existing speech engine.

```
#
# Engine Type options displayed on the page
#
asrEngines=LumenVox,Loquendo,Google Speech,Dialogflow
#asrEngines=Loquendo,Nuance,Google Speech,Dialogflow
ttsEngines=LumenVox,Loquendo
#ttsEngines=Loquendo,Nuance
asrEnginesAmsOnly=Nuance
ttsEnginesAmsOnly=Nuance

# Engine Type conversion from display to internal data in the database
IBMWVSASR=ibm wvs
IBMWVSTTS=ibm wvs
#NuanceASR=nuance osr
#NuanceTTS=nuance realspeak
LoquendoASR=loquendo
LoquendoTTS=loquendo
GoogleSpeechASR=googleasr
DialogflowASR=dialogflowasr
LumenVoxASR=nuance osr
LumenVoxTTS=lumenvox tts

# Engine Type conversion from internal data in the database to display
ibmwvs=IBM WVS
nuanceosr=LumenVox
#nuanceosr=Nuance
#nuancerealspeak=Nuance
#nuancequantum=Nuance
loquendo=Loquendo
googleasr=Google Speech
dialogflowasr=Dialogflow
lumenvoxtts=LumenVox

#
# Languages
#
NuanceASRlanguages=af-za,ar-jo,ar-ww,as-in,eu-ES,bn-bd,bn-in,bh-in,bg-bg,cn-HK,ca-
ES,hr-HR,cs-CZ,da-DK,nl-BE,nl-nl,en-au,en-gb,en-in,en-SG,en-ZA,en-us,fi-FI,fr-BE,fr-
ca,fr-FR,gl-ES,gu-IN,de-at,de-DE,de-CH,el-GR,he-IL,hi-IN,hu-HU,is-IS,id-ID,it-IT,ja-
JP,kn-IN,ko-KR,ms-MY,ml-IN,zh-cn,zh-tw,mr-IN,ne-NP,no-NO,or-IN,pl-PL,pt-br,pt-PT,pa-
IN,ro-RO,ru-RU,sr-rs,sk-SK,sl-SL,es-ar,es-CO,es-ES,es-us,sv-SE,sv-fi,ta-IN,te-IN,th-
TH,tr-TR,uk-UA,ur-IN,ur-PK,va-ES,vi-VN,cy-gb
IBMWVSASRlanguages=zh-CN,en-GB,en-AU,en-US,fr-CA,de-DE,ja-JP,es-MX,es-ES
LoquendoASRlanguages=ca-ES,zh-CN,nl-NL,en-US,en-GB,fr-FR,de-DE,el-GR,it-IT,pl-PL,pt-
BR,pt-PT,ru-RU,es-AR,es-CL,es-CO,es-MX,es-ES,es-US,sv-SE
LumenVoxASRlanguages=en-US,en-AU,en-GB,en-IN,es-MX,es-CO,fr-CA,pt-BR,de-DE,it-IT

# TTS LANGUAGE
NuanceTTSlanguages=ar-WW Laila F,ar-WW Maged M,ar-WW Tarik M,eu-ES Miren F,eu-ES
Arantxa F,bg-BG Daria F,ca-ES Jordi M,ca-ES Montserrat F,ca-ES Nuria F,zh-HK Sin-Ji
F,zh-CN Li-li F,zh-CN Mei-Ling F,zh-CN Tian-Tian F,zh-CN Ting-Ting F,cs-CZ Iveta F,cs-
CZ Zuzana F,da-DK Ida F,da-DK Magnus M,da-DK Sara F,da-DK Nanna F,nl-BE Ellen F,nl-NL
Claire F,nl-NL Claire-ml F,nl-NL Xander M,en-AU Karen F,en-AU Lee M,en-GB Daniel M,en-
GB Emily F,en-GB Serena F,en-GB Kate F,en-GB Malcolm M,en-GB Oliver M,en-GB Stephanie
```

```

F,en-IN Sangeeta F,en-IN Rishi M,en-IN Veena F,en-IE Moira F,af-ZA Tessa F,en-SC Fiona
F,en-US Allison F,en-US Ava F,en-US Ava-ml F,en-US Ethan M,en-US Evelyn F,en-US Nathan
M,en-US Susan F,en-US Evan M,en-US Zoe F,en-US Donna F,en-US Erica F,en-US Jennifer
F,en-US Jill F,en-US Lisa F,en-US Samantha F,en-US Tom M,en-US Vicky F,fi-FI Onni
F,fi-FI Satu F,fi-FI Mikko F,fr-CA Amelie F,fr-CA Chantal F,fr-CA Nicolas M,fr-CA
Felix M,fr-CA Julie F,fr-FR Audrey-ml F,fr-FR Aurelie F,fr-FR Thomas M,fr-FR Audrey
F,fr-FR Sebastien M,fr-FR Virginie F,gl-ES Carmela F,de-DE Steffi F,de-DE Beate F,de-
DE Yannick M,de-DE Viktor M,de-DE Petra F,de-DE Petra-ml F,de-DE Markus M,de-DE Anna
F,de-DE Anna-ml F,gr-GR Melina F,gr-GR Nikos M,gr-GR Alexandros M,he-IS Carmit F,hi-IN
Lekha F,hi-IN Neel M,hu-HU Mariska F,is-IS Ragga F,id-ID Damayanti F,it-IT Alice F,it-
IT Alice-ml F,it-IT Federica F,it-IT Federica-ml F,it-IT Luca M,it-IT Paola F,it-IT
Paolo M,it-IT Silvia F,ja-JP Otoy M,ja-JP Kyoko F,ko-KR Sora F,ko-KR Narae F,zh-TW
Mei-Ling F,zh-TW Mei-Jia F,zh-TW Ya-Ling F,no-NO Henrik M,no-NO Nora F,no-NO Stine
F,pl-PL Agata F,pl-PL Ewa F,pl-PL krzysztof M,pl-PL Zosia F,pt-BR Felipe M,pt-BR
Luciana F,pt-BR Raquel F,pt-PT Catarina F,pt-PT Joana F,pt-PT Joaqui M,pt-PT Madalena
F,ro-RO Ioana F,ru-RU Katya F,ru-RU Katya-ml F,ru-RU Katerina F,ru-RU Milena F,ru-RU
Yuri M,en-ZA Tessa F,es-AR Diego M,es-CO Carlos M,es-CO Soledad F,es-ES Jorge M,es-ES
Marisol F,es-ES Monica-ml F,es-ES Diego M,es-ES Isabel F,es-ES Monica F,es-MX Angelica
F,es-MX Juan M,es-MX Javier M,es-MX Paulina F,sk-SK Laura F,sv-SE Klara F,sv-SE Ingrid
F,sv-SE Oskar M,sv-SE Alva F,th-TH Kanya F,th-TH Narisa F,tr-TR Aylin F,tr-TR Cem
M,tr-TR Cem-ml M,tr-TR Yelda F,va-ES Empar F
IBMWSTTSLanguages=zh-CN Zhou-Hong F,en-US Andrew M,en-US Allison F,en-US Julie F,en-
US Lisa F,en-US Tyler F,en-GB David M,en-GB Kate F,en-GB Sally F,en-GB Dawn F,fr-CA
Pierre M,fr-CA Louise F,de-DE Dieter M,de-DE Erika F,ja-JP Daichi M,ja-JP Shizuka
F,es-MX Rafael M,es-MX Sofia F
LoquendoTTSLanguages=ca-ES Jordi M,ca-ES Montserrat F,zh-CN Linlin F,nl-NL Saskia
F,nl-NL Willelm M,en-GB Simon M,en-GB Kate F,en-GB Elizabeth F,en-US Allison F,en-US
Dave M,en-US Susan F,en-US Kenneth M,fr-FR Bernard M,fr-FR Juliette F,fr-FR Sophie
F,de-DE Stefan M,de-DE Katrin F,de-DE Ulrike F,el-GR Afroditi F,el-GR Artemis F,it-IT
Giulia F,it-IT Luca M,it-IT Paola F,it-IT Fabio M,it-IT Marcello M,it-IT Matteo M,it-
IT Roberto M,it-IT Silvana F,pl-PL Zosia F,pt-PT Amalia F,pt-PT Eusebio M,pt-BR
Gabriela F,ru-RU Dmitri M,ru-RU Olga F,es-ES Jorge M,es-ES Carmen F,es-ES Juan M,es-CO
Carlos M,es-AR Diego M,es-CL Francisca F,es-MX Esperanza F,es-US Carlos M,es-US
Soledad F,es-US Ximena F,sv-SE Annika F
LumenVoxTTSLanguages=en-US Amanda F,en-US Jackie F,en-US Kim F,en-US Lindsey F,en-US
Leah F,en-US Alvin M,en-US Andrew M,en-US Chris M,en-US Justin M,en-GB Chloe F,en-GB
Megan F,en-GB Gwendolyn F,en-GB Ben M,en-GB Gavin M,en-AU Molly F,en-AU Ian M,en-IN
Rani F,da-DK Helsa F,da-DK Mikkel M,de-DE Heidi F,de-DE Lukas M,es-ES Martina F,es-ES
Antonio M,es-US Lorena F,es-US Luis M,fr-FR Margot F,fr-FR Jean M,fr-CA Elodie F,pt-PT
Catina F,pt-PT Adriano M,pt-BR Giovanna F,pt-BR Gustavo M,nl-NL Anneka F,nl-NL Henrick
M,nb-NO Mathilde F,is-IS Birta F,is-IS Isak M,it-IT Emilia F,it-IT Angelo M,pl-PL
Agnieszka F,pl-PL Ewa F,pl-PL Karolina F,pl-PL Jacek M,pl-PL Jakub M,ro-RO Irina F,ru-
RU Nikita F,ru-RU Vasili M,sv-SV Janna F,tr-TR Sevi F,cy-GB Gwendolyn F,cy-GB Gavin
M,en-US Rebecca F,en-US Jason M,en-GB Sophie F,es-MX Rita F

#
# Language Default
#
#NuanceASRLanguagesDefault=en-us
IBMWSASRLanguagesDefault=en-US
LoquendoASRLanguagesDefault=en-US
LumenVoxASRLanguagesDefault=en-us

#
#NuanceTTSLanguagesDefault=en-US Jennifer F
IBMWSTTSLanguagesDefault=en-US Andrew M
LoquendoTTSLanguagesDefault=en-US Dave M
LumenVoxTTSLanguagesDefault=en-US Jackie F
#
# default base port
#
#NuanceBasePort=4900
IBMWSBasePort=554

```

```

LoquendoBasePort=554
LumenVoxBasePort=5060
#
# default New Connection per Session
#
#NuancePerPort=No
IBMWVSPerPort=Yes
LoquendoPerPort=Yes
LumenVoxPerPort=Yes
#
# default URL
#
IBMWVSRtspUrlAsr=/media/recognizer
IBMWVSRtspUrlTts=/media/synthesizer
#NuanceRtspUrlAsr=/media/speechrecognizer
#NuanceRtspUrlTts=/media/speechsynthesizer
LoquendoRtspUrlAsr=/media/recognizer
LoquendoRtspUrlTts=/media/synthesizer
LumenVoxRtspUrlAsr=/media/recognizer
LumenVoxRtspUrlTts=/media/synthesizer
#
# Grammar Type
#
ibmwvsGrammarType=srgs
#nuanceosrGrammarType=srgs
#nuancequantumGrammarType=srgs
loquendoGrammarType=sisr
lumenvoxasrGrammarType=srgs
#
# MRCP Protocol
#
IBMWVSMRCPValues=mrCPv1
#NuanceMRCPValues=mrCPv1,mrCPv2
LoquendoMRCPValues=mrCPv1
#NuanceMRCPAmsOnlyValues=mrCPv1,mrCPv2
LumenVoxMRCPValues=mrCPv1,mrCPv2
#
# Transport
#
IBMWVSTransportValues=tcp
#NuanceTransportValues=tcp,tls
LoquendoTransportValues=tcp
LumenVoxTransportValues=tcp,tls
#
# Resources
#
#NuanceASRResourcesDefault=asrAcquireCallStartRetain
IBMWVSASRResourcesDefault=asrAcquireCallStartRetain
LoquendoASRResourcesDefault=asrAcquireCallStartRetain
GoogleSpeechResourcesDefault=asrAcquireReleaseAsNeeded
DialogflowResourcesDefault=asrAcquireReleaseAsNeeded
LumenVoxASRResourcesDefault=asrAcquireCallStartRetain
#
# Google Speech Engine
#
configureGoogleSpeechNetworkAddress=false
configureGoogleSpeechBasePort=false
configureGoogleSpeechTotalLicensed=false
configureGoogleSpeechPerPort=false
configureGoogleSpeechLanguages=false
configureGoogleSpeechResources=false

```

```

configureGoogleSpeechNBestListLength=false
configureGoogleSpeechSpeechTimeouts=false
configureGoogleSpeechMRCP=false

configureGoogleSpeechCredentials=true
configureGoogleSpeechProfanity=true
configureGoogleSpeechLicense=true

#
# Google Dialogflow
#
configureDialogflowNetworkAddress=false
configureDialogflowBasePort=false
configureDialogflowTotalLicensed=false
configureDialogflowPerPort=false
configureDialogflowLanguages=false
configureDialogflowResources=false
configureDialogflowNBestListLength=false
configureDialogflowSpeechTimeouts=false
configureDialogflowMRCP=false

configureDialogflowCredentials=true
configureDialogflowProjectParameters=true

# AVB XML:Language
#
# Please follow the ASR LOCALIZATION INSTRUCTIONS mentioned above.
avbLanguageLabels=af-za,ar-jo,ar-ww,as-in,eu-ES,bn-bd,bn-in,bh-in,bg-bg,cn-HK,ca-
ES,hr-HR,cs-CZ,da-DK,nl-BE,nl-nl,en-au,en-gb,en-in,en-SG,en-ZA,en-us,fi-FI,fr-BE,fr-
ca,fr-FR,gl-ES,gu-IN,de-at,de-DE,de-CH,el-GR,he-IL,hi-IN,hu-HU,is-IS,id-ID,it-IT,ja-
JP,kn-IN,ko-KR,ms-MY,ml-IN,zh-cn,zh-tw,mr-IN,ne-NP,no-NO,or-IN,pl-PL,pt-br,pt-PT,pa-
IN,ro-RO,ru-RU,sr-rs,sk-SK,sl-SL,es-ar,es-CO,es-ES,es-us,sv-SE,sv-fi,ta-IN,te-IN,th-
TH,tr-TR,uk-UA,ur-IN,ur-PK,va-ES,vi-VN,cy-gb

# The following is for internal software to decide which default value to use for
Speech Complete Timeout in application advanced parameters.
# If Nuance, the default value is "0", otherwise, the default is "";
IBM=ibm wvs
LOQUENDO=loquendo

#
# Default engine type for speech servers
#
#defaultEngineType=Nuance
defaultEngineType=LumenVox

```

11. APPENDIX 2: languages.properties_webapps

This file should replace **languages.properties** file in the **\$CATALINA_HOME/webapps/VoicePortal/WEB-INF/classes/messages** directory in the EPM server. Note that the text in **bold** were either added for LumenVox or commented out to remove a pre-existing speech engine.

[illegible]


```
es-co=Spanish(Colombia)
fi-fi=Finnish(Finland)
fr-be=French(Belgium)
fr-ca=French(Canada)
fr-fr=French(France)
de-at=German(Austria)
de-ch=German(Switzerland)
de-de=German(Germany)
el-gr=Greek(Greece)
gr-gr=Greek
he-il=Hebrew(Israel)
hi-in=Hindi(India)
hu-hu=Hungarian(Hungary)
id-id=Indonesian(Indonesia)
is-is=Icelandic
it-it=Italian(Italy)
ja-jp=Japanese(Japan)
ko-kr=Korean(Korea)
zh-cn=Mandarin(China)
zh-tw=Mandarin(Taiwan)
no-no=Norwegian(Norway)
pl-pl=Polish(Poland)
pt-br=Portuguese(Brazil)
pt-pt=Portuguese(Portugal)
ru-ru=Russian(Russia)
sl-sl=Slovene(Slovenia)
es-ar=Spanish(Argentina)
es-es=Spanish(Spain)
es-mx=Spanish(Latin_American)
es-us=Spanish(USA)
sk-sk=Slovak(Slovakia)
sv-fi=Swedish(Swedish_Finland)
sv-se=Swedish(Sweden)
th-th=Thai(Thailand)
tr-tr=Turkish(Turkey)
es-cl=Spanish(Chile)
#}}END:PROPERTIES:VOICEPORTAL_5.0
#<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<
#>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
#{START:PROPERTIES:VOICEPORTAL_5.1
#####
# THIS SECTION IS SPECIFIC TO VOICEPORTAL 5.1
# 1. ADD ANY NEW PROPERTIES FOR VOICEPORTAL 5.1 TO ADDITIONS SECTION WITHIN 5.1
SECTION.
# 2. TO MODIFY A PRE-EXISTING PROPERTY, MOVE IT TO MODIFICATIONS SECTION WITHIN 5.1
AND THEN MODIFY IT.
# 3. TO DELETE A PRE-EXISTING PROPERTY, MOVE IT TO DELETIONS SECTION WITHIN 5.1 AND
THEN COMMENT IT OUT.
#####
#{START:PROPERTIES:VOICEPORTAL_5.1:ADDITIONS
# Specify any new properties for Voice Portal 5.1 here.
#}END:PROPERTIES:VOICEPORTAL_5.1:ADDITIONS
#{START:PROPERTIES:VOICEPORTAL_5.1:MODIFICATIONS
# Specify properties modified in Voice Portal 5.1 here.
#}END:PROPERTIES:VOICEPORTAL_5.1:MODIFICATIONS
#{START:PROPERTIES:VOICEPORTAL_5.1:DELETIONS
# Specify and comment out properties deleted in Voice Portal 5.1 here.
#}END:PROPERTIES:VOICEPORTAL_5.1:DELETIONS
#}END:PROPERTIES:VOICEPORTAL_5.1
#<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<
#>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
#{START:PROPERTIES:EXPERIENCEPORTAL_6.0
#####
```



```
#<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<
#>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
#{(START:PROPERTIES:EXPERIENCEPORTAL_7.1.0.0
#####
# THIS SECTION IS SPECIFIC TO EXPERIENCE 7.1.0.0
# 1. ADD ANY NEW PROPERTIES FOR EXPERIENCE PORTAL 7.1.0.0 TO THE ADDITIONS SECTION
WITHIN 7.1.0.0 SECTION.
#     Whenever you add a new display string to the English properties files, also add
the string to xxx_ab_YZ.properties file with
#         couple of Chinese characters in Unicode form.
#     Ex: If a new display string "welcomeTitle=Welcome, {0}" is added to
common.properties,
#         add new entry "welcomeTitle=\u6b22\u8fce Welcome, {0}" to
common_ab_YZ.properties file.
# 2. TO MODIFY AN EXISTING PROPERTY, MODIFY THE EXISTING PROPERTY IN THE ORIGINAL
LOCATION.
# 3. TO DELETE AN EXISTING PROPERTY, COMMENT IT OUT.
#####
#{(START:PROPERTIES:EXPERIENCEPORTAL_7.1.0.0:ADDITIONS
# Specify any new properties for Experience Portal 7.1.0.0 here.
ar-jo=Arabic(Jordan)
ar-ww=Arabic(WorldWide)
as-in=Assamese(India)
bg-bg=Bulgarian(Bulgaria)
bh-in=Bhojpuri(India)
bn-bd=Bengali(Bangladesh)
bn-in=Bengali(India)
cy-gb=Welsh(Unted_Kingdom)
en-za=English(South_Africa)
gl-es=Galician(Spain)
gu-in=Gujarati(India)
he-is=Hebrew(Israel)
hr-hr=Croatian(Croatia)
is-is=Icelandic(Iceland)
it-it=Italian(Italy)
ja-jp=Japanese(Japan)
kn-in=Kannada(India)
ml-in=Malayalam(India)
mr-in=Marathi(India)
ms-my=Malay(Malaysia)
ne-np=Nepali(Nepal)
or-in>Oriya(India)
pa-in=Punjabi(India)
ro-ro=Romanian(Romania)
sr-rs=Serbian(Republic_of_Serbia)
ta-in=Tamil(India)
te-in>Telugu(India)
uk-ua=Ukrainian(Ukraine)
ur-in=Urdu(India)
ur-pk=Urdu(Pakistan)
va-es=Valencian(Spain)
vi-vn>Vietnamese(Vietnam)
#})END:PROPERTIES:EXPERIENCEPORTAL_7.1.0.0:ADDITIONS
#})END:PROPERTIES:EXPERIENCEPORTAL_7.1.0.0
#<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<
#>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>>
#{(START:PROPERTIES:EXPERIENCEPORTAL_7.2
#####
# THIS SECTION IS SPECIFIC TO EXPERIENCE 7.2
# 1. ADD ANY NEW PROPERTIES FOR EXPERIENCE PORTAL 7.2 TO THE ADDITIONS SECTION WITHIN
7.2 SECTION.
# 2. TO MODIFIAN EXISTING PROPERTY, MODIFY THE EXISTING PROPERTY IN THE ORIGINAL
LOCATION.
```

```
# 3. TO DELETE AN EXISTING PROPERTY, COMMENT IT OUT.
#####
#{(START:PROPERTIES:EXPERIENCEPORTAL_7.2:ADDITIONS
# Specify any new properties for Experience Portal 7.2 here.

#)}END:PROPERTIES:EXPERIENCEPORTAL_7.2:ADDITIONS
#)}END:PROPERTIES:EXPERIENCEPORTAL_7.2
#<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<<
#)}END:LANGUAGES:VOICEPORTAL

#####
# Voice Portal Extensions must include their own START and END tags in this section.
# The START tag of a VP Extension must be of the form
#{(START:LANGUAGESEXTEENSIONS:<Extension Name>.
# The END tag of a VP Extension must be of the form
#)}END:LANGUAGES:EXTENSIONS:<Extension Name>.
# Each VP Extension must add their languages display strings between their START and
END tags.
# Each VP Extension installer must
#     Add their section between #{(START:LANGUAGESU:EXTENSIONS and
#)}END:LANGUAGES:EXTENSIONS tags if their section does not exist in this file. (Fresh
install)
#     Replace their section between #{(START:LANGUAGES:EXTENSIONS and
#)}END:LANGUAGES:EXTENSIONS section if their section already exists in this file. (Re-
install or upgrades)
#####

#{(START:LANGUAGES:EXTENSIONS
#)}END:LANGUAGES:EXTENSIONS
```

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