





Voxeo Provisioning Guide

VoiceObjects 11.1

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Table of Contents

- TABLE OF CONTENTS 3**
- INTRODUCTION 4**
 - Feedback and Questions 4
- 1 USING A LOCAL INSTALLATION OF VOXEO PROPHECY 5**
 - Prerequisites 5
 - Download and Installation 5
 - Configuring Desktop for Eclipse 6
 - When using Prophecy 10 6
 - When using Prophecy 9 7
 - When using Prophecy 8 8
 - Calling your Application 9
- 2 USING THE PROPHECY IVR HOSTING SOLUTION 11**
 - Prerequisites 11
 - Allowing Access to Desktop for Eclipse from Outside 11
 - Configuring Desktop for Eclipse 12
 - Calling your Application 12
 - Accessing Hosted Resources 13
- 3 USING VOICEOBJECTS ON-DEMAND 14**
 - Calling Your Application 14
 - Accessing Hosted Resources 15



Introduction

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

There are three different possibilities: Using a **local media platform installation**, using a **hosted media platform**, or working with **VoiceObjects On-Demand**, any one of which can be performed at a time.

Chapter 1 – Using a Local Installation of Voxeo Prophecy describes how to deploy and test applications developed with VoiceObjects Desktop for Eclipse by using a local media platform installation of the *Voxeo Prophecy Voice Platform*.

Chapter 2 – Using the Prophecy IVR Hosting Solution describes how to deploy and test applications developed with VoiceObjects Desktop for Eclipse by registering with the *Voxeo Evolution Hosting Program*.

Chapter 3 – Using VoiceObjects On-Demand describes how to deploy and test applications developed with VoiceObjects Desktop for Eclipse by using VoiceObjects On-Demand.

All three versions are provided through the Voxeo Website at www.voxeo.com/free.

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*.

Feedback and Questions

If you have any comments on this document please send your feedback to support@voxeo.com.

If you have technical difficulties please contact your local VoiceObjects administrator or if you have a valid software support and maintenance contract in place send an email describing your problem to support@voxeo.com.



1 Using a Local Installation of Voxeo Prophecy

There are three different versions of Prophecy available for download, Prophecy 8.0, Prophecy 9.0 and Prophecy 10.0.

Prerequisites

To be able to call your application later on with Prophecy 8.0 or 9.0, you will need a softphone installed on your machine.

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

No additional softphone is required when using Prophecy 10.0, as this version has an integrated SIP phone already.

Download and Installation

To download a free version of Voxeo Prophecy visit the Voxeo homepage <http://www.voxeo.com/prophecy/>.

When you first run the Prophecy download it will guide you through the installation of the full set of Voxeo tools and services. The evaluation version comes with a fully functional 30-day license key, and you can upgrade to a permanent free license at any time simply by registering the software.

During the installation you need to select if the Prophecy services should automatically start up at boot time. If you choose not to, you need to manually start the services before calling your voice application.

Depending on the version of Prophecy and on the type of installation the following list of services or a subset thereof are available after the installation process:

- Voxeo Prophecy Server, including Voxeo's CCXML, CallXML, and MRCP servers
- Voxeo Prophecy VoiceXML Browser, the Voxeo VoiceXML 2.1-compliant server
- Voxeo Prophecy Management Console, including a Web server with full PHP support
- Voxeo Prophecy Application Sever, including a Web server with full Java servlet/JSP support
- Voxeo Prophecy Designer, including the Designer server and visual development tool
- Voxeo Prophecy Directory
- Voxeo Prophecy SIPMethod Server

There will also be several new programs installed in the **Voxeo** group which can be found when clicking the **Start** menu and then **Programs** on your machine. Again, the available list depends on the version of Prophecy and on the type of installation:

- Prophecy Home, a Web-based user interface that includes a management console to assist in configuring your new software (the default username and password are: *admin* and *admin*).
- Log Viewer, an interactive syslog server that allows you to easily view and filter the output from the Voxeo services
- Start all services – will start each of the Voxeo Prophecy services



- Stop all services – will stop each of the Voxeo Prophecy services
- Restart all services – will stop and then restart each of the Voxeo Prophecy services
- Prophecy System Tray, provides a convenient tray menu for accessing and managing the various Voxeo Prophecy components

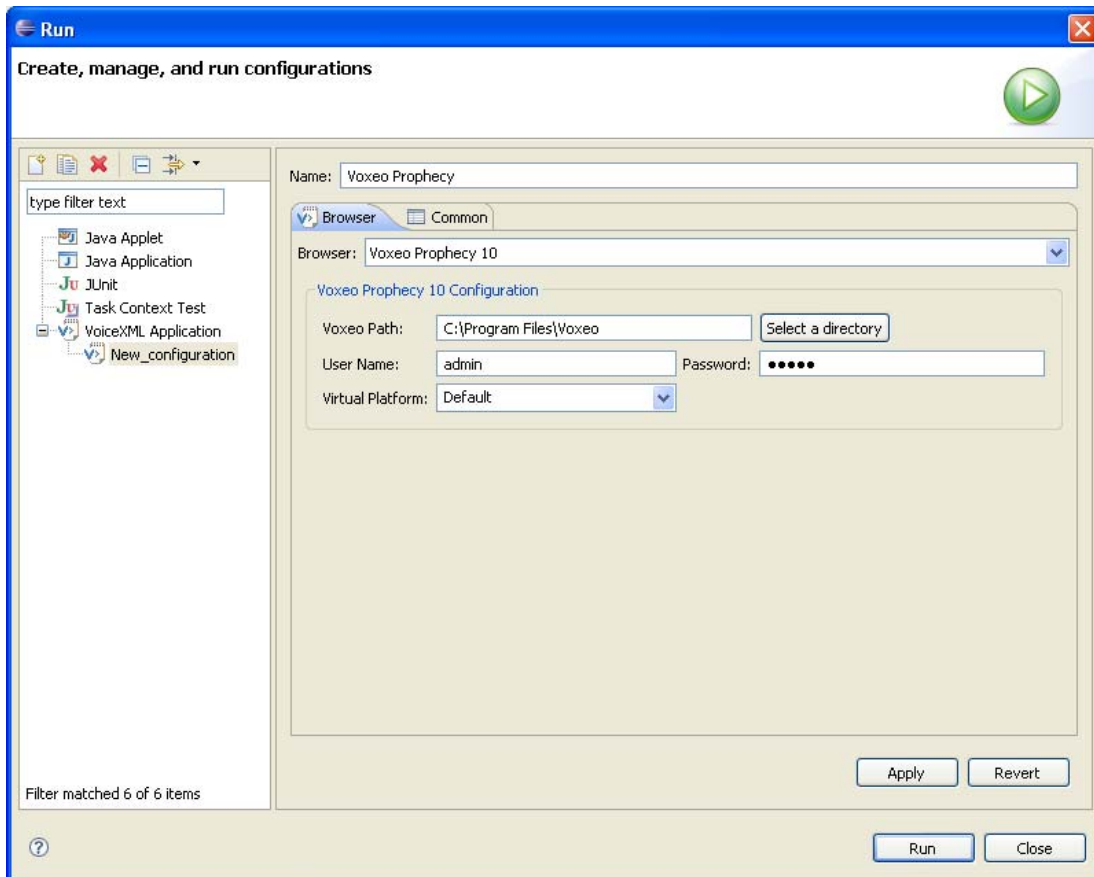
For a more detailed description of the Voxeo Prophecy software components, refer to the Voxeo documentation.

Configuring Desktop for Eclipse

Next, specify a new configuration for Voxeo in Desktop for Eclipse.

When using Prophecy 10

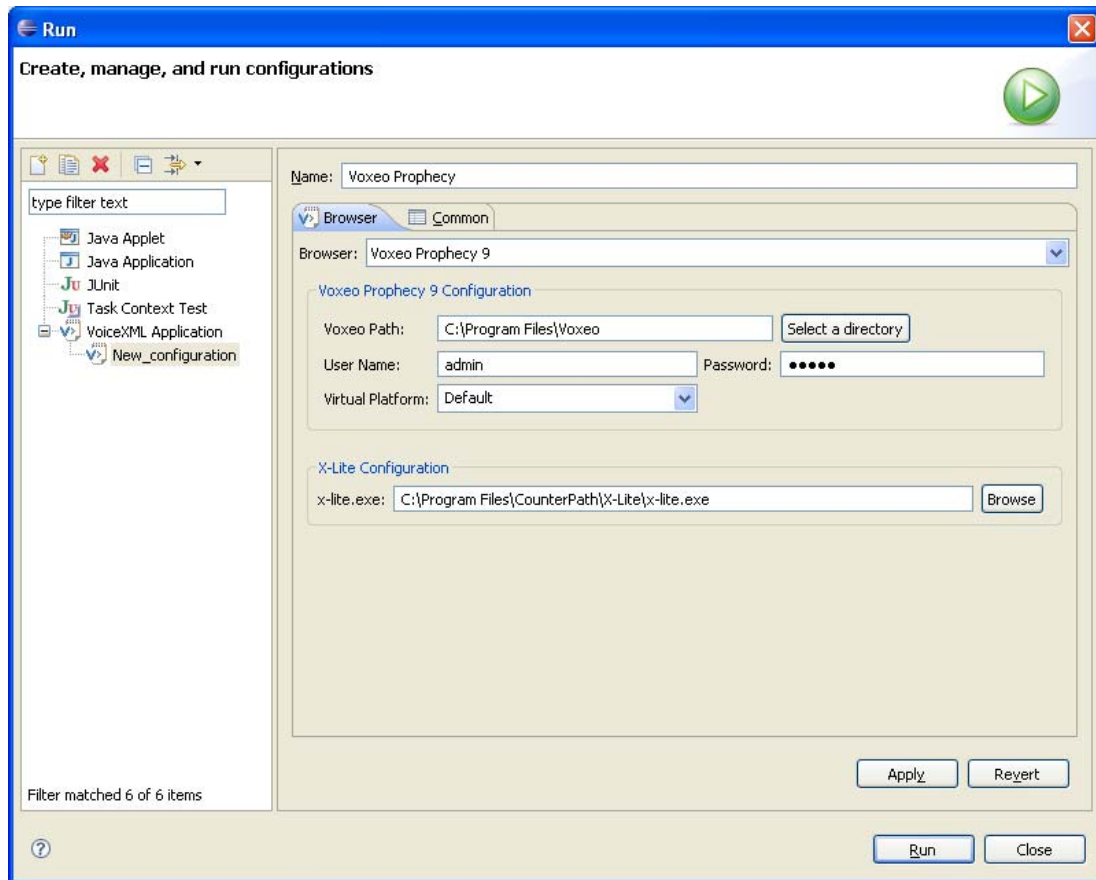
1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run Configuration**.
2. Right-click **VoiceXML Application** in the left pane and from the context menu select **New**.
3. In the **Name** field, specify a name for the new configuration e.g. *Voxeo Prophecy*.
4. In the **Browser** field, select *Voxeo Prophecy 10* from the drop-down list.
5. In the **Voxeo path** field, select the *Voxeo* folder of your Voxeo Prophecy installation.
6. In the **User name** and **Password** fields, provide the login information for the Voxeo Prophecy Commander. By default both are set to *admin*.
7. In the **Virtual Platform** field, select *Default*.



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

When using Prophecy 9

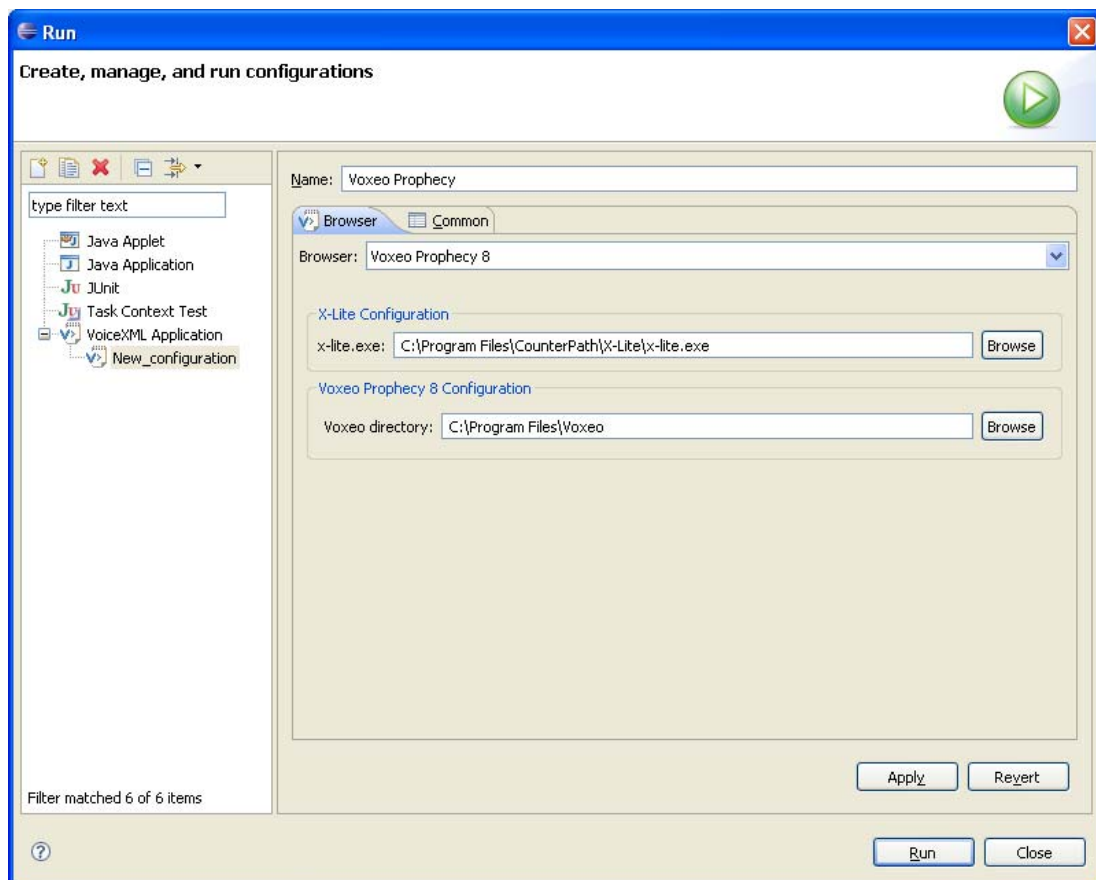
1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run Configuration**.
2. Right-click **VoiceXML Application** in the left pane and from the context menu select **New**.
3. In the **Name** field, specify a name for the new configuration e.g. *Voxeo Prophecy*.
4. In the **Browser** field, select *Voxeo Prophecy 9* from the drop-down list.
5. In the **Voxeo path** field, select the *Voxeo* folder of your Voxeo Prophecy installation.
6. In the **User name** and **Password** fields, provide the login information for the Voxeo Prophecy Commander. By default both are set to *admin*.
7. In the **Virtual Platform** field, select *Default*.
8. In the **x-lite.exe** field, select the *x-lite.exe* file of your X-Lite softphone installation.



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

When using Prophecy 8

1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run Configuration**.
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. *Voxeo Prophecy*.
4. In the **Browser** field, select *Voxeo Prophecy 8* from the drop-down list.
5. In the **x-lite.exe** field, select the *x-lite.exe* file of your X-Lite softphone installation.
6. In the **Voxeo directory** field, select the *Voxeo* folder of your Voxeo Prophecy installation.



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

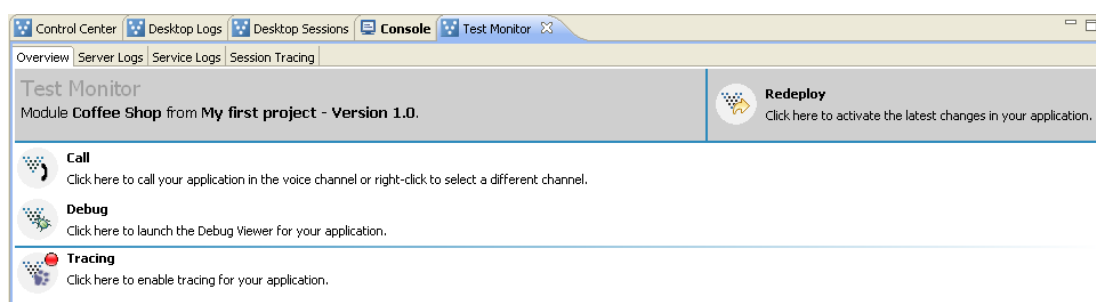
Calling your Application

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 specified softphone or the integrated Voxeo SIP Phone will start and automatically dial to the Voxeo media platform.

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>
 Caller	<i>Espresso.</i>
	<i>Here we go. Enjoy your delicious Espresso.</i>



2 Using the Prophecy IVR Hosting Solution

Prerequisites

To use Desktop for Eclipse with Voxeo Prophecy Hosting, your machine needs to be accessible from the Internet. Before continuing, make sure that your firewall or network is configured to allow such access.

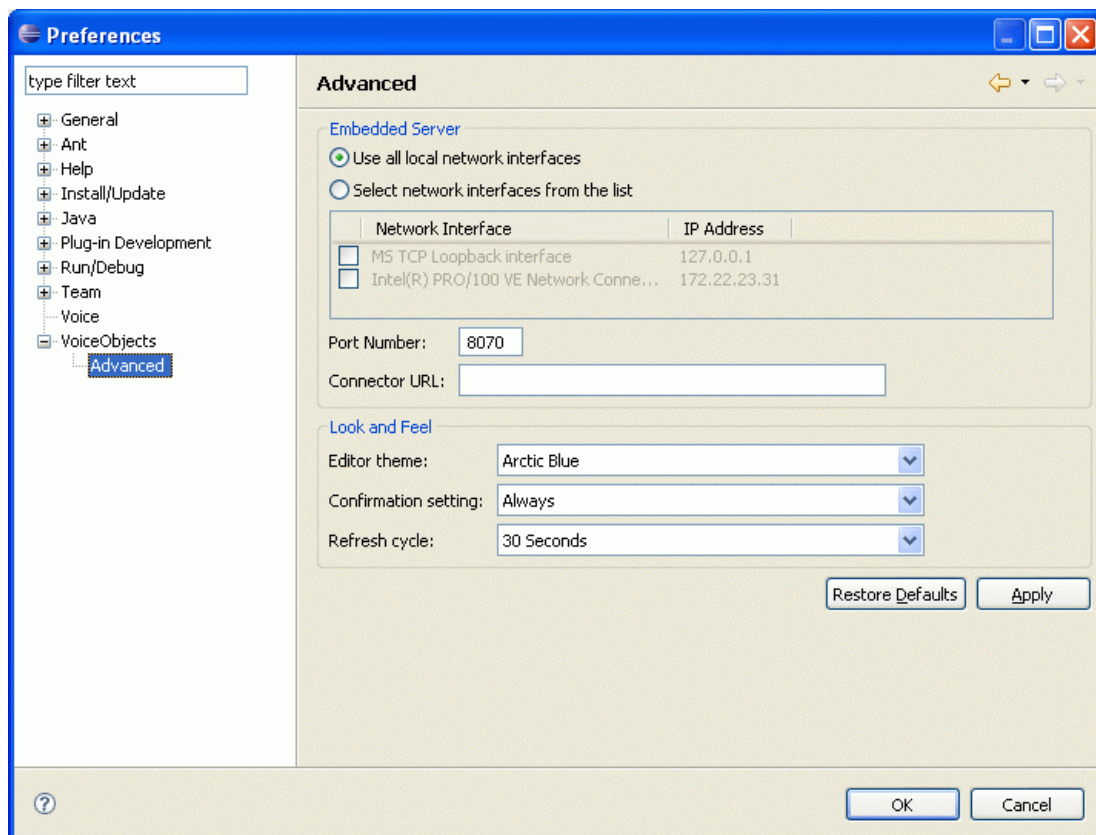
To be able to call your application, you will need Skype installed on your machine.

A free version of Skype can be downloaded from www.skype.com.

Allowing Access to Desktop for Eclipse from Outside

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.



i » **Note:** If the default port 8070 is not available on your machine, a different port might have been chosen during installation.

You need to restart Desktop for Eclipse for these changes to take effect.

Configuring Desktop for Eclipse

Next, specify a new configuration for Voxeo Prophecy Hosting in Desktop for Eclipse:

1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run Configuration**.
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. *Voxeo Hosting*.
4. In the **Browser** field, select *Voxeo Prophecy Hosting* from the drop-down list.
5. In the **User name** and **Password** fields, provide the login information for your account in the Voxeo Prophecy Hosting (Evolution).
6. Click **Apply** to apply your settings and **Close** to leave the **Run** window.

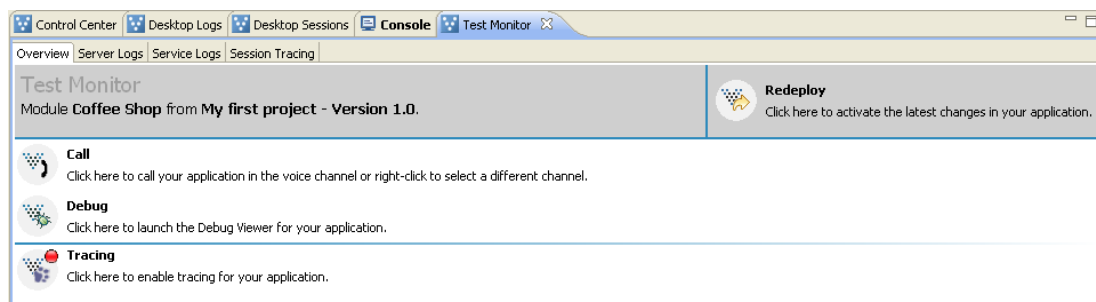
Calling your Application

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**. Skype will start and automatically dial to the Voxeo media platform.

i » **Note:** Depending on your security settings, a pop-up may be displayed, asking for your permission to establish the connection between Desktop for Eclipse and Skype.

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>
 Caller	<i>Espresso.</i>
	<i>Here we go. Enjoy your delicious Espresso.</i>

Accessing Hosted Resources

When working with Voxeo Prophecy Hosting you have the option of uploading resources such as audio and grammar files to Voxeo web hosting. Visit the *Files, Logs, Reports* section of your Evolution account for more details.

Once you have uploaded a file, it is accessible through a URL of the format <http://webhosting.voxeo.net/{user ID}/www/...> The exact URL is shown for each file:

ACCOUNT DOCUMENTATION TOOLS & DOWNLOADS PAID SERVICES EXTREME SUPPORT Phra.

Account > Files, Logs, Reports

EXISTING FILES

root / www / audio

Name	Size	Date Modified
ill_be_calling_from_indonesia.wav	21KB	10/8/2009 10:27 AM (EDT)

Application Manager Path:
<http://webhosting.voxeo.net/24952/www/audio/>

ADD NEW FILE OR DIRECTORY

You access hosted files within your VoiceObjects application by using a Resource Locator object. For further information refer to *Resource Locator* in the *Object Reference*.



3 Using VoiceObjects On-Demand

When working in VoiceObjects On-Demand mode, deploying and calling your applications is particularly easy since everything works seamlessly on the Voxeo Evolution platform.

There are different options for calling your application; one of them is Skype.

A free version of Skype can be downloaded from www.skype.com.

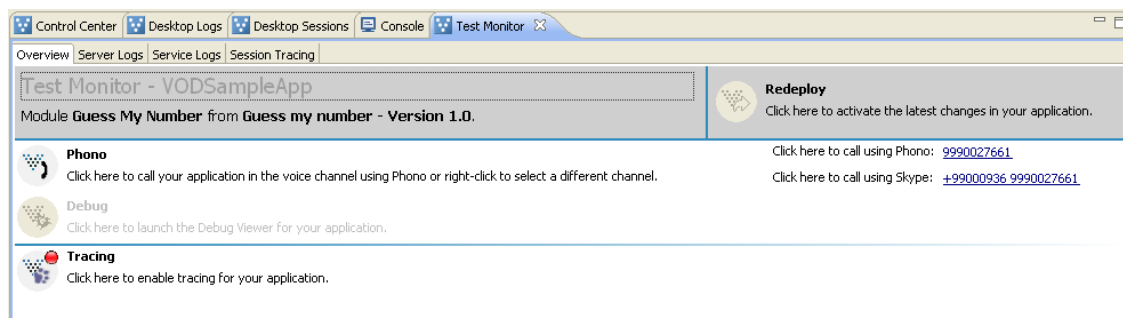
Calling Your Application


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 from the context menu, select **Deploy Application**. From the submenu, select **VODSampleApp**.

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






In the **Test Monitor**, click **Phono**  to open **Phono** in a separate browser window and call your application. Alternatively, you can click the Phono number link in the right of the **Test Monitor**.


Calls can also be made using Skype if it is installed and running on the machine. Click the Skype number link in the right of the **Test Monitor**. Skype will automatically dial to the Voxeo media platform.

 **Note:** Depending on your security settings, a pop-up may be displayed, asking for your permission to establish the connection between Desktop for Eclipse and Skype.

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>
 Caller	<i>Espresso.</i>



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

Accessing Hosted Resources

When working with Voxeo Prophecy Hosting you have the option of uploading resources such as audio and grammar files to Voxeo Web hosting. Visit the **Files, Logs, Reports** section of your Evolution account for more details.

Once you have uploaded a file, it is accessible through a URL of the format <http://webhosting.voxeo.net/{user ID}/www/...> The exact URL is shown for each file:



The screenshot shows the 'Files, Logs, Reports' section of a Voxeo account. A table lists existing files, with one file highlighted: 'ill_be_calling_from_indonesia.wav' (21KB, 10/8/2009 10:27 AM (EDT)). Below the table, the 'Application Manager Path' is displayed as 'http://webhosting.voxeo.net/24952/www/audio/'.

You access hosted files within your VoiceObjects application by using a Resource Locator object. For further information refer to [Resource Locator](#) in the *Object Reference*.