





VoiceObjects Glossary

VoiceObjects 9.1

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VoiceObjects Glossary

The **VoiceObjects Glossary** presents a list of VoiceObjects specific terms as well as general acronyms and technical terms related to telephony technologies as they are used throughout the VoiceObjects documentation.

Term	Meaning
2-Way-SMS	2-Way-SMS applications can receive SMS messages, and return a response based upon the content of the received SMS message. VoiceObjects supports 2-Way-SMS as another dialog channel for customer interaction, implemented through the text channel.
3G	<i>Third generation</i> of mobile telephony systems – Usually identified as Universal Mobile Telecommunication Service (UMTS). Provides high speed data transmission and support of multimedia applications such as video and Internet access.
Actions category	Object category containing all objects used for extended dialog control. The Actions category consists of the following object types : Hyperlink , Pause , Recording , Transfer , Exit .
Active grammar	A speech or DTMF grammar that is currently active and used by the speech recognition system. The active grammar is defined on top of the active vocabulary.
ANI	Automatic Number Identification. A service that provides the caller's number to the receiving equipment. See also DNIS .
API	Application Programming Interface. Interface that applications use to access other services and to communicate with other systems.
ASR	Automated Speech Recognition. Modern systems that use speech instead of DTMF as input and respond to the recognized utterances.
Audio object	Object type belonging to the Resources category . Audio objects refer to prerecorded audio that can be played back within an Output object .
Automated service	Dialog where the user interacts with the system through a telephone. Incorporates a certain task or workflow in dialog and interaction units. The system may use speech recognition or DTMF to 'understand' the caller and to react to the responses given. Especially voice services need an intelligent VUI design to allow efficient interaction.
Autonomous object	Objects that are visible and accessible within the Object Browser and can be added to other dialogs.



Term	Meaning
Barge-in	Functionality that allows callers to interrupt prompts and respond without waiting until the output has finished. This requires the use of echo cancellation technology to subtract the machine output from the incoming data stream. Barge-in typically changes the turn taking characteristics of the application. Alternatively referred to as „cut-through“, „talk-over“, and also „talk-through“.
BI	Abbreviation of Business Intelligence .
Billing Trunk Number (BTN)	Telephone number used for call billing. Trunk number is not always the same as ANI .
Bridged transfer	Bridged transfer is used in VoiceXML to indicate that the browser does not hang up after the call transfer, creating a three-way call with the user, browser and called party. See also Call Transfer .
Browser	The software component for retrieving and presenting information contained in an XML-based document that includes executable IVR content.
BTN	Abbreviation of Billing Trunk Number .
Built-in grammar	Predefined set of grammars of different types to allow a faster application development. VoiceXML 2.0 defines the following as standard built-in grammars: Boolean, date, digit, currency, number, phone, and time. ASR vendors typically allow building new built-in grammar classes.
Business data capture	The capability of VoiceObjects Server to capture data at call time that can help measure the performance of a phone application in terms of accomplished business tasks. Such data includes overall success rates per task, reasons for incomplete tasks, the duration of a task within the entire call, etc. Data is captured and stored by the server component Infostore .
Business Intelligence	A process or a set of tools that enables business users to navigate through a Data Warehouse without the need of coding SQL . Provided functionality includes data visualization, complex analysis and querying.
Business reports	A category of VoiceObjects Analyzer reports to provide business and marketing representatives with insight into data that can help measuring the overall success of a phone application . See also Business data capture .
Business Task object	Object type belonging to the Business Tasks category . Business Task objects represent a task the caller can accomplish while interacting with an application. Task-related data, i.e. application-specific information gathered while the task was processed and general statistics, such as whether a task was successfully completed, the time that a task was active, recognition rates, etc., will automatically be logged to Infostore .



Term	Meaning
Business Tasks category	Object category containing objects that define a business view of an application on top of the dialog definition itself. The Business Tasks category consists of the following object types : Business Task .
Call concurrency	Used to define the amount of simultaneous calls into an IVR system, which is also indicative of both telephony and software port usage. See also Concurrent session .
Call detail record file	A protocol filled by media platforms . It contains details of individual calls, such as recognition results, processed VoiceXML pages or application logging.
Call Progress Analysis	Also called Call Progress Detection (CPD). A generic term for signal processing algorithms which operate on audio during call setup. The goal of CPA is to determine the nature of the callee or the outcome of call setup to an external telephony network (traditional or IP).
Call transfer	A typical functionality of a telephony platform that allows connecting a call to another party. See also Bridged Transfer .
CalXML	Voxeo's own lightweight XML -based markup language for IVR application development. CalXML was the first XML telephony language with both call control and IVR-like media control. It suits the needs of most telephony applications being deployed today, while allowing for faster development of IVR applications due to its easy-to-learn syntax.
Cascading Style Sheets	A style sheet language used to describe the presentation of a document written in a markup language. Its most common application is to style Web pages written in HTML and XHTML .
Case object	Object type belonging to the Logic category . Case objects represent a standard CASE or SWITCH CASE construct as in any standard programming or scripting language.
CCXML	Call Control eXtensible Markup Language - A W3C standard that is Edited & Chaired by Voxeo's CTO, RJ Auburn, for controlling how phone calls on a telephony platform or network are placed, answered, transferred, conferenced and more. CCXML works hand-in-hand with VoiceXML to provide a 100% standards and XML-based solution for any telephony application. Voxeo's CCXML browser is the world's most advanced, and widely used CCXML solution in existence.
CentOS	Linux operating system variant supported in Prophecy versions 9 and higher. CentOS is a community-supported, freely-available operating system based on Red Hat Enterprise.
CGI	Common Gateway Interface. A standard for external gateway programs to interface with information servers such as HTTP servers.



Term	Meaning
Channel	See Phone channel .
Clipboard	Functionality of Desktop for Web . The <i>Clipboard</i> folder in the Object Browser is used to temporarily hold dialog objects of various types. It can be used to apply commands like delete, append, insert, or replace on a set of objects.
Cluster management	A set of functionalities provided by VoiceObjects to enable the efficient administration of carrier-grade installations. A cluster denotes a set of multiple machines running one or more VoiceObjects Servers. With cluster management, these multiple machines can be administered as a single logical unit without the need to make adjustments on each of them.
Collection object	Object type belonging to the Logic category . Collection objects represent a collection of data values that can be accessed element wise with an index key similar to a spreadsheet or a table in a relational database.
Collection phase	The collection phase is the place in the OSDM dialog flow where a specific item type (e.g. a date, a string of digits) is collected from the caller.
Components category	Object category containing all objects used to describe the main dialog processing capabilities of an application. The Components category consists of the following object types : Module , Input , Output , Sequence , Menu , Confirmation , List .
Concurrent session	Dialog sessions that are being handled in parallel by VoiceObjects Server. Limits on the maximum number of concurrent sessions can be specified in the license key, and for individual servers and services.
Confidence level	Threshold applied during speech recognition to classify a recognition as successful (i.e. confidence score equals or is above the level) or as a No Match (i.e. confidence score is below the level). Usually a value between 0.0 and 1.0.
Confidence score	Measure of how sure the recognizer is about what the caller said. Usually a value between 0.0 and 1.0 (depends on the media platform), with very high numbers indicating high confidence in the answer. The confidence score is compared to the confidence level to determine the application behavior. See also N-Best List .
Configuration objects	Objects used to configure the VoiceObjects platform. This category includes projects , users, servers and services .
Confirmation	Asking the caller to accept or reject the correctness of one or more pieces of recognized or retrieved information, before proceeding with the dialog flow.



Term	Meaning
Confirmation object	Object type belonging to the Components category . Confirmation objects represent a dialog component to confirm and if necessary to correct information collected in previous dialog steps.
Confirmation phase	The confirmation phase of an OSDM dialog flow is entered only if the recognition confidence during the collection phase is between the defined values or the confirmation mode is explicitly set to ALWAYS.
Connector	Connectors are configurable connectivity elements to structure external data sources like databases, Customer Relationship Management (CRM), or content management systems. Within VoiceObjects connectors are implemented as objects and can be used to feed dynamic content into applications .
Connector framework	Integrates back-end systems through monitored connectors that can easily reuse existing interfaces.
Connector object	Object type belonging to the Resources category . Connector objects enable access to external data sources and back-end systems. They provide an open API (Application Programming Interface) for bi-directional data exchange, such that dynamic content can be integrated into the dialog flow.
Control Center	The deployment management and monitoring area of VoiceObjects Desktop . Displays the current status of servers and allows the central control of all server components and services .
Control Center connection	Defines a connection to a VoiceObjects Server which is managed and monitored through the corresponding Control Center .
CPA	Abbreviation of Call Progress Analysis .
CRM	Abbreviation of Customer Relationship Management .
CSS	Abbreviation of Cascading Style Sheets .
CTI	Computer Telephony Integration. A system that enables a computer to act as a call center, accepting incoming calls and intelligently routing them to the appropriate device or person.
Custom DB logging	A functionality of Infostore that allows applications to log custom data into a database, using the Log object .
Customer Relationship Management (CRM)	Entails all aspects of interactions a company has with its customers. It includes methodology, software and usually Internet capabilities that help an organization manage customer relationships in an organized way.
Data warehouse	A database that contains data used solely for analysis. In contrast to an operational database, the data in a data warehouse are subject-oriented, integrated, time-variant and non-volatile.



Term	Meaning
Database Management System	A collection of programs that enables you to store, modify, and extract information from a database. There are many different types of DBMSs, ranging from small systems that run on personal computers to huge systems that run on mainframes.
Database object	Object type belonging to the Resources category . Database objects allow access to Relational Database Management Systems to retrieve, store, or manipulate data.
DBMS	Abbreviation of Database Management System .
Debug Viewer	A Web-based tool integrated into VoiceObjects Desktop to debug a phone application when no media platform is available. It displays the markup code that the server renders for each dialog step and provides interactive hyperlinks to navigate through the application.
Deployment	Usually means the final process of making a developed application a live application that can be called. In VoiceObjects terms this means the activation of an application as a service on a server .
Designer	A user role in VoiceObjects. Designers work within projects to create and maintain applications . They do not have access to the Control Center or to configuration settings.
Desktop collaboration	The capability of VoiceObjects Desktop to support the collaboration of several users on the same project , or on different projects in the same environment such as a site . This includes features such as locking of dialog objects , user management , and reviewer annotations .
Desktop for Eclipse	See VoiceObjects Desktop for Eclipse .
Desktop for Web	See VoiceObjects Desktop for Web .
Developer Edition	See VoiceObjects Developer Edition .
Dialog design	The design of the dialog flow logic, which defines all the actions that an application takes. Includes the ordering and grouping of caller options within a menu structure.
Dialog Designer	Main work area of VoiceObjects Desktop where developers design and develop applications with graphically represented objects .
Dialog engine	Component of VoiceObjects Server that handles each individual call and processes the dialog logic. Integrates business logic and data through the connector framework . Uses the media platform driver to interface with media platforms, gateways and Web browsers.



Term	Meaning
Dialog flow	The sequence of objects as they are processed during a dialog. Depending on caller input, the same application may produce many different dialog flows.
Dialog navigation	Describes the transition between states in an application . This can be strictly machine-directed, or the caller can have more freedom to move about the application according to his or her needs. In the latter case, this can be achieved through hyperlinks , a mixed-initiative dialog or a fully caller-directed dialog flow.
Dialog objects	All objects used to create dialogs, covering the object categories Components, Resources, Logic, Actions, Layers, and OSDMs .
Dimension	A set of attributes, usually hierarchical, that is used to describe an organization's business by constraining and grouping facts .
Dimensional attribute	A typically non-numeric data element that is used to group data and build analyses from different perspectives.
DNIS	Dialed Number Identification Service. Service that provides the phone number a caller dialed. See also ANI .
DTD	Document Type Definition. A set of declarations that conform to a particular markup syntax and that describe a class, or "type", of SGML or XML documents, in terms of constraints on the structure of those documents.
DTMF	Dual Tone Multi Frequency. Also called touch-tone or push-button dialing, whereby the telephone network responds to tone signals entered by the caller. DTMF is the generic term for "touch tones", which was once reserved as an AT&T trademark.
DTMF fallback	Option to switch to DTMF input mode as an alternative to voice, e.g. in cases of providing private input like passwords or PINs.
Dynamic grammar	Grammar that can be created and modified by a running application.
Dynamic VoiceXML	Describes the functionality to generate VoiceXML at call time and deliver the results to a VoiceXML interpreter . This approach allows dynamic, interactive and data driven voice applications without specific programming. It supports the W3C efforts to use VoiceXML as the standard for phone and voice retrieval.
Eclipse	Eclipse is a universal platform designed to build Java-based IDEs for application development.
Eclipse plug-in	Features developed by third-party vendors to enhance Eclipse functionality are organized and packaged into plug-ins to facilitate distribution and installation.



Term	Meaning
Editor	Major element in Desktop for Eclipse and part of the object editors . Shows the actual content of an object and allows editing it.
Embedded object	Objects that are defined inside another object. Embedded objects are only accessible within their parent object , and are not visible within the Object Browser . Embedded objects can typically be replaced by autonomous objects if needed.
ETL	Extract, Transform and Load. A back-end process that extracts data from diverse operational systems, conducts several transforming steps to clean up and modify the data, and finally consolidates it by loading it into a data warehouse .
Event	An event corresponds to a specific situation that may occur within an application, e.g. the caller not providing any input (“ No Input ”) or a back-end not being available (“ Error Connector ”). Event handling may be defined to handle these situations.
Event handling	Event handling defines specific actions to be taken when a certain event occurs. These actions may be as simple as playing a prompt , or as complex as processing an entire sub-application. Due to inheritance , event handling can be defined once and be applied consistently across an entire application.
Evolution.voiceobjects.com	Free Voxeo customer and developer Web portal that provides application development resources and facilitates support interactions for VoiceObjects users.
Evolution.voxeo.com	Free Voxeo customer and developer web portal that provides tutorials, application development tools, user forums and facilitates support interactions.
Execution engine	The core functionality of VoiceObjects Server to deliver personalized phone self-service applications. This includes the capability to create dynamic dialogs and associated VoiceXML markup to interface with media platforms at call time, to access the backend such as CRM or ERP systems, and to capture live data on sessions and system usage.
Exit object	Object type belonging to the Actions category . Exit objects provide the termination of the connection between the phone of the caller and the application hosted on VoiceObjects Server .
Expression object	Object type belonging to the Logic category . Expression objects provide a comprehensive set of expression functions, which can be used to perform for example arithmetical calculations, string concatenations, comparison operations or any kind of Boolean operation.
Fact	A typically numeric data element that can be grouped by dimensional attributes with the help of aggregate functions.



Term	Meaning
Fact table	A table in a physical data model that represents a business process. The fact table typically contains one record per transaction.
Form Interpretation Algorithm (FIA)	Algorithm that drives the interaction between the user and a VoiceXML form or menu.
Format object	Object type belonging to the Resources category . Format objects define the output formatting for dynamic content.
Formatting bus	A feature of the natural dialog management capabilities of VoiceObjects Server . Allows developers to define custom formatting algorithms that enable VoiceObjects Server to present application-specific dynamic data such as phone numbers or PINs in a customized fashion. In voice applications this allows for natural, human-like pronunciation, including intonation and rhythm patterns. In the text and Web channel , raw data can be formatted for optimal display on mobile devices.
Gateway	A communication instance that translates (call) data between different networks (e.g. IP and PSTN) or protocols. A signaling gateway translates between two or more signaling protocols (like H.323 and SIP), while a media gateway usually performs transformation of media streams.
Goto object	Object type belonging to the Logic category . Goto objects allow incorporating an explicit GOTO instruction into a dialog flow.
Grammar	Describes the set of allowed utterances recognized by the speech recognition system. Typically specified using a Backus-Naur form (BNF) or a similar symbolic notation to describe context free grammars.
Grammar object	Object type belonging to the Resources category . Grammar objects represent a recognition grammar for caller input that can either be defined as an embedded, external or dynamically generated representation.
GSM	Global System for Mobile communications. A cellular network and the most popular standard for mobile phones in the world.
GUI	Graphical User Interface.
GUID	Global Unique Identifier. A number or character string that uniquely identifies an entity in a software system. VoiceObjects uses a GUID to identify each object in a distributed development environment.
Hosted Network	Refers to Voxeo's worldwide, on-demand hosted network to route and execute calls, as opposed to Premise system deployments.



Term	Meaning
Hot word recognition	Special form of speech recognition in which the recognizer listens to the utterance but does not respond until a specific word or phrase is detected.
Hotlink	VoiceXML -specific term for universal commands .
HTML	Hypertext Markup Language. The predominant markup language for Web pages. It provides a means to describe the structure of text-based information in a document — by denoting certain text as links, headings, paragraphs, lists, and so on — and to supplement that text with interactive forms, embedded images, and other objects.
HTTP	The Hyper Text Transfer Protocol (HTTP) is the basis for all communication on the World Wide Web (WWW). It is used whenever a URL such as http://www.VoiceObjects.com is processed.
Hyperlink	Drawing on the analogy of a Web hyperlink, which establishes a connection between different places on the same or on separate Web sites, a hyperlink in an application allows the caller to use commands to jump directly between non-consecutive states of a dialog flow.
Hyperlink object	Object type belonging to the Actions category . Hyperlink objects allow the caller to use commands to jump directly between non-consecutive states of a dialog flow.
ICM	Integrated Call Manager. Cisco-specific call center integration. An intelligent call routing engine that receives call control messages from the network and routes calls via predefined customized routing procedures.
IDE	Integrated Development Environment. A programming environment with a set of tools to support the design, development, deployment, analysis, and maintenance of an application. See also SCE (Service Creation Environment).
If object	Object type belonging to the Logic category . If objects allow specifying a standard IF-THEN-ELSE construct as in any standard programming or scripting language.
IM	Abbreviation of Instant Messaging .
IMR	Interactive Messaging Response - Provides interactive communications via instant messaging between a customer using an IM client and an IM agent or IM bot.
IMS	IP Multimedia Subsystem. Framework to provide IP based telecom services. Originally designed for 3G mobile networks, it is also used for next generation fixed line networks today. IMS is access independent, supporting IP sessions for packet data transfer over various networks.



Term	Meaning
Infostore	Within VoiceObjects the statistics engine and repository for statistical tools and detailed analysis. Infostore completes the full lifecycle for applications. It allows to fully analyze all applications implemented and deployed on VoiceObjects Server .
Inheritance	An integral part of an object-oriented design approach. It allows designers to define settings once at a high level, which are then applied throughout an application, provided they are not overwritten or augmented locally.
Input mode	The way in which caller input was retrieved. In voice applications this can be either voice or DTMF .
Input object	Object type belonging to the Components category . Input objects represent a dialog component to request information from the caller.
Input state	A VoiceXML document that expects input from the caller.
Instant Messaging	A collection of technologies that allow real-time text-based communication between two or more participants over the internet or some form of internal network/intranet.
IT and Tuning reports	A category of VoiceObjects Analyzer reports to provide application developers and designers with insight into data that can help tuning applications. See also Tuning data capture .
IVR	Interactive Voice Response. Systems that traditionally host DTMF -based applications. They prompt the caller for information using a recorded or synthesized human voice, and react based on that collected information. Current systems work with ASR and TTS functionality for an enhanced VUI .
IVVR	Interactive Voice & Video Response – An IVR platform with integrated video support. The user interacts with a real-time video stream by pressing DTMF buttons on their terminal (typically a mobile video handset) or by speaking commands using ASR .
Java	A write-once, run-anywhere programming language often used in today's Web application development, developed by Sun Microsystems.
JDBC	Java Database Connectivity. A Java API that enables Java programs to execute SQL statements against a database system.
JDK	Java Development Kit. A software development kit for producing and running Java programs.
JSGF	Java Speech Grammar Format. See also Grammar .



Term	Meaning
JVM	Java Virtual Machine. An abstract computing machine or virtual machine. JVM is a platform-independent programming language that converts Java byte code into machine language and executes it.
Layer	Enables the separation of the core application logic from the way an application is presented. Layers can influence aspects such as language or persona, but they can also change the application behavior itself. See also Layer object .
Layer concept	A core feature of VoiceObjects, which enables the separation of application logic and application presentation by using layers . Layers significantly reduce the complexity of building dynamic, personalized applications and enhance manageability.
Layer object	Object type belonging to the Layers category . Layer objects let the developer define typical custom layers like persona , customer/caller state, or time.
Layers category	Object category containing all objects that provide custom layer definition capabilities. The Layers category consists of the following object types : Layer .
Library project	A special type of project that may be used as a library by other projects. Libraries allow the re-use of shared sub-applications (e.g. entering a phone number) or of standard objects (e.g. Audio objects).
Lifecycle	The evolution of a system or application from initial identification of an information management task through system or application termination or replacement.
Lifecycle management	The process of managing a system or application through its lifecycle. It is a disciplined means for selecting and practicing the management approaches and techniques that are most appropriate for a given information management problem. Lifecycle management typically includes a defined set of workflow steps (e.g. create, test, deploy, analyze) and transitions to cover all phases of a lifecycle.
List object	Object type belonging to the Components category . List objects present simple lists and tables to the caller providing list navigation and selection options.
LoadTester	A tool integrated into VoiceObjects to measure performance and scalability and to verify resilience of the IVR application software stack including VoiceObjects Server and integrated back-end systems.
Log object	Object type belonging to the Resources category . Log objects provide the capability to write log messages to a file, to a database, to the media platform, or to the dialog context.



Term	Meaning
Logging	A functionality maintained by VoiceObjects Server . Logging information is stored in files and contains information on server level about processed actions on that server.
Logic category	Object category containing all objects used to control the logic of a dialog flow and the corresponding dialog context. The Logic category consists of the following object types : Variable , Collection , Expression , If , Case , Loop , Goto .
Logical data model	A conceptual description of the dimensions and dimensional attributes that will be contained in the data warehouse . One logical data model can be implemented with different physical data models . The creation of the logical data model should always focus on the business needs.
Lookup table	A table in the physical data model that contains dimensional attributes in one direction and characteristics of those attributes in the other.
Loop object	Object type belonging to the Logic category . Loop objects allow the implementation of standard loop constructs of the type WHILE (condition) {...} and DO {...} WHILE (condition).
Managed Service Environment (MSE)	Provides externally hosted solutions for some or all of the components required to operate over-the-phone self-service applications, such as IVR , application server, etc. The MSE enables clients to operate services without the need for up-front investments. Topics such as multi-tenancy and scalability are crucial for MSE.
Managed Service Provider (MSP)	Company, that hosts a service infrastructure for other companies. MSPs play an increasingly important role in hosting phone applications that let companies and network carriers bring over-the-phone self services to market quickly and without heavy upfront cost.
MD	Abbreviation of Metadata .
Media platform	General term to describe a speech, DTMF and video processing system with a markup interface such as VoiceXML. Examples of media platform providers are: Alcatel, IBM, Genesys, HP, VoiceGenie, and others. Media platforms are often also called media gateways. See also IVR and media platform driver .
Media platform driver	Interface between VoiceObjects Server and media platforms . VoiceObjects uses markup languages such as VoiceXML or SALT as the main interface to these systems, but delivers highly optimized drivers for each supported platform. Users can still use extensions to standard platform functionality (e.g. proprietary markup tags) if supported by the underlying interpreter.



Term	Meaning
Menu object	Object type belonging to the Components category . Menu objects provide standard menu navigation capabilities in which the caller can choose from a list of Menu items.
Metadata	An XML-based data layer that provides an abstract representation of the objects that are configured during application development. At call time, VoiceObjects Server transforms the metadata into markup code that drives the dialog.
Metadata Repository	Specifies a database within a RDBMS (Relational Database Management System) that is used for storing the application designed with VoiceObjects Desktop .
Metadata Repository connection	Defines the connection to the Metadata Repository that is going to be used by VoiceObjects Desktop .
Mixed initiative	Describes interactions between the caller and the computer which are sometimes caller-driven and sometimes machine-driven. Example: The system asks " <i>How much would you like to transfer from your Savings to your Checking account?</i> " and the caller replies " <i>What's the balance of my checking account?</i> ".
Mobile Web channel	One of the four phone channels supported by VoiceObjects. The mobile Web channel delivers applications on mobile devices with built-in HTML browsers to display Web content.
Module object	Object type belonging to the Components category . Module objects typically represent the start node in a dialog flow and are used to group single objects into logical units. They provide global settings that are inherited based on the object-oriented paradigm to subsequent objects.
MP	Abbreviation of Media Platform .
MRCP	Media Resource Control Protocol. The primary communication protocol used by speech servers to provide speech services (such as speech recognition and speech synthesis) to its clients via RTSP (Real Time Streaming Protocol) or SIP (Session Initiation Protocol).
MSE	Abbreviation of Managed Service Environment .
MSP	Abbreviation of Managed Service Provider .
Multimodal applications	Dialogs or parts of a dialog that provide user interaction based not only on other voice interactions thus enhancing user experience and acceptance. Video functionality can be used to create video enhanced self-service applications and new kinds of services, using video as an alternate communication to simple audio files. Samples are video based information portals, video messaging, music download with video extensions, etc.



Term	Meaning
Multiple phone channel support	The capability of VoiceObjects to deliver services to multiple phone channels . Using this feature, one phone application can be built that serves multiple channels . While the outputs typically differ among the channels, the business logic, back-end access etc. stay the same. With the multiple phone channels capability of VoiceObjects, development efforts for phone applications are significantly reduced, maintainability is simplified and unified reporting and analysis through Infostore and VoiceObjects Analyzer becomes possible across all deployed phone channels.
Multi-slot model	Also named “semantic slot model”. A model that maps utterances to semantic slots. Each slot holds a unit or meaning. Example: <i>from, to, date, and time</i> . The system can interpret an utterance event though the exact phrasing or word order is not pre-specified.
Multi-tenancy	The ability to support multiple groups of users on a single software platform in such a way that each user group has full access to the platform's features, yet the groups are securely separated from each other and cannot influence each other's work. Multi-tenancy is a crucial requirement for software platforms used in Managed Service Environments .
Natural dialog management	A concept representing several key capabilities within VoiceObjects associated with dialog management. These capabilities enhance automatic speech recognition capabilities from the leading speech vendors and enable callers to interact naturally and experience a more personalized interaction with the voice portal system. Key capabilities include: global commands, barge-in , mixed-initiative dialogs, implicit correction of misrecognitions, natural pronunciation of numbers and digit sequences, adapting to caller's speaking style, random prompting , context-sensitive help.
Navigator	Standard view of Eclipse showing the available resource files of the workspace. The workspace also contains all project documentation, storyboard or project version export files generated by VoiceObjects.
N-Best list	The top “N” list of recognition results. The best match (N=1) is the recognizer's best guess as to what the caller said. But the application may determine that this response is illogical based on context. Perhaps the caller has previously rejected this choice, or the input does not correlate with other task-related information. In either case, the application may offer a second or third hypothesis out of the N-best list as part of an error-correction dialog strategy.
Network mode	Working mode in Desktop for Eclipse . As opposed to standalone mode working in network mode requires a connection to a remote Metadata Repository . Network mode enables collaborative development of multiple users on a single project .



Term	Meaning
Next Generation Networks	General term for telecommunication networks with converging voice, data and multimedia services, basically following the IMS architecture blueprint.
NGN	Abbreviation of Next Generation Networks .
No Input	An event generated by the system when a caller has been asked for some input and no input is detected within the timeout interval.
No Match	An event generated by the system when some input is detected, but that input does not match the underlying grammar.
Notification	Notifications are sent on system events like status changes of servers , server instances or services and on occurring problems like running out of licenses or database connections not available. Depending on the definition of corresponding receivers, notifications can either be received by SNMP traps or through e-mails.
Nuance Grammar Object (NGO)	Nuance-specific precompiled grammar object that is used to increase performance/execution of large grammar files.
Object Browser	A specific area of VoiceObjects Desktop that displays a list of available objects used in the current project . Developers can select objects from here and use them in the Dialog Designer to compose dialogs and entire applications .
Object category	All dialog objects available in VoiceObjects are grouped into functional categories: Components , OSDMs , Resources , Logic , Actions , and Layers .
Object editor	Used for creating or editing objects in VoiceObjects Desktop. Object editors vary depending on the particular object type. In Desktop for Eclipse, object editors always consist of an Outline and an object type-specific editor .
Object ID	The middle part of the GUID (Global Unique Identifier) of each object, between OVAP and _. This ID is generated by VoiceObjects and cannot be changed.
Object Palette	One of the major views in Desktop for Eclipse . Contains folders for all object categories filled with the respective object types , using the same structure as the Object Browser .
Objects	General term used by VoiceObjects to describe all its components for creating dialogs (see dialog objects) and configuring the system (see configuration objects). Objects are stored as metadata in a central data repository in a RDBMS .



Term	Meaning
Objects type	VoiceObjects contains different object types which each provide specific functionality and properties. An object instance created of any object type is called object . Object types are grouped into object categories .
Observer	A user role in VoiceObjects. Observers have read-only access to the Control Center to inspect and review deployments. They do not have access to projects and cannot modify any objects .
OSDM object	Object type used to integrate the different OSDM types (Alphanumeric, Credit Card Expiration, Credit Card Number, Currency, Custom Context, Date, Digits, Number, Phone Number, Postal Code, Social Security Number, Time, and Yes/No) into the VoiceObjects platform.
OSDMs	OpenSpeech DialogModules by Nuance are building blocks for speech applications. They manage the dialog flow and event-recovery logic and simplify development of speech services. Each OSDM consist of a collection phase and a confirmation phase .
Outline	A view in Desktop for Eclipse related to object editors . Shows an overview on the currently open editor and may be used for navigation.
Output object	Object type belonging to the Components category . Output objects allow the playback of an output to the caller. The output can be based on plain text and/or Audio, Variable, Silence or other Output objects.
Parent object	An object that has at least one subordinate object attached is called a parent object. The attached child objects can be autonomous objects or embedded objects . Parent relationships can be nested to any degree.
Pause object	Object type belonging to the Actions category . Pause objects allow the suspension and subsequent continuation of a dialog through predefined commands, which can be activated by the caller.
PBX	Private Branch Exchange. A private telephone network used within an enterprise. Users of the PBX share a certain number of outside lines for making telephone calls external to the PBX.
PDF	Portable Document Format. An open file format provided by Adobe Systems for secure, reliable electronic document distribution and exchange.
Persona	A single or one of many characters, or personalities, of a voice application , as expressed by a voice and its use of language. The persona greatly influences the mental model that a caller will necessarily derive from the interaction and is a major aspect of an application's entire <i>hear and feel</i> , which can include non-speech audio as well.



Term	Meaning
Personalization	The use of data known about a caller to determine the behavior of an application. Once a caller has been identified, for example through ANI or an account number, the application can exploit information about the caller's choice of language, usage history, etc.
Personalization engine	Component of VoiceObjects Server that leverages the Layer concept to provide personalized caller experience. Performs the evaluation of layer states at call time to generate individual dialogs.
Perspective	A perspective defines the initial set and layout of views in the Eclipse environment. Each perspective provides a set of functionality aimed at accomplishing a specific type of task or works with specific types of resources.
Phone application	A dialog-oriented interactive application accessed through a phone and/or mobile device. VoiceObjects supports phone applications that can be run in the phone channels <i>voice</i> , <i>video</i> , <i>text</i> , and <i>Web</i> .
Phone application server	A phone application server is software that enables carrier-grade deployment and management of personalized, over-the-phone self-service applications.
Phone channel	The modality in which a phone application is run. VoiceObjects supports the phone channels <i>voice</i> (for applications running on traditional VoiceXML -based IVR systems), <i>video</i> (VoiceXML -based IVR systems enhanced by video capabilities), <i>text</i> (USSD browsers), and <i>Web</i> (mobile Web browsers). See also Multiple phone channel support .
Phone Simulator	A Web-based tool integrated into VoiceObjects Desktop to test a phone application when no media platform is available. Only applications in the text and Web channel are supported. It simulates the look & feel of such an application on a mobile device, providing the same user interface. This can be used both for testing and for demonstrations.
Physical data model	A graphical representation of the tables in a data warehouse . Represented information includes the table structure and the relationships between the tables.
Plug-In object	Object type belonging to the Resources category . Plug-In objects allow the use of custom markup code (e.g. VoiceXML), which can either be embedded or provided as an external reference. In this way, existing VoiceXML applications can be included, and custom tags supported by the media platform can be utilized.
Preferences	A number of settings used to configure Desktop for Eclipse , including working mode (standalone or network) and Control Center connection .



Term	Meaning
Premise	Refers to Voxeo software deployments implemented on a server local to the end user, as opposed to users who leverage the Voxeo hosted network .
Primary key	A column or a combination of columns that uniquely identify one record inside a table.
Project	All applications developed with VoiceObjects are handled as a project. A project can have multiple versions and other properties used to manage the lifecycle of an application.
Project documentation	A detailed documentation of a project version or a part thereof provided by VoiceObjects, containing dialog flows, full object definitions, or both. The documentation is generated in PDF format.
Project Home Page	A specific area within VoiceObjects Desktop that displays the main properties of a given project . When selecting a project the Project Home Page will always be displayed initially.
Project version	A project within VoiceObjects can have multiple versions. Developers can create several project versions for one project – e.g. one for development, one for testing or deployment and so on. Each version can be established and run as an active service on a server .
Prompt	A prompt is a unit of information which is played by the system as acoustic output (speech or other audio), in order to communicate with the caller.
Prompt design	The process of creating prompts for a voice application. A prompt can be a request for input, it can provide system status in the form of feedback or landmarks, or it can provide either system-initiated or caller-requested information.
Prophecy	Voxeo Prophecy is a 100% standards-based communications software platform for Unified Self-Service . Prophecy makes it easy for companies to create, deploy and manage DTMF and speech self-service IVR applications, while also providing support for non-voice self-service channels, including IM and SMS . Prophecy is the only platform to pass every single mandatory and optional VoiceXML Forum compliance test. Prophecy is available for on-premise deployment and is also the foundation for Voxeo's worldwide hosting network. A free download is available at www.voxeo.com/free .



Term	Meaning
Prophecy Hosting	Voxeo Prophecy Hosting is an on-demand, SaaS solution for delivering DTMF and speech IVR self-service applications, while also providing support for non-voice self-service channels, including IM and SMS. Prophecy Hosting is the largest worldwide VoiceXML and CCXML hosting network with more than 72,000 ports deployed in data centers throughout the US, EMEA and Asia. Anyone can sign up for a free Prophecy Hosting account at http://www.voxeo.com/free
Prophecy Hybrid	A solution that leverages Prophecy on-premise and on-demand. Often, Prophecy Hosting is used for failover and bursting.
Prophecy SIPmethod	A converged SIP servlet, HTTP servlet, and Web-service application server, used for rapid development and deployment of Java-API based communication solutions. SIPmethod gives developers the ability to use Java-APIs to quickly build any communication solution or web service. SIPmethod is included with Prophecy .
Random prompting	Playing variations of a given prompt in a randomized way, so as to minimize any robotic character of a voice application. Prompts can vary either in their wording or simply in the way they're spoken.
RDBMS	Abbreviation of Relational Database Management System .
Real time Transport Protocol (RTP)	The standardized packet format for delivering streaming media in the IVR environment.
Recording object	Object type belonging to the Actions category . Recording objects provide the caller with the ability to record a message.
Reference ID	Unique ID used to reference an object . By default this ID is the same as the GUID . When objects are used as parameters for external programs, plug-ins, or scripts, the reference ID can be used to refer to these objects within the external code. The reference ID can be changed to a custom string, but it has to be unique within the project.
Relational Database Management System	A specific type of DBMS that stores data in relational tables.
Rendering	Describes the process of creating execution steps in the form of a markup language (e.g. VoiceXML) out of objects that are executed in VoiceObjects Server . The created markup will be transferred to a media platform (e.g. a VoiceXML interpreter).
Repository	The repository of a development environment is typically represented by a relational database (RDBMS) that stores all kinds of object instances related to the software.



Term	Meaning
Repository Browser	One of the major views of Desktop for Eclipse used to handle projects. Contains folders and subfolders representing the projects and project versions and the libraries available. Moreover it contains folders for project-independent configuration objects filled with the respective objects available for that type.
Resource Locator object	Object type belonging to the Resources category . Resource Locator objects represent a general access path to any kind of resource in the same way as a URL (Universal Resource Locator) in the Web world.
Resources category	Objects category containing all objects used to provide access to external resources such as audio, grammars, VoiceXML code, etc. The Resources category consists of the following object types : Audio, Format, Silence, Grammar, Connector, Script, Plug-In, Log, Resource Locator .
Reusability	The ability to use dialog components, built for one task, in various places of an application or across multiple applications. The object-oriented design of the dialog components, combined with the layer concept , ensure a high level of reusability when designing applications with VoiceObjects.
Reviewer	A user role in VoiceObjects. Reviewers have read-only access to projects to inspect and review applications without making changes. They do not have access to the Control Center and cannot change any configuration settings.
Reviewer annotation	Reviewers can add annotations to project versions to indicate their findings. Once added, these reviewer annotations are read-only and cannot be modified or deleted by any other user. Only Reviewers can add reviewer annotations.
RTP	Abbreviation of Real Time Protocol .
SBC	Abbreviation of Session Border Controller .
Scalability	The ability of a software platform to grow linearly with the number of users or concurrent sessions working on it. Scalability is a crucial requirement for software platforms used in Managed Service Environments .
Script bus	Architecture for integrating custom scripting engines into the VoiceObjects platform to be used within the Script object .
SDP	Abbreviation of Session Description Protocol .
Script object	Object type belonging to the Resources category . Script objects allow the specification of server-side scripting language code (JavaScript 1.5) to control any kind of business logic within the dialog flow. The JavaScript code can either be embedded within the object definition itself or it can be referenced as an external file source.



Term	Meaning
Sequence object	Object type belonging to the Components category . Sequence objects group multiple objects into a processing sequence.
Server	A server in VoiceObjects is a concept that corresponds to a cluster of physical server machines and is represented by a Server object . Services must be hosted on a server in order to be called.
Server Administrator	A user role in VoiceObjects. Server Administrators have full access to all aspects of the VoiceObjects installation.
Server Controller	A user role in VoiceObjects. Server Controllers manage the deployment aspects of a VoiceObjects installation. They have access to the server and service configuration settings, but they may not manage users.
Server instance	One instance of VoiceObjects Server that runs in an independent JVM . Several server instances form a cluster and are managed as a logical unit through the Server object .
Server manager	Acts as a “supervisor” for the various server processes running on various machines in a server cluster and thus manages application consistency and session partitioning across the cluster. Makes it possible to administrate multiple logical server clusters from a single Control Center , both locally and remotely (through a WSI).
Server object	Within VoiceObjects a logical server is represented by a Server object that hosts a certain list of services . Server objects belong to the configuration objects of VoiceObjects.
Service	Applications developed with VoiceObjects are deployed to a server as a service represented by a Service object . Only services can be called from a phone. Services provide attributes such as associated media platform drivers , etc.
Service Controller	A user role in VoiceObjects. Service Controllers are Designers who may also manage specific services . They have limited access to the Control Center and to configuration settings.
Service Level Agreement	Service Level Agreements define the availability of services and session capacities within a Managed Service Environment in order to balance resources for multiple tenants. They are specified through the concept of session partitioning .
Service object	Within VoiceObjects a service is represented by a Service object in which certain settings like media platform driver, language, etc. can be specified. Service objects belong to the configuration objects of VoiceObjects.



Term	Meaning
Service Oriented Architecture (SOA)	A software system architecture in which individual components are available to each other as services, communicating through a standardized interface such as Web services . This allows for a loosely coupled interaction in which heterogeneous environments can work together as an integrated solution.
Session	Session is the generic term for an active dialog on VoiceObjects Server. A session typically corresponds to a call, but also includes additional tasks such as dialog end processing.
Session Border Controller (SBC)	Application that governs the manner in which calls, also called sessions, are initiated, conducted and terminated in a VoIP network.
Session Description Protocol (SDP)	A format for describing streaming media initialization parameters intended for describing multimedia communication sessions for the purposes of session announcement, session invitation, and parameter negotiation.
Session Initiation Protocol (SIP)	Protocol to enable multi-user sessions regardless of media content. SIP allows for creation of innovative new services for IP telephony networks and allows packet-based networks to carry voice, video, and data. SIP can establish sessions for features such as audio/video conferencing, interactive gaming, and call forwarding to be deployed over IP networks thus enabling service providers to integrate basic IP telephony services with Web, e-mail, and chat services.
Session partitioning	Session partitioning enables administrators to partition the overall session capacity of a system and align those partitions with services, servers, and sites. Each partition is defined by a guarantee and a limit. Session partitioning can be defines for services and servers .
SGML	Standard Generalized Markup Language. A meta language to define markup languages for documents. XML is a specific subset of SGML, whereas HTML is an application of SGML.
Silence object	Object type belonging to the Resources category . Silence objects allow the playing of a silence sequence for a specified duration inside an Output object .
SIP	Abbreviation of Session Initiation Protocol .
SIP gateway	A software component that handles requests in the Session Initiation Protocol (SIP) .
SIP proxy	Manages the setup of calls between SIP devices including the controlling of call routing. Also performs necessary functions such as registration, authorization, network access control and network security.



Term	Meaning
SIP server	Supports traditional telephony features based on the Session Initiation Protocol (SIP) within an IMS architecture. The SIP server is closely integrated with the phone application server that hosts the service logic and executes the dialog flow.
SIPmethod	See Prophecy SIPmethod .
Site	A site corresponds to a tenant in a multi-tenant environment. Sites may contain any number of projects , users, servers , and services . Any two sites are completely separated from each other, so that different tenants cannot see or influence what the others are doing.
Site Administrator	A user role in VoiceObjects. Site Administrators manage all aspects of a specific site , including users. They have full access to all configuration settings for their site.
Site Controller	A user role in VoiceObjects. Site Controllers manage the deployment aspects of a specific site . They have access to the server and service configuration settings for their site, but they may not manage users.
SLA	Abbreviation of Service Level Agreement .
Slot	In speech recognition environments, a slot is the unit that is used to provide the result of the speech recognizer back to the voice application . One or more slots can be filled in a given dialog turn, depending on how many pieces of in-grammar information the caller provides. An example would be the make of a car, or the make and model of a car.
SMS	Short Message Service. A communications protocol allowing the interchange of short text messages between mobile telephony devices.
SNMP	Simple Network Management Protocol. Standard protocol for network management. SNMP compliant products can work together in order to diagnose problems and gather statistics for administration and fine-tuning. Examples of SNMP network management products are: CA Unicenter, IBM NetView, HP OpenView, Sun NetManager, and others.
Snowflake schema	A specific implementation method of the physical data model . In a snowflake schema one table exists for each dimensional attribute . It can be achieved by normalizing the dimensional tables in a star schema .
SOA	Abbreviation of Service Oriented Architecture .



Term	Meaning
Social Network	Online communities of people who share interests and/or activities, or who are interested in exploring the interests and activities of others. Most social network services are web based and provide a variety of ways for users to interact, such as e-mail and SMS, and instant messaging services. Popular social networking websites are Facebook and Twitter.
Speaker verification	A system for verifying a caller's identity based on the characteristics of his or her voice.
Speech recognition	Basically the technology for converting voice to text. There are several forms of speech recognition. See also ASR .
Speech synthesis	Technology for converting text into audio. See also TTS .
Speech timeout	Also described as recognition timeout. The configurable amount of time an application will wait for an expected caller utterance before activating a No Input event . Most ASRs are configured to generate a timeout condition that VoiceXML will deliver as No Input event to the application.
SQL	Structured Query Language. Standardized query language that is used to extract or modify information in a RDBMS .
SRGS	Speech Recognition Grammar Specification. Candidate recommendation of the W3C for specifying speech grammars. The speech recognition grammar specification covers both speech and DTMF (touch tone) input. SRGS is referenced by VoiceXML and SALT .
SSL	Secure Sockets Layer. A protocol developed by Netscape for transmitting private documents via the Internet. SSL works by using a public key to encrypt data that's transferred over the SSL connection.
SSML	Speech Synthesis Markup Language. An XML language used for specifying speech synthesis including prosody. SSML is referenced by VoiceXML and SALT .
Standalone mode	Working mode in Desktop for Eclipse . As opposed to network mode the standalone mode uses an embedded database and does not require network connectivity. Standalone mode allows offline development e.g. while travelling.
Star schema	A specific implementation method of the physical data model . It consists of one fact table and one lookup table for each dimension .
Static grammar	Grammar that is created at application development time and is not modified during call time as opposed to a dynamic grammar .



Term	Meaning
Statistics engine	Component of VoiceObjects Server that collects all server, service and call statistics and stores it into the RDBMS-based Infostore . This data mart enables real-time analysis without requiring additional load or transformation steps.
Storyboard export	A functionality within VoiceObjects Desktop that creates a Microsoft Excel file providing an overview of all prompts used in a project or a part thereof. The Excel file can be modified and edited by the Storyboard Manager .
Storyboard Manager	A tool to manage the prompts of a voice application. The Storyboard Manager comes in two flavors: The <i>Storyboard Manager for Maintenance</i> allows you to view and print prompt lists of different detail levels, modify the wording and filter settings of existing prompts and add variations to or remove variations from Audio objects. It also supports a re-import of any changes made to the prompts into an existing application. The <i>Storyboard Manager for Design and Migration</i> can be used to do prompt design from scratch for new voice projects and to speed up the migration of legacy IVR applications.
System and session data capture	The capability of VoiceObjects Server to capture data at call time, both on the performance and behavior of the VoiceObjects platform itself, and on individual sessions. The latter includes call detail records providing information on recognition rates, caller navigation patterns, and general call statistics. Data is captured and stored by the server component Infostore .
System DB logging	A functionality of Infostore that writes detailed information on individual dialogs into a predefined database schema. VoiceObjects Analyzer provides real-time analytical capabilities based on the data written by System DB logging.
Telephony platform	Typically a telephony environment like a PBX that connects telephone lines, both for human-to-human and human-to-machine communication. Telephony platforms are usually integrated into modern IVRs or even in some VoiceXML platforms.
Test Monitor	Used for local testing of an application. Provides access to trace and log files and starts the Debug Viewer , the Phone Simulator or a call on a media platform in order to test the application.
Text channel	One of the four phone channels supported by VoiceObjects. The <u>text</u> channel uses a texting protocol supported by GSM networks, called USSD (Unstructured Supplementary Service Data) . It allows users of ordinary GSM-based cell phones to interact with an automated system on a purely textual basis, with the look & feel of a text message (SMS , Short Message Service).
Text object	Object type belonging to the Resources category . Text objects provide access to text files.



Term	Meaning
Text-to-audio (TTA)	Describes a way of formatting text to be played as an audio stream using prerecorded audio snippets. The process concatenates the text information according to the selected conversion rules (e.g. number-by-number, word-by-word, etc.). Each language used requires its own set of audio files. TTA option is available within VoiceObjects in objects where text is played back to the caller.
Text-to-grammar (TTG)	Describes the automatic conversion of comma-separated lists of utterances into speech recognition grammars. TTG is a quick and easy way of defining media platform-independent grammars in applications, particularly during the early design phase. TTG can be used in all Grammar objects .
Text-to-speech (TTS)	Describes a system that synthesizes speech to communicate with the caller. Usually a specific TTS engine is needed for every different language.
Touch tone	See DTMF .
Tracing	A functionality maintained by VoiceObjects Server . Tracing information is stored in files and records the exact processing of a given service during its interaction with a caller.
Transfer object	Object type belonging to the Actions category . Transfer objects allow a call transfer to another party.
Transition	Describes the process of leaving a given input state . A transition is usually activated by an utterance of the caller, but also events like No Input or No Match can lead to a transition.
Tropo	Voxeo's cloud telephony service that enables developers to write voice applications in popular programming languages Groovy, JavaScript, PHP, Python and Ruby. Developers can try Tropo for free at http://www.tropo.com .
TTA	Abbreviation of text-to-audio .
TTG	Abbreviation of text-to-grammar .
TTS	Abbreviation of text-to-speech .
Tuning data capture	The capability of VoiceObjects Server to capture data at call time that can help tune a phone application , particularly with regard to speech recognition. Such tuning data includes for instance confidence values and utterances provided by the ASR engine. Data is captured and stored by the server component Infostore .
UC	See Unified Communications .



Term	Meaning
UMTS	Universal Mobile Telecommunication Service. 3G broadband, packet-based transmission of text, digitized voice, video, and multimedia at data rates up to 2 megabits per second (Mbps). UMTS offers a consistent set of services to mobile computer and phone users no matter where they are located in the world. Based on the GSM standard, UMTS is the planned standard for mobile users around the world.
Unicode	A standard that attempts to provide unique coding for all international language characters; developed by the Unicode Consortium. The current number of supported characters is over 95,000.
Unified Communications (UC)	The integration of different electronic messaging and communications media (e-mail, SMS, Fax, voicemail, video messaging, IM, etc.) technologies into a single interface, accessible from a variety of different devices.
Unified Self-Service	Voxeo enables companies to deliver a comprehensive, multi-channel self-service strategy covering voice, SMS, IM, video and the mobile web.
Universal command	A command that callers can say at any time during the dialog.
URI	Uniform Resource Identifier. The generic term for all types of names and addresses that refer to objects on the World Wide Web. A URL is one kind of URI.
URL	Uniform Resource Locator. Used to locate resources such as Web pages in the World Wide Web. Typically, a URL has the form <i>http://www.VoiceObjects.com</i> and relies on the HTTP protocol.
User management	A set of functionalities provided by VoiceObjects to manage and track the access to various product components. Users are assigned a user role that matches their respective task in the application lifecycle. Additionally, user management enables multi-tenant installations in which multiple groups of users can operate independently and without interference.
User Manager	A user role in VoiceObjects. User Managers create and maintain User objects within a site or within an entire VoiceObjects installation. They do not have access to projects, the Control Center, or server and service configuration settings.
User object	Within VoiceObjects each user is represented by a User object that can be configured with respect to user roles, privileges, etc. User objects belong to the configuration objects of VoiceObjects.
User role	Users are assigned different user roles depending on their tasks within the application lifecycle. VoiceObjects provides nine different user roles covering all aspects from pure application design to pure operations control.



Term	Meaning
USSD	Unstructured Supplementary Service Data. A capability of all GSM phones to support interactive applications based on text input and output, with the look & feel of a short message service (SMS).
USSD browser	A platform sitting between a mobile GSM network and a mobile device supporting USSD . Required for phone applications run in the phone channel text .
UTF-8	A variable-length character encoding for Unicode (8-bit UCS/Unicode Transformation Format). UTF-8 is able to represent any character in the Unicode standard, yet the initial encoding of byte codes and character assignments for UTF-8 is backwards compatible with ASCII.
Utterance	A unit of caller speech, usually collected in response to a prompt , which the given recognition system attempts to match against a grammar.
Utterance recording	A functionality of VoiceObjects to store the recordings of utterances made by the caller into a file system. Infostore logs context information on where in the dialog the utterances occurred, where the stored files are located, etc.
Variable object	Object type belonging to the Logic category . Variable objects provide the concept of a variable as in other standard programming or scripting languages to control the dialog context as well as the business logic of an application.
VCC	Abbreviation of Virtual Call Center .
Video channel	One of the four phone channels supported by VoiceObjects. The video channel is similar to the voice channel , but an application typically uses prerecorded video files instead of audio files to interact with the caller. Input is done through voice or DTMF . Video applications run on media platforms on the basis of VoiceXML . They require 3G mobile devices.
Video IVR	See IVVR .
Video object	Object type belonging to the Resources category . Video objects refer to video files that can be played back within an Output object . Videos are primarily aimed at mobile devices in a 3G network .
View	In an Eclipse environment, views support editors and provide alternative presentations as well as ways to navigate the information in the Eclipse project.
Virtual Call Center (VCC)	A software-based, single-site solution for call routing, and call reporting that does not necessitate in-house deployments of hardware & software.



Term	Meaning
Voice browser	From an architectural standpoint a voice browser is the instance of an interaction unit that handles speech input and output. It does not include any dialog processing capabilities. VoiceXML interpreters are often called voice browsers.
Voice channel	The “traditional” phone channel that customers use in automatic systems, i.e. IVR systems. Interaction takes place through voice or DTMF input and audio or TTS output, powered by media platforms that support VoiceXML , the technical foundation of modern voice applications .
Voice over IP (VoIP)	The transmission of voice over data networks that utilize the Internet Protocol (IP).
Voice portal	Voice portals - similar to Web portals - offer a broad variety of voice applications to the caller under one telephone number. Current voice portals are largely horizontal – offering synergistic information services and commerce applications centered on entertainment, convenience, and personal productivity.
Voice services	Dialogs or parts of the dialog that are driven by speech interaction with the caller utilizing speech recognition and DTMF . Voice services are ideal for call center automation, employee self-services, voice portals, etc.
Voice User Interface (VUI)	The audio equivalent to the graphical interface paradigm (GUI) of the visual world. A Voice User Interface implements the spoken interactions between a person and a computer across a (telephone) network using speech recognition , speech synthesis , and voice authentication.
Voice Web	An emerging and evolving network of voice services and voice portals that people can access from any phone to obtain information or connect to other phone numbers.
VoiceObjects 9	Current release of the VoiceObjects product family , enabling the development, deployment, management and analysis of self-service phone portals over multiple phone channels including voice, video, text and Web.
VoiceObjects Analyzer	Within the VoiceObjects product family, the reporting and analytics environment for caller behavior, system and application analysis that leverages common business intelligence platforms such as IBM Cognos, Microstrategy and SAP BusinessObjects. VoiceObjects Analyzer interacts with data written to Infostore in real time, providing an up-to-the-minute graphical view on the status of the system. Pre-configured reports allow instant analysis of the most prevalent questions.



Term	Meaning
VoiceObjects Desktop	Within the VoiceObjects product family , the graphical development environment for creating, testing, deploying and monitoring phone applications . There are two editions; VoiceObjects Desktop for Eclipse and VoiceObjects Desktop for Web .
VoiceObjects Desktop for Eclipse	Eclipse-based edition of VoiceObjects Desktop for developing and deploying phone applications.
VoiceObjects Desktop for Web	Web-based edition of VoiceObjects Desktop for developing and deploying phone applications.
VoiceObjects Developer Edition	A free packaging of VoiceObjects software for developing, demonstrating and testing over-the-phone voice, text and mobile Web applications. Includes Desktop for Eclipse , an integrated VoiceObjects Server , media platform drivers , Jetty application server, integrated Derby database, Phone Simulator , and non-temporary license for 1 user and 5 concurrent sessions or ports for pre-production use.
VoiceObjects perspective	The initial set and layout of Desktop for Eclipse in the Eclipse environment.
VoiceObjects platform	VoiceObjects provides enterprises with an open and flexible infrastructure to efficiently create, deploy, manage, and analyze self-service phone portals. The VoiceObjects product family consists of the following products: VoiceObjects Server , VoiceObjects Analyzer , VoiceObjects Desktop for Eclipse and VoiceObjects Desktop for Web .
VoiceObjects Server	A phone application server and the central component within the VoiceObjects product family for service execution and management. It enables highly scalable, carrier-grade deployment and management of personalized, over-the-phone self-service applications. VoiceObjects Server generates dialogs dynamically at call time, provides application execution environment for online updates and rollbacks, supports applications over voice, video, text and Web phone channels , and enables enterprise integration through Service Oriented Architecture (SOA) .
VoiceObjectsXML	A proprietary XML -based application-level markup language . It sits on top of open standard such as VoiceXML or SALT , and is independent of individual media platforms , owing to the VoiceObjects media platform driver concept.
VoiceXML	Voice eXtended Markup Language. The de facto standard in markup languages for creating voice applications . The VoiceXML forum (www.voicexml.org) as the inventor of VoiceXML is an industry consortium dedicated to promoting VoiceXML as the standard for phone and voice retrieval. The current VoiceXML 2.0 was expanded to support markup languages for grammar , speech synthesis , and call control. Multimodal specifications will further expand the standard. VoiceXML is now maintained by the W3C.



Term	Meaning
VoiceXML Interpreter	A computer program that interprets a VoiceXML document to control a media platform for the purpose of conducting an interaction with a caller. A VoiceXML interpreter is sometimes mistaken for a voice browser .
VoIP	Abbreviation of Voice over IP (Internet Protocol) .
Volatile service	A service that has been deployed directly from a VoiceObjectsXML string containing the application definition.
Voxeo Prophecy	See Prophecy .
Voxeo Prophecy Hosting	See Prophecy Hosting .
VSN	VoiceObjects Service Name . Within the VoiceObjects environment a unique identifier for a service that is used when the media platform initiates a new session for the service.
VUI	Abbreviation of Voice User Interface .
VXML	See VoiceXML .
W3C	World Wide Web Consortium – Internet standards body responsible for many of the standards key to the functionality of the World Wide Web today. The W3C is working on voice expansions to access Web content. See www.w3c.org/voice for details.
Web application server	Software that enables Web applications to exchange data with the back-end systems and databases of e-businesses. Web application servers include Apache Tomcat, Bea WebLogic, IBM WebSphere, and others.
Web channel	See Mobile Web channel .
Web services	A Web service is a software system designed to support interoperable machine-to-machine interaction over a network. It has an interface described in a machine-processable format. Other systems interact with the Web service in a manner prescribed by its description using Web-related standards such as HTTP and XML as the basis for communication.
Web Services Interface (WSI)	Enables the control of a software product through Web services. It is a key component in a Service Oriented Architecture (SOA) .
Working mode	To support user groups with different requirements Desktop for Eclipse provides two working modes. Standalone mode uses an embedded database while network mode requires a connection to a remote Metadata Repository .



Term	Meaning
Working prompts	Textual system outputs that are temporarily used during the design phase. Working prompts are created during the process of dialog design , i.e. the definition of the dialog flow , to illustrate the flow of verbal interaction. This increases readability and understanding for customers as well as for developers of the TTS-prototype. In the process of prompt design the working prompts provide the basis for defining the final wording that is used in the application. All prompts are specified in a "storyboard", a predefined table, which is edited, for instance, with the Storyboard Manager .
WSI	Abbreviation of Web Services Interface .
XDK	XDK is the XML-based development interface to VoiceObjects Server that can be used through any 3rd party IDE. XDK enables developers to use the IDE of their choice to easily build high-quality applications, and to seamlessly deploy, monitor, analyze and maintain them on a phone application server .
XHTML	Extensible HTML. An XML-conformant version of HTML.
XML	eXtended Markup Language. The universal format for structured documents and data on the Web. XML is increasingly becoming the general standard document format of structured data. For further information, see www.w3c.org/XML .
XML schema	An XML schema is a description of a type of XML document, typically expressed in terms of constraints on the structure and content of documents of that type, above and beyond the basic syntax constraints imposed by XML itself. An XML schema provides a view of the document type at a relatively high level of abstraction. As opposed to DTDs (Document Type Definitions), an XML schema is namespace- and datatype-aware.