VoiceObjects



VoiceObjects Server™ – Network Edition

Product Summary

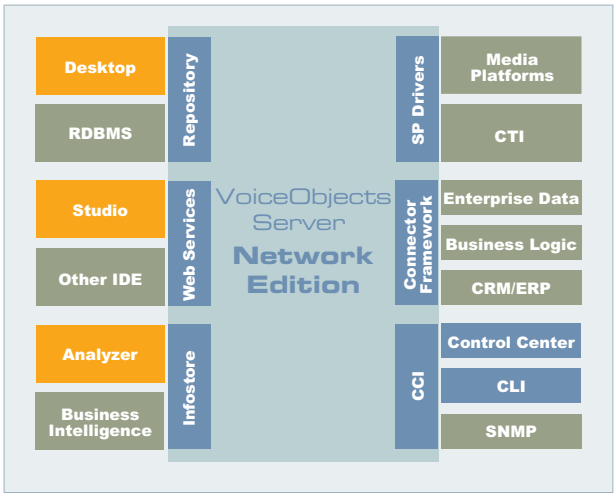
- Carrier grade architecture
- Multi-tenanted solution
- High availability for 24x7 operations

VoiceObjects Server – Network Edition: A Phone Application Server for Managed Service Providers

VoiceObjects Server – Network Edition empowers service providers to efficiently manage the complexities involved in operating voice, touch-tone or multimodal applications. Whatever the current or future business requirements, VoiceObjects Server provides a solid foundation on which service providers can build and grow successful phone-based services. VoiceObjects Server is the only carrier-grade voice application server that routinely processes millions of calls in live deployments - reliably, with the highest quality and using open-standards technology.

VoiceObjects Server – The Central Hub

VoiceObjects Server – Network Edition is the central hub of a complete life cycle approach to the management of multimodal applications. It 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. The VoiceObjects Server execution environment supports remote management and monitoring of multimodal applications, with online application maintenance for instant changes or rollbacks and guaranteed high availability.



VoiceObjects 6 – Multi-tenanted, Carrier Grade Platform

Benefits

Superior Performance

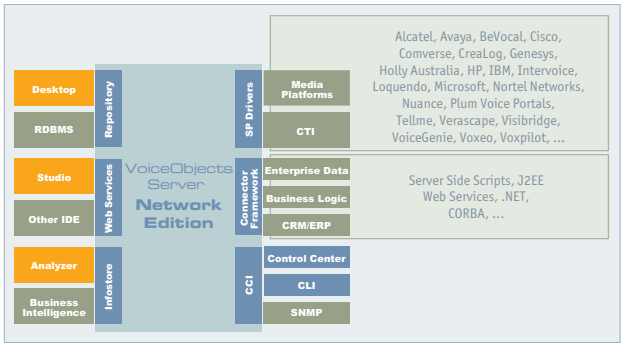
VoiceObjects Server – Network Edition provides unmatched stability, performance, and throughput. Its component-based architecture ensures seamless scalability and graceful handling of peak loads.

Easy Administration

Powerful operations, administration and maintenance functionality allows the efficient management of voice-service deployments, from ten to thousands of ports. Multi-layered architecture and deployment-protection mechanisms optimize administrator effort and minimize total cost of ownership.

Plug-n-Play Integration

VoiceObjects Server – Network Edition has broad support for all major operating systems, databases, and Web Application Servers and seamlessly integrates into existing IT environments. Through its sophisticated connector framework, all types of back-end systems can easily be connected. VoiceObjects Speech Platform Drivers ensure that VoiceObjects-based applications can run with all major VoiceXMLbased IVR platforms.



Open platform for scalable, multimodal application deployment

High Availability Architecture

VoiceObjects Server – Network Edition is based on a distributed, redundant cluster architecture, so it easily scales from ten ports to thousands of ports, a critical requirement for a managed services platform. It is the only phone application server in the world offering full multi-service and multi-tenant capabilities.

Through its built-in cluster management functionality, administration is effortless and failsafe, regardless of the size of the installation. One-click hot redeploy updates across an entire server farm, transparently ensure that ongoing calls continue without interruption. Hot restore immediately reverts the system to a previous safe state. Built-in safeguard mechanisms prevent broken applications from being deployed.

VoiceObjects Server – Network Edition can be monitored and administrated via its web-based Control Center, or via a Command Line Interface, that integrates into system management frameworks, such as IBM Tivoli. Industry-standard SNMP is fully supported, so standard consoles, such as HP OpenView, may also be used. To protect service operations, integrated User Management ensures that only authorized personnel can access VoiceObjects Server. VoiceObjects Server - Network Edition allows the assignment of appropriate roles and privileges to every user involved in the application life cycle, and even allows the management of multiple tenants within a single VoiceObjects installation.

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.

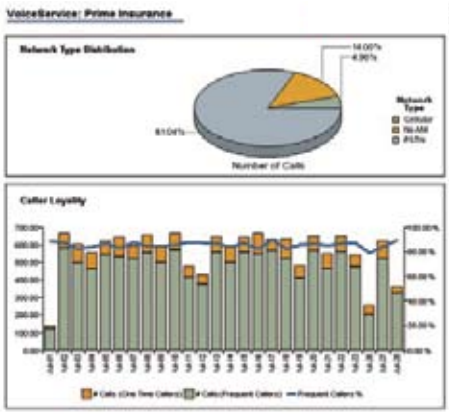
Complementary Products

Analyzer

– Insight into system performance and dialogs

With a comprehensive set of pre-configured reports that profile different user roles, Analyzer is the ideal complement to VoiceObjects Server. Derived from the multi-dimensional data model of Infostore, the 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



* 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.

— **Business analysts and marketeers** gain information about caller behavior and effectiveness of marketing campaigns

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

Benefits

Real-time data analysis
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
Analyzer leverages the analytical capabilities of best-of-breed business intelligence and reporting tools*. By using web-enabled query and reporting, Analyzer provides easy access to information about the voice environment.

Desktop

– The industry's most powerful voice service creation environment



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

Studio

– Integration with any Eclipse based IDE



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 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
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.

Corporate Headquarters:
VoiceObjects Inc.
1875 South Grant Street, Suite 720
San Mateo CA 94402
Phone: (650) 288-0299
Fax: (650) 525-9414

Regional Offices:

Germany
Friedrich-Ebert-Strasse
51429 Bergisch Gladbach
Phone: +49 (2204) 845-100
Fax: +49 (2204) 845-101

VoiceObjects is a registered trademark of VoiceObjects, Inc. Any other trademarks, trade names or service marks mentioned in this document belong to their respective owners.

The material presented herein is based upon information that we consider reliable, but we do not represent that it is error-free and complete.

VoiceObjects is not making any representation or granting any warranty with respect to such material, and the distribution of such material shall not subject VoiceObjects to any liability.

Copyright 2006. All rights reserved.

July 2006