



VoiceObjects 9

Release Notes 9.0



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What's New in this Release

VoiceObjects 9 provides powerful functionalities to enable the development, deployment, management and analysis of self-service phone portals across multiple phone channels including voice, video, text and Web.

These *Release Notes* contain a summary of the changes between VoiceObjects 7.4 and VoiceObjects 9.0, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 9.0.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 9.0.

Object library

- **New event type “Invalid Answer Limit”**
The new *Invalid Answer Limit* event type allows designers to limit the total number of No Input and No Match events (collectively called “invalid answers”) within a single input state. Typically the desire is to transfer a caller to an agent after e.g. three or four such invalid answers. For details refer to *Event Handling* in the *Object Reference*.
- **Use of object references in TTA-XML**
The TTA-XML format offers a new column *objectReference* that allows the referencing of existing objects to be included in the sequence of prompts to be played. For details refer to the Format object in the *Object Reference*.
- **Integrated support for call recording**
In combination with utterance recording it is now possible with selected media platforms to obtain full duplex call recordings. For details refer to Chapter 6 – *Recording of Utterances* in the *Deployment Guide*.
- **New transfer mode CCXML**
The Transfer object offers a new transfer mode *CCXML* that can be used for seamless integration with Call Control XML-based applications such as conferencing.
- **New expression function ISLOGGINGACTIVE**
The Expression object offers a new function *ISLOGGINGACTIVE* to determine whether the current dialog sessions has been selected for Infostore logging. This is very useful in setups that use Infostore sampling.

VoiceObjects Desktop

- **Enhanced platform support in Test Monitor**
From the Test Monitor in Desktop for Eclipse it is now possible to immediately call applications using Voxeo Prophecy 9 as well as Voxeo Prophecy Hosting.
- **Link to Technical Support chat**
From Desktop for Eclipse it is now possible to initiate a chat session with Technical Support, so developers can get answers to their questions faster than ever before.
- **Enhanced Search Result**
Desktop for Eclipse now offers an enhanced, tabbed Search Result view that presents multiple search results simultaneously and provides more information on



the search itself. For details refer to Chapter 8 – *Object Search* in the *Desktop for Eclipse Guide*.

- **Simplified project backup**
Desktop for Eclipse now offers a new VoiceObjects menu command for conveniently backing up all projects simultaneously, either in separate files or in one ZIP package. For details refer to Backing Up All Projects in Chapter 3 – *Repository Browser* in the *Desktop for Eclipse Guide*.
- **Simplified switching of connection mode**
The Desktop for Eclipse connection mode (standalone or network) can now be switched transiently directly from the VoiceObjects menu. For details refer to Configuring the Connection Mode in Chapter 10 – *VoiceObjects Preferences* in the *Desktop for Eclipse Guide*.

VoiceObjects Server

- **Support for syslog**
VoiceObjects Server logging can now also be directed to a syslog target.
- **Disabling of logging and tracing**
To prevent sensitive data from unintentionally being written to files, logging and tracing can now be disabled completely. For details refer to Configuring the Logging Facilities in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.
In addition, the existing option to mask sensitive data in Infostore has been expanded to also offer masking with a single, static value.
- **Persistent Infostore queue**
Data to be written to Infostore is now managed in a persistent queue so that slowdowns on the database cannot lead to lost entries.
- **Support for custom data transfer from media platform**
A new extension point provides the ability to transfer custom data from the media platform to VoiceObjects Server using the standard mechanism. The data is available within the session context using the SESSION() function. For details refer to Configuring the Logging Facilities in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.
- **Connector URL can be configured separately for channels**
The Connector URL, which defines the external access to VoiceObjects Server, can now be configured separately for the different phone channels. For details refer to Connector URL in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.
- **Enhanced service chaining in text-based channels**
Service chaining in text-based channels now uses HTTP redirects in order to prevent intermediate pages that require caller interaction. For details on service chaining refer to the Exit object in the *Object Reference*.
- **New LoadTester tool**
The new LoadTester tool provides powerful stress and regression test capabilities. Such tests are crucial to determine that both an application and its deployment architecture scale to the load they are intended to bear, and that there are no memory leaks, concurrency issues, or performance bottlenecks. For details refer to the *LoadTester Guide*.



Storyboard Manager

- **Resource validation**
Storyboard Manager for Maintenance has been enhanced with a functionality to automatically check the availability of audio resources referenced in your application. At the click of a button, the tool traverses the storyboard and reports on files that could not be found under URLs that are configurable for each resource locator used. For details refer to Chapter 3 – *Storyboard Manager for Maintenance* in the *Storyboard Manager Guide*.

Media platform drivers

Support has been added for the following media platforms:

- Nortel Hosted IVR
- IMified

Support has been enhanced for the following media platforms:

- Voxeo Prophecy Hosting

Product Documentation

The product documentation that comes with VoiceObjects 9.0 provides the following new guides and chapters:

- A new *LoadTester Guide* has been added describing how to work with the new VoiceObjects LoadTester tool, including installation instructions, preparation and execution of load tests and results analysis.

Bug Fixes

VoiceObjects 9.0 fixes the following issues:

- Concurrent termination requests for long-running connector or script executions now return immediately and cause the corresponding dialog to be terminated immediately after the connector or script finishes.
- Small inconsistencies in the VoiceObjects SNMP MIB file have been corrected.
- The rendering of No Match handlers using reprompt has been corrected when utterance recording is active for No Match cases.
- A problem with Expression function REPLACECOLUMN was fixed, which could access the wrong column in certain situations.
- Desktop for Eclipse now provides support for Eclipse 3.5 "Galileo".

Upgrades

The following upgrades were performed for VoiceObjects 9.0.

- To prevent "spoofing"-like attacks by guessing a dialog's ID, the ID creation algorithm has been adjusted to use stronger randomization. The format of dialog IDs has been adjusted from "OVAP[a-z0-9]{40}" to "OVAP[A-Z0-9]{40}".
- Infostore no longer performs UPDATE statements on the dialog step information in VOLDDSSEQ. This means that the column IS_LAST_DS_STEP should not be



used to identify whether a dialog step is the last one in a session. The information should instead be retrieved from LAST_DS_STEP in the respective session record in VOLDDLGSTS.

Known Limitations

The following limitations are known to exist with VoiceObjects 9.0:

- The Debug Viewer has limitations when working with multi-slot inputs in the Web channel. It is recommended to use the Phone Simulator instead in these cases.
- The Debug Viewer cannot be used on services using the Messaging Proxy driver.