

Prompt Management

Navigation: Admin → Architect → Prompts **Context:** Part of Architect administration — managed alongside flows, not under Routing

What Are Prompts?

Prompts are **audio or text-to-speech messages played to customers during interactions** inside Architect flows. Every piece of audio a caller hears — welcome greetings, menu options, hold messages, closure announcements — is a prompt.

Two Types of Prompts

Type	Description	Editable?
System Prompts	Pre-built by Genesys for generic use (dates, numbers, days, months, standard phrases)	Cannot be renamed or deleted
User Prompts	Custom prompts created by administrators for org-specific messaging	Fully configurable

“ **i** System prompts are used internally by Architect for things like reading back times, dates, and digits. You do not create or manage them — you only create User Prompts.

Prompt Content Options

Each User Prompt can use one or both content types:

Option	Description
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Text-to-Speech (TTS)	Type the message text — Genesys synthesizes it using the org's configured TTS engine
Uploaded Audio (WAV)	Upload a professionally recorded audio file

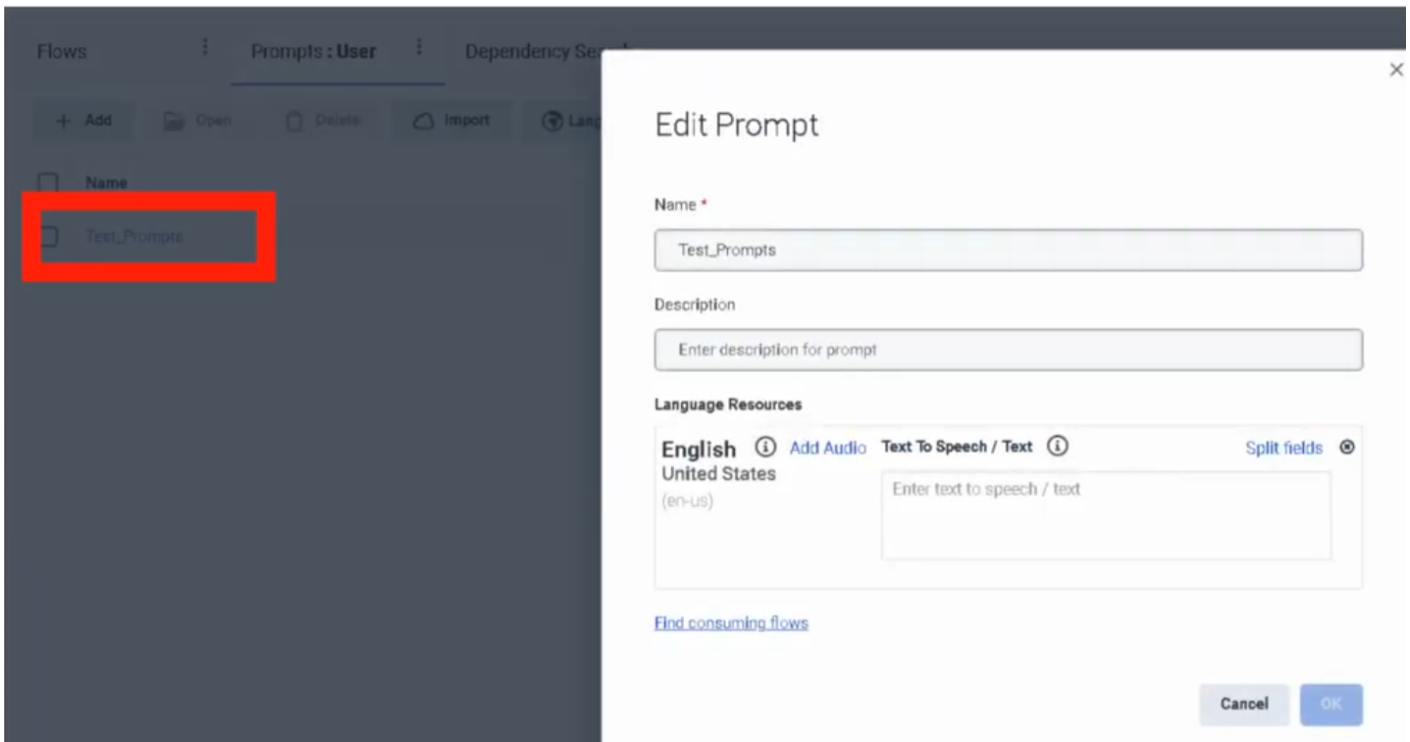
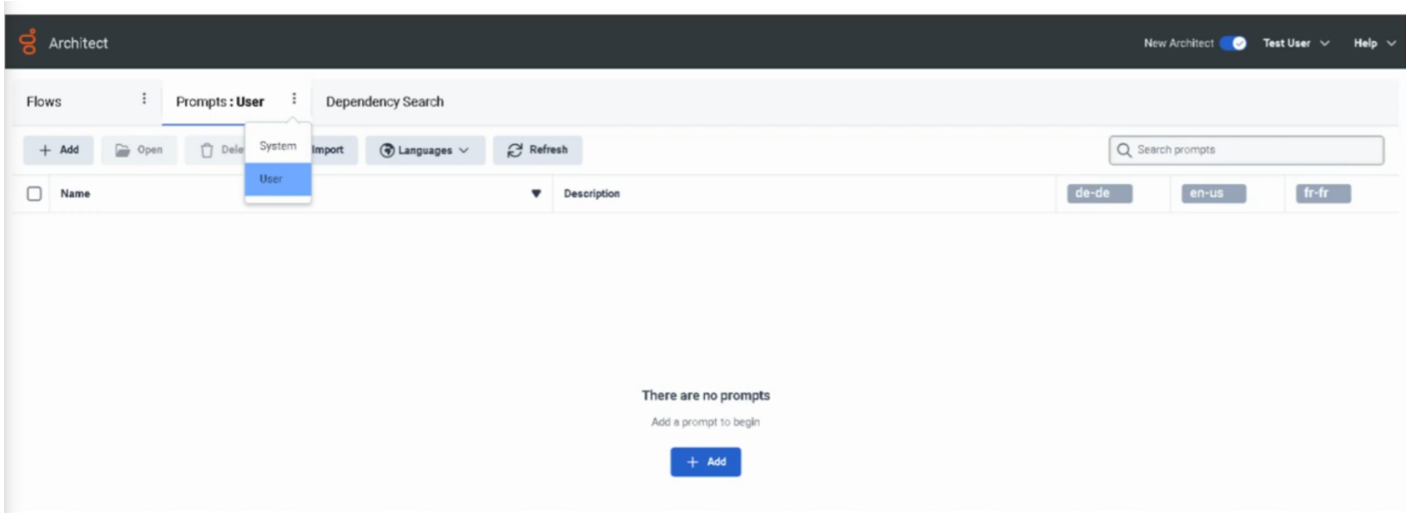
“ **Best practice:** Use TTS for dynamic or frequently changing messages. Use uploaded WAV for polished, permanent messages like main greetings where audio quality matters most.

Prompt Naming Rules

Rule	Detail
No spaces	Use underscores instead (e.g., <code>US_Support_WelcomePrompt</code>)
No special characters	Letters, numbers, and underscores only
Cannot start with a number	Must start with a letter
Must be unique	No two prompts can share the same name in the org

Creating a Prompt

1. Admin → Architect → **Prompts**
2. Click **Add**
3. Enter the **Prompt Name** (follow naming rules above)
4. Optionally add a **Description**
5. Click **Create Prompt**
6. In the prompt editor:
 - For TTS: type your message text in the **Text-to-Speech** field
 - For audio: click **Add Audio** and upload a WAV file
7. Click **Save**



Managing Prompts

Task	How
Edit a prompt	Admin → Architect → Prompts → click prompt name
Update TTS text	Open prompt → edit text field → Save
Replace audio file	Open prompt → Add Audio → upload new WAV → Save
Add a language variant	Open prompt → add TTS or audio for additional supported language

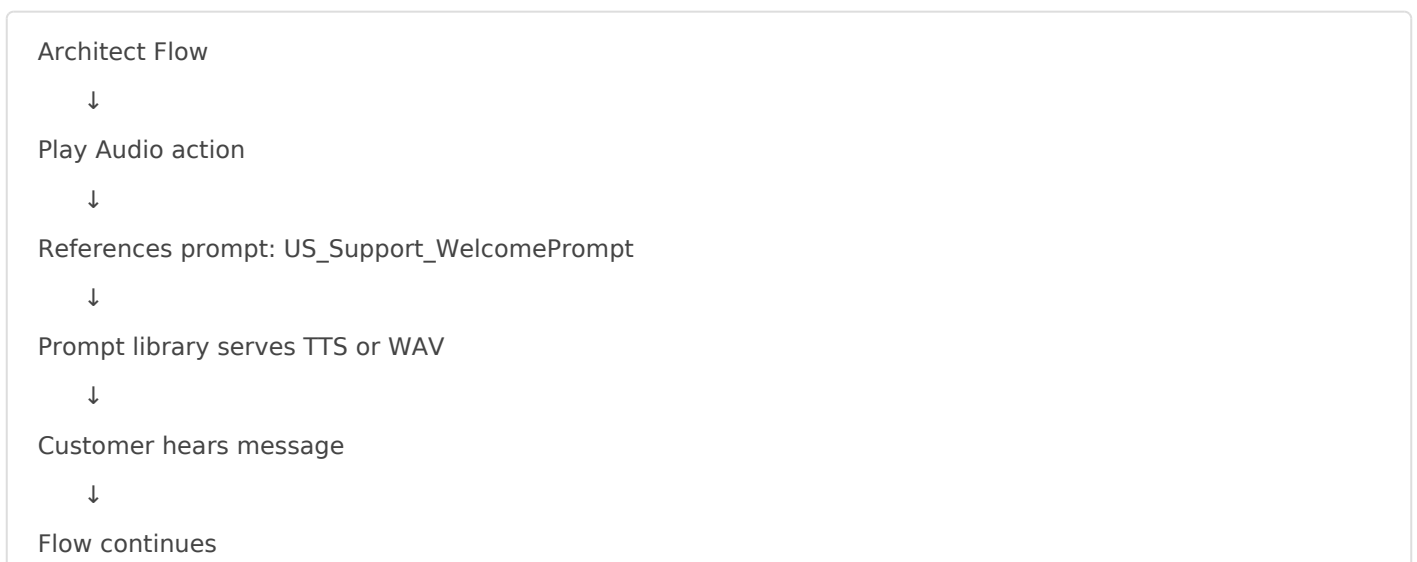
Multi-Language Prompts

A single prompt can have content defined for multiple languages. Architect selects the appropriate language variant at runtime based on the flow's language configuration. If a variant for the active language doesn't exist, Architect falls back to the default.

Using Prompts in Architect Flows

Prompts are referenced inside flows using the **Play Audio** action (or within Menu actions for IVR options). The flow does not embed the audio — it references the prompt by name from the central library.

Result: Updating a prompt in the library automatically updates it everywhere it is used, without republishing flows.



Common Prompt Use Cases

Prompt Type	Example
Welcome Greeting	"Thank you for calling Customer Support."
IVR Menu	"Press 1 for Sales, 2 for Support, 3 for Billing."
Queue Hold Message	"All agents are currently busy. Your call is important to us."
Estimated Wait	"Your estimated wait time is approximately [X] minutes."

Prompt Type	Example
Holiday Closure	"Our offices are closed for [holiday]. We will reopen on [date]."
After Hours	"You have reached us outside our business hours."
Maintenance	"We are currently performing scheduled maintenance."

Naming Convention

Format	Example
<Region>_<Dept>_<Purpose>	US_Support_WelcomePrompt
<Dept>_<Function>_Prompt	Support_MenuPrompt
<Region>_<Service>_Announcement	EU_Service_HolidayAnnouncement

Troubleshooting

Issue	Cause	Fix
Prompt not playing in flow	Prompt not referenced in the Play Audio action	Open flow → verify the prompt action points to correct prompt
Audio playback failure	Incorrect file format	Re-upload as a valid WAV file
TTS not working	Text formatting issue (special characters, symbols)	Review and clean the TTS text content
Prompt change not reflected in live calls	Flow not republished after prompt update	Prompts update without republish — if issue persists, check the flow's prompt reference is correct
Wrong prompt playing	Incorrect prompt name referenced in flow	Update the Play Audio action to reference the correct prompt

“ **i** Unlike flow changes, **prompt content updates (TTS text or audio replacement) take effect without republishing the flow**. However, if you rename a prompt or create a new prompt to replace an old one, you must update the flow reference and republish.

Troubleshooting Checklist

Check	✓
Prompt created in Architect	<input type="checkbox"/>
TTS text entered or WAV file uploaded	<input type="checkbox"/>
Prompt saved	<input type="checkbox"/>
Play Audio action in flow references correct prompt	<input type="checkbox"/>
Flow published (if flow changes were made)	<input type="checkbox"/>
Test call/interaction confirms correct audio	<input type="checkbox"/>

Key Facts for Exam / Interview

Question	Answer
Where are prompts managed?	Admin → Architect → Prompts
What two content types can a prompt have?	Text-to-Speech (TTS) and uploaded WAV audio
Can system prompts be deleted or renamed?	No
What file format is required for uploaded audio?	WAV
Do prompt updates require republishing the flow?	No — content updates are live immediately; only flow reference changes require republish
Can one prompt serve multiple languages?	Yes — add language variants within the same prompt

See Also

- **Architect Overview** — where prompts are used inside flows
- **Call Flow Components & Basics** — the Play Audio and Menu actions that reference prompts
- **Organization Settings → Global Settings** — Default TTS Engine configuration

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