VoiceObjects

VoiceObjects University





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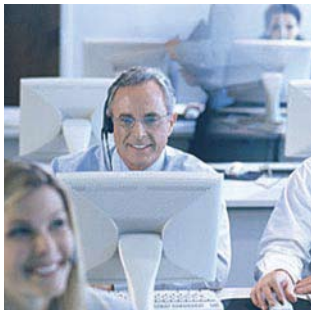


Course Catalog





Start Here for Personalized Phone Applications

The world of phone-based applications has changed. VoiceXML is now a widely adopted standard and the use of phone application servers is making the deployment of phone-based applications much easier – and easier to maintain too. At VoiceObjects University, you will get to know our phone application server product family and learn how to operate and maintain world-class phone applications through hands-on sessions.

VoiceObjects Server, the world's first phone application server, enables carrier-grade deployment and management of over-the-phone self-service applications. All phone application servers have the following four capabilities:

- The ability to dynamically generate VoiceXML to create personalized dialogs with each caller
- An application execution environment that supports remote management and monitoring, online application maintenance for instant changes or rollbacks, and fail-safe high availability.
- Web services support for easy integration between an organization's phone-based self-service assets and its CRM, ERP, and other IT assets
- Support for multimodal phone applications that may include voice, video, graphics and text interfaces, allowing unmatched user-friendly interactive applications

VoiceObjects training courses range from an introduction to VoiceObjects to specialized and advanced classes. Learn how the combination of VoiceObjects and standards such as VoiceXML has enabled the development and maintenance of next-generation voice services. See how our easy administration and detailed reporting/monitoring capabilities can be used to optimize your services. Attend our unique voice user interface (VUI) courses to discover how user-centric interface design ensures the success of your phone applications, and find out how underlying technologies such as speech recognition or speech synthesis fit into the picture. Or get "VoiceObjects Certified" and leverage your knowledge even further.

Training courses can be held at a VoiceObjects Training Center or on your premises with a maximum of twelve participants per course. The VoiceObjects training course curriculum can be extended to include new offerings. In addition, we are happy to quote for custo-mized courses to meet your individual requirements – at a partner or customer site, or over the Internet.

Overview of courses

Track	Courses and Certification			
Technical Training	Introduction to VoiceObjects (2 Days)	VoiceObjects Basic Development (3 Days)		VoiceObjects Basic Certification (1 Day)
	VoiceObjects Advanced Development (3 Days)	VoiceObjects Analyzer & Infostore (1 Day)	Administration of VoiceObjects (1 Day)	VoiceObjects Advanced Certification (1 Day)
	Operation of VoiceObjects (1 Day)	VoiceObjects Studio (1 Day)	VoiceObjects Release Update (1 Day)	
VUI Training	Introduction to Voice User Interface Design (1 Day)	Advanced VUI Design (5 Days)		VoiceObjects VUI Design Certification (1 Day)
Sales Training	VoiceObjects Introduction to Sales (1 Day)	VoiceObjects Presales (2days)		

Select the course track that's right for you. Contribute further to your company's success by getting VoiceObjects Certified.

"Phone application servers can lower the cost to deploy and maintain phone applications, provide a tighter integration with an organization's CRM, BI, or other infrastructure and will increase customer adoption."

-Sheryl Kingstone,
Research Director
Yankee Group





Technical Training

Introduction to VoiceObjects

Who should attend Anyone interested in state-of-the-art phone applications will benefit from this overview of how to use a phone application server from VoiceObjects to deploy and manage over-the-phone, self-service applications.

Content This course introduces the building blocks and tools, which are essential for the deployment of successful phone applications today. Attendees will learn the basic components of media platforms and the powerful VoiceObjects approach. After an introduction to the architecture and components of VoiceObjects with practical and interactive exercises, participants create and manage simple voice applications using VoiceObjects Desktop. Several demos complete the overview about VoiceObjects-based service management.

Duration 2 days

Price per seat $1,400 (or $3,200 bundled with *VoiceObjects Basic Development*)

Prerequisites No previous technical experience is required.

VoiceObjects Basic Development

Who should attend Consultants, application developers, system integrators

Content This technical course enhances the two day introduction and shows you the additional tools to deploy phone applications. The course agenda includes grammars, audio resources, back-end integration as well as application testing, deployment and maintenance. Attendees will get to know most of the VoiceObjects types during intensive hands-on exercises on our phone application server where attendees will create new applications. This course qualifies you to apply for a *VoiceObjects Certified Basic Developer* certification.

Duration 3 days

Price per seat $2,000 (or $3,200 bundled with *Introduction to VoiceObjects*)

Prerequisites *Introduction to VoiceObjects*. Programming experience and basic technical knowledge is desirable, but not mandatory.

VoiceObjects Advanced Development

Who should attend Consultants, application developers, system integrators

Content As a follow on to *VoiceObjects Basic Development*, this course covers the remaining object types in more detail (e.g. List, Collection). Furthermore we will focus on special topics like development best practice, more back-end integration, and markup standards inclu-ding call control. Combined with *VoiceObjects Analyzer & Infostore* and *Administration of VoiceObjects*, this course qualifies you to apply for a *VoiceObjects Certified Advanced Developer* certificate.

Duration 3 days

Price per seat $2,000 (or $3,200 bundled with *Analyzer & Administration*)

Prerequisites *VoiceObjects Basic Development*.





VoiceObjects Analyzer & Infostore

Who should attend Consultants, developers, administrators, business analysts

Content Learn all about Infostore, the collection of system and application-specific data. Develop a deep understanding of how to analyze these data and produce reports using VoiceObjects Analyzer. You will be introduced to the functionality of both server components and our standard reports, and you will learn how to customize Infostore and VoiceObjects Analyzer for data capture and analysis specific to your individual needs.

Duration 1 day

Price per seat $800 (or $3,200 bundled with *Advanced Development* and *Administration*)

Prerequisites Requires *Introduction to VoiceObjects* or comparable experience.

Administration of VoiceObjects

Who should attend Consultants, system administrators

Content This course explains all administrative and operational aspects of VoiceObjects, inclu-ding sizing, cluster management, installation, configuration and administration of the VoiceObjects platform.

Duration 1 day

Price per seat $800 (or $3,200 bundled with *Advanced Development and Analyzer*)

Prerequisites Basic knowledge in system and network admi-nistration preferred. *Introduction to VoiceObjects* recommended.

VoiceObjects Studio

Who should attend Developers

Content Do you want to use your own development environment, but still want to have all the VoiceObjects advantages such as object inheritance and layers? Then find out how to use VoiceObjects Studio and XDK, the XML-based interface to the full life cycle management framework from VoiceObjects. Using VoiceObjects Studio or your own Eclipse-based IDE, you will learn how to use XDK for multiple development and deployment scenarios.

Duration 1 day

Price per seat $ 800

Prerequisites *VoiceObjects Basic Development*. Requires experience in programming and XML.

Operation of VoiceObjects (on request)

Who should attend Operations, system administrators

Content This course is for the operational staff that is responsible for a smooth and error-free operation of VoiceObjects as well as for trouble-shooting and support personnel. If possible, this course shall be tailored to the specific system environment and applications of the participants.

Duration 1 day

Price per seat $ 800

Prerequisites No previous experience is required.

VoiceObjects Release Update (on request)

Who should attend Anyone who wants to know more about recent product features.

Content This training provides an overview of all changes and enhancements of a new major product release. Also available as a webcast if preferred.

Duration: 1 day

Price per seat $ 800

Prerequisites *Introduction to VoiceObjects* on a previous release, or equivalent experience.





VUI Training

Introduction to Voice User Interface Design

Who should attend VUI architects, application designers and developers, project managers, sales

Content This course covers the phases of voice user interface design, from user requirements, dialog and prompt design, and "hear & feel" definition through audio production and usability testing. Participants learn about state-of-the-art VUI design through a large number of examples, and gain experience with the essential methodologies and tools for successful voice applications.

Duration 1 day

Price per seat $ 800

Prerequisites No previous experience is required.

Advanced VUI Design

Who should attend VUI architects, application designers and developers

Content Following the *Introduction to Voice User Interface Design*, during this practice-oriented training you will work through all VUI phases. A new voice application will be developed, cove-ring e.g. requirements analysis, audio production and usability testing. Using VoiceObjects, you will discover how to create an application that is not only functioning to specification, but also succeeds in satisfying your callers. This course qualifies you to apply for a *VoiceObjects Certified VUI Designer* certificate.

Duration 5 days

Price per seat $3,200

Prerequisites VoiceObjects experience required (*Introduction to VoiceObjects*). Participation in *Introduction to Voice User Interface Design* is recommended.

VoiceObjects Certification

Certified Partner

During our one-day certification workshops you can obtain the following VoiceObjects certifications:

- VoiceObjects Certified Basic Developer
- VoiceObjects Certified Advanced Developer
- VoiceObjects Certified VUI Designer

All workshops include theoretical and practical test sessions, as well as discussion and exchange of experiences. For your preparation we will offer exercises and remote support.

Duration 1 day each

Price per seat $ 800

Prerequisites See individual course overviews.

Partner Program Sales Training

For VoiceObjects partners, we offer training for our partners' sales and presales staff. Join a Webinar or receive information about our product positioning and partner support. Or attend a one or two day classroom seminar to get all the information necessary for your sales activities.

For more information, contact your partner manager or VoiceObejcts University at university@VoiceObjects.com





BOOKING

Training must be booked in writing (fax is acceptable), at least two weeks before the course commences. The booking must contain the following information: course title and dates, billing address, and the name and email address of each participant. Course capacity is limited. All prices are exclusive of any local taxes, such as Sales Tax or VAT.

BENEFITS

Course fees cover the following items: course materials, noon time meals and light refreshments during the training sessions. Certification courses also include final exams and certificates.

VENUES

Training normally takes place at VoiceObjects Training Centers. Training at other locations can be arranged upon request. For on-site training the cost is $2,200 per training day, plus two days before and after each course plus travel and expenses.

CANCELLATION

If a participant cancels at least ten working days before the course commences, the participant will receive a voucher for the same course, valid for six months from the date of cancellation.

If a participant cancels more than two (but less than ten) working days before the course commences, the participant will receive a voucher for 50% off the same course, valid for six months from the date of cancellation.

Participants may not cancel less than three working days before the course commences. The names of participants may be changed at any time before the course commences, providing that VoiceObjects is informed of this in writing.

If VoiceObjects is obliged to cancel a training course because of illness, natural disaster or other circumstances beyond their control, each participant will receive a voucher for the same course, valid for twelve months from the date of cancellation. Participants will be informed of any changes to the training schedule as soon as possible. VoiceObjects accepts no liability for any other costs or losses incurred as a result of course cancellation. This does not affect your statutory rights.

Registration forms and a training calendar are provided at www.VoiceObjects.com.

About 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. VoiceObjects is privately held and headquartered in San Mateo, Calif. For more information, please contact (650) 288-0299 or visit www.voiceobjects.com.

VoiceObjects

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