



Nuance Café Provisioning Guide



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VoiceObjects 9.0

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Nuance Café Provisioning Guide

The *Nuance Café Provisioning Guide* describes the process of deploying and testing applications developed with VoiceObjects Desktop for Eclipse by using the Nuance Café media platform.

If you are new to Desktop for Eclipse first follow the steps described in the *Desktop for Eclipse Quick Start Guide*. It describes how to run through the installation, provides a short introduction to the Desktop for Eclipse environment, and explains how to create a first small application.

For a more detailed description of Desktop for Eclipse refer to the *Desktop for Eclipse Guide*.

Prerequisites

To use Desktop for Eclipse with an external hosted media platform, your machine needs to be accessible from the Internet. Before continuing, make sure that your firewall or network is configured to allow such access.

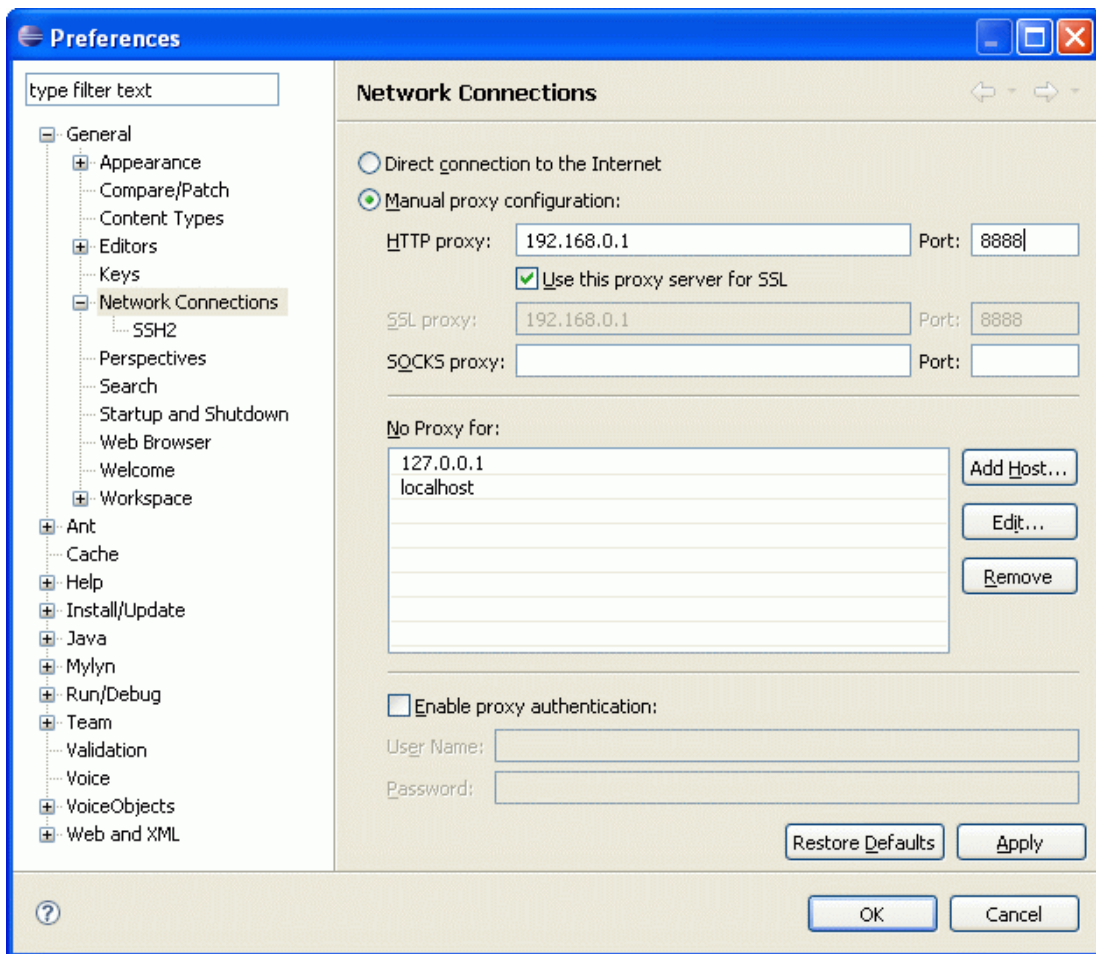
To be able to call your application later on, you will need a softphone installed on your machine.

If no softphone is available you can download a free version of Skype from www.skype.com or the X-Lite softphone from <http://www.counterpath.com>.

Configuring a Proxy Server (Optional)

If you are using a proxy connection to connect to the Internet, do the following:

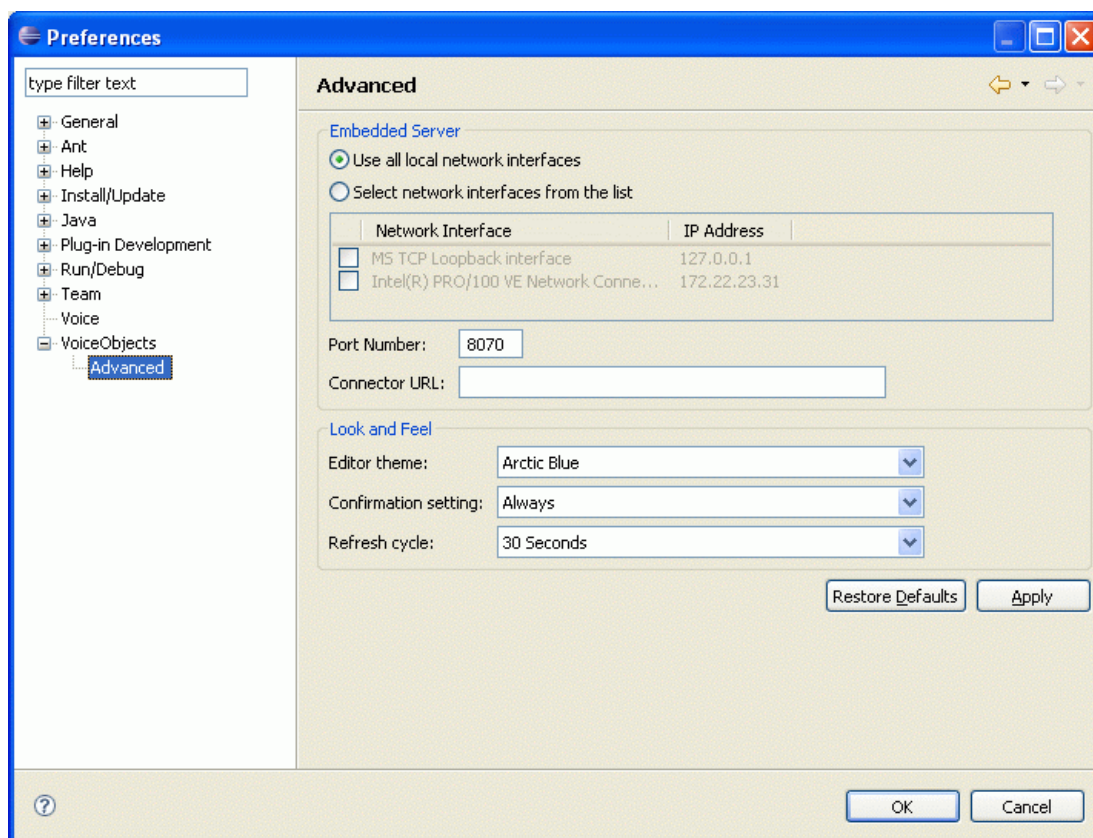
1. In the menu bar of Desktop for Eclipse, open the **Windows** menu and select **Preferences**.
2. In the left pane of the **Preferences** window, expand the **General** entry and click **Network Connections** to display the network preferences.
3. Select the radio button **Manual proxy configuration** and specify the address and port of your proxy server in the respective fields.



Allowing Access to Desktop for Eclipse

To make Desktop for Eclipse accessible from the Internet, do the following:

1. In the menu bar of Desktop for Eclipse, open the **Windows** menu and select **Preferences**.
2. In the left pane of the **Preferences** window, expand the **VoiceObjects** entry and click **Advanced** to display the VoiceObjects advanced preferences.
3. Select the radio button **Use all local network interfaces**. Alternatively, you can select the radio button **Select network interfaces from the list** and check at least one entry in the table below other than the *Loopback interface*.



4. Click **OK** to apply your settings and close the **Preferences** window.

Registering with Nuance Café

If you do not have a Nuance Café account go to <http://cafe.bevocal.com> and click the link **Sign-Up** to register as a new user.

After completing the registration process, you will receive a confirmation e-mail with all required login and password information.

To create and configure a Nuance Café voice application, do the following:

1. Login to your free Nuance Café developer account and select **Tools & File Management** from the menu on the left-hand side to open it.
2. In the **Remote URL Based Application Development** section, enter the following URL in the **Add URL:** field:
`http://<host name>:<port>/VoiceObjects/DialogMapping?VSN=testService
&vsDriver=BeVocal_Cafe_VXML_2_0`
3. Replace <host name> with the IP address of the selected network interface and <port> with the port number as shown in the **Preferences** window (see previous step).
4. Click **Add** to add the entry to the list below.
5. To mark the newly added entry as active, click **Activate** on the right-hand side.



Configuring Desktop for Eclipse

Next, specify a new configuration for Nuance Café in Desktop for Eclipse.

1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run... (Open Run Dialog...)**.
2. Right-click **VoiceXML Application** in the left pane and from the context menu select **New**.
3. In the **Name** field, specify a name for the new configuration e.g. *Nuance Café*.
4. In the **Browser** field, select *Generic Softphone* from the drop-down list.
5. In the **Softphone Path** field, specify the complete path to your softphone executable.
6. In the **Parameters** field, specify the appropriate parameter for your softphone, followed by the phone number of your Nuance Café application.

The following examples show the parameters for the softphones Skype and X-Lite:

Skype: /callto:<phone number>

X-Lite Softphone: -dial <phone number>

For other softphones, consult the corresponding vendor manuals.

7. Click **Apply** to apply your settings and **Close** to leave the **Run** window.

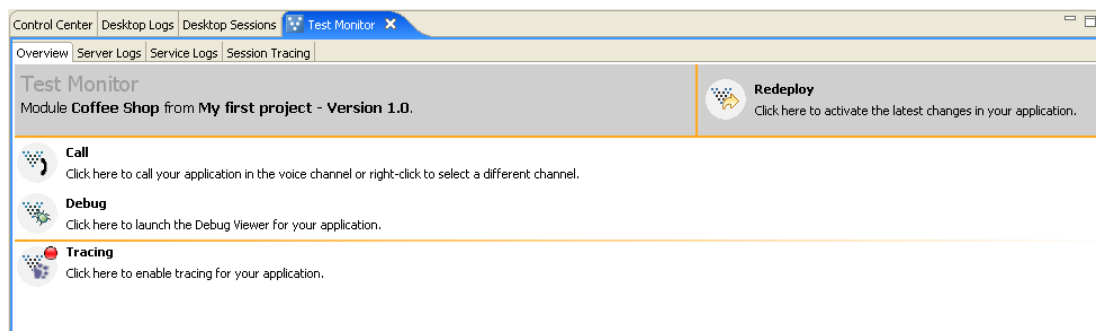
Calling your Application

Follow the instructions in the *Desktop for Eclipse Quick Start Guide* to create a small sample application with Desktop for Eclipse.

You can test this application now by doing the following:



Right-click the *Coffee Shop* Module object (or any other object you have created and want to test) and select **Test Application** from the context menu.

The **Test Monitor** will be displayed in the bottom right corner of Desktop for Eclipse.





Test your application by clicking the **Call** button  on the **Test Monitor**. Your softphone will start and automatically call Nuance Café.

The following dialog flow shows a possible dialog for the *Coffee Shop* application:

Object – Caller	Dialog Flow
	<i>Welcome to the Coffee Shop service!</i>
	<i>What would you like to drink? Mocha, Latte, or Espresso?</i>



Object – Caller	Dialog Flow
 Caller	<i>Espresso.</i>
	<i>Here we go. Enjoy your delicious Espresso.</i>