VoiceObjects



VoiceObjects Server™ – Enterprise Edition

Product Summary

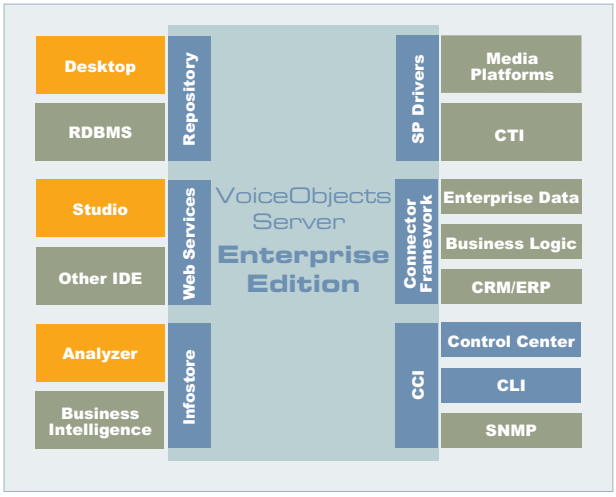
- Personalized applications with dynamic call flows
- Web services support for easier integration
- Plug and play integration with more than 100 VoiceXML platforms

VoiceObjects Server – Enterprise Edition: A Phone Application Server for Enterprises

VoiceObjects Server – Enterprise Edition empowers enterprises to deploy personalized and targeted voice, touch-tone, or multi-modal applications. Whatever the current or future business requirements, VoiceObjects Server provides a solid foundation on which enterprises can build and grow successful phone based services. VoiceObjects Server is the only scalable voice application execution environment that routinely processes millions of calls in live deployments - reliably, with the highest quality and using open-standards technology.

VoiceObjects Server – Personalized Applications in a Scalable Execution Environment

VoiceObjects Server – Enterprise Edition dynamically generates intelligent, personalized dialogs for each caller, based on pre-tested components, called VoiceObjects. VoiceObjects incorporates Voice User Interface best practices for an optimal caller experience, and guarantees outstanding stability and performance. Application development investments are fully protected, as VoiceObjects Server runs on more than 100 leading VoiceXML-enabled IVR platforms. With Web services support, organizations can easily integrate with any application development environment or CRM, ERP or other IT infrastructure, dramatically reducing development time and cost. In-depth dialog information and caller behaviors are logged to the Infostore and later analyzed to obtain comprehensive insights into caller behavior.



VoiceObjects 6 – Scalable platform for complete enterprise integration

Benefits

Personalized Applications

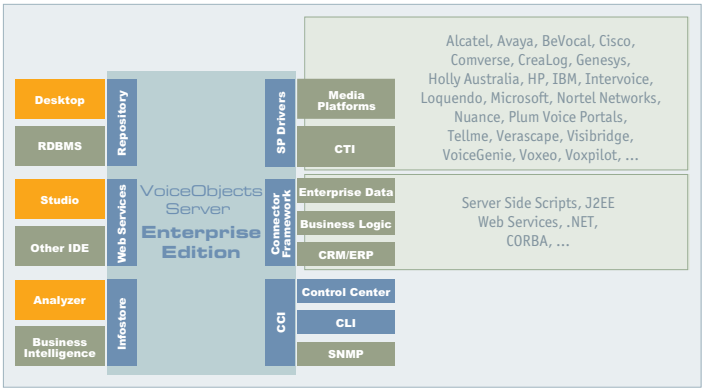
VoiceObjects Server – Enterprise Edition, based on a next generation componentized, object based architecture enables enterprises to easily develop, change and administer personalized voice application across the enterprise. Personalized applications drive user adoption with a more intuitive voice user interface and contextual help capabilities.

Easy Integration

Web services interface provides easy integration with any back-end system or legacy application. Leveraging the communication services framework, organizations can seamlessly integrate with their existing enterprise Web services.

Plug-n-Play Integration

VoiceObjects Server – Enterprise Edition has broad support for all major operating systems, databases, and Web Application Servers and seamlessly integrates into existing IT environments. VoiceObjects Speech Platform Drivers ensure that VoiceObjects-based applications can run with all leading VoiceXML-based IVR platforms.



Open platform for personalized application deployment

Flexible Solution for Analyzing Caller Behavior

VoiceObjects Server – Enterprise Edition provides a flexible mechanism to configure services required by users. Since, services within enterprises are typically deployed in several stages, e.g. development, test, and production, and in various environments, e.g. resource locations, configurations for back-end access, etc., VoiceObjects Server provides a mechanism to automatically update the environment specific parameters configured by the enterprise.

Enterprises need to understand caller usage in order to optimize the application and gather marketing information for driving caller adoption. VoiceObjects Server gives enterprises the flexibility to dynamically select the amount of caller information that needs to be collected in the Infostore, with the right level of granularity required for historical or real-time reporting. Integrations with leading analytics vendors gives enterprises the flexibility of leveraging their existing investments in technology with a lower cost of deployment; no re-training or redeploying of applications.

VoiceObjects 6 - The leading Phone Application Server Solution

Covering all phases of life cycle management for successful voice applications, VoiceObjects 6 family of products consists of the following server products:

VoiceObjects Server – Network Edition: Distributed application execution environment for highly scalable, multi-tenanted, carrier-grade multi-modal application deployments.

VoiceObjects Server – Enterprise Edition: Phone application server platform for development, deployment and maintenance of personalized, multi-modal self-service applications for enterprises.

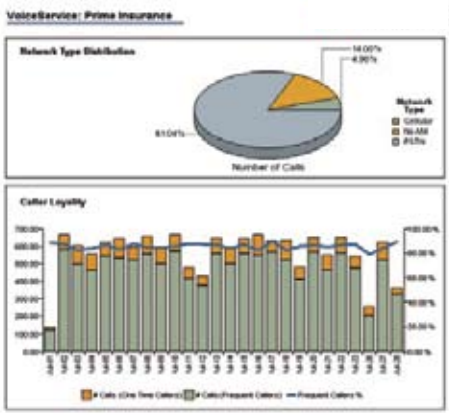
Complementary Products

VoiceObjects Analyzer

– Insight into system performance and dialogs

With a comprehensive set of pre-configured reports that profile different user roles, VoiceObjects Analyzer is the ideal complement to VoiceObjects Server. Derived from the multi-dimensional data model of Infostore, the VoiceObjects Analyzer reports are designed to meet the needs of users in different roles in the organization:

- **Application designers** obtain insight into dialog details for tuning and performance analysis
- **System administrators** can control system performance and workload
- **Business analysts and marketeers** gain information about caller behavior and effectiveness of marketing campaigns



* VoiceObjects Analyzer is available for direct integration with Business Objects 6.5 & XI. For integration with other BI vendors please contact your local VoiceObjects sales representative.

All reports can be adapted and configured to meet individual dialog analysis needs.

Benefits

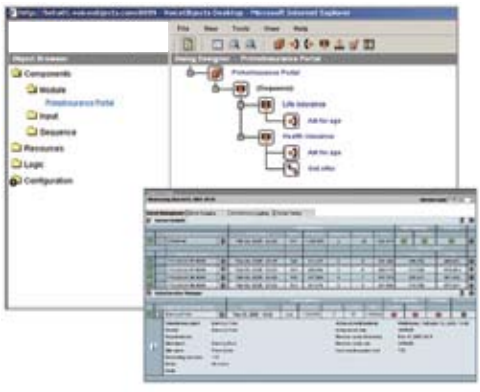
Real-time data analysis
VoiceObjects Analyzer interacts with data written by VoiceObjects Server in real time, providing an up-to-the-minute graphical view of the status of the system. Pre-configured reports allow instant analysis of the most prevalent questions.

Canned and custom reports
Users can choose from a wide variety of pre-defined reports suited to their business needs. In addition, custom data views and ad-hoc reports can easily be created.

Time and money savings
VoiceObjects Analyzer leverages the analytical capabilities of best-of-breed business intelligence and reporting tools*. By using web-enabled query and reporting, VoiceObjects Analyzer provides easy access to information about the voice environment.

VoiceObjects Desktop

– The industry's most powerful voice service creation environment



VoiceObjects Desktop is a highly interactive, easy to use web interface for creating, testing, deploying and analyzing voice and touch-tone applications. It revolutionizes voice service creation by enabling non-technical users to take advantage of the latest IT standards and speech technologies through an object-based modeling instead of coding approach.

Benefits

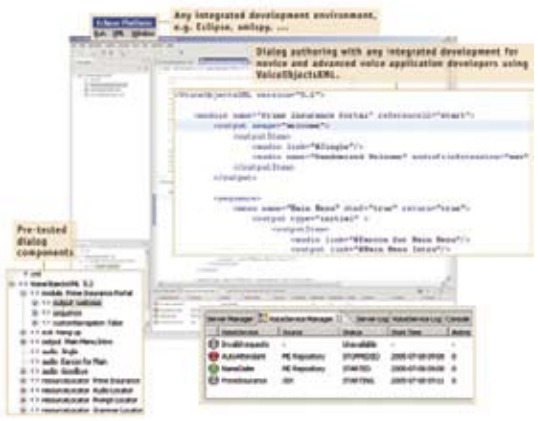
Shifting the paradigm from coding to modeling
VoiceObjects Desktop supplies the most productive working environment for both non-technical and technical users creating and maintaining business-critical voice services. The unique VoiceObjects concept of object-based modeling with integrated Voice User Interface best practices empowers users to get projects done faster by form filling instead of traditional coding.

Accelerating Time-to-Value
VoiceObjects Desktop is designed to focus all development efforts on delivering business value. Based on methodologies from object-oriented programming, it provides object reusability and inheritance.

Powerful application deployment services
VoiceObjects Desktop offers powerful operations, administration, tracing, debugging and maintenance functionalities in real time via its integrated management console and Control Center.

VoiceObjects Studio

– Integration with any Eclipse based IDE



VoiceObjects Studio connects any Eclipse-based development environment to the unique application management capabilities of VoiceObjects Server. VoiceObjects powerful object-oriented design lets organizations create both voice and touch-tone applications from pre-tested components, maximizing reusability while minimizing risk and effort. Its built-in best practices for Voice User Interface (VUI) design make it easy to achieve an optimal caller experience, while its support of VoiceObjects' unique layer technology enables the rapid incorporation of dynamic content, multiple languages and personas into a single voice-driven service.

Benefits

Eclipse based, extensible solution

With VoiceObjects Studio, developers can extend the established Eclipse environment for efficient voice or DTMF application development. Engineering teams can adapt and extend their development environment with best-of-breed plug-in tools to match their needs. VoiceObjects Studio integrates into the Eclipse tools and can be integrated in many third party Integrated Development Environments (IDEs) like IBM Websphere Studio or SAP NetWeaver Developer Studio.

Comprehensive access to all Voice Application Server capabilities

VoiceObjects Studio is build on top of VoiceObjects Server, the central hub to manage voice and touch-tone applications reliably, with the highest quality and using open-standard technology. It dynamically generates intelligent, personalized dialogs for each caller, based on pre-tested components.

Single application for all VoiceXML IVR platforms

Applications based on VoiceObjects technology take full advantage of the flexible speech platform driver concept of VoiceObjects Server. Each voice service can be deployed on one VoiceObjects Server and run on virtually all VoiceXML-enabled IVR platforms, protecting application development investments and reducing the total cost of voice application ownership.

VoiceObjects

VoiceObjects is the phone application server company. VoiceObjects works with carriers and enterprises around the world to deliver a personalized customer service experience to more than 500 million callers every year. VoiceObjects Server, the company's flagship product, supports phone-based applications at more than fifty leading companies, including Adobe, T-Mobile and Volkswagen Financial Services. For more information, please visit www.VoiceObjects.com.

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