



VoiceObjects



VoiceObjects
Desktop for Eclipse + VoiceXML
hosting platforms

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Agenda

- Remote IVR : Voxeo Evolution
- VoiceObjects Desktop for Eclipse
- Configuring the Remote system



Why?



Why Use A Remote Platform?

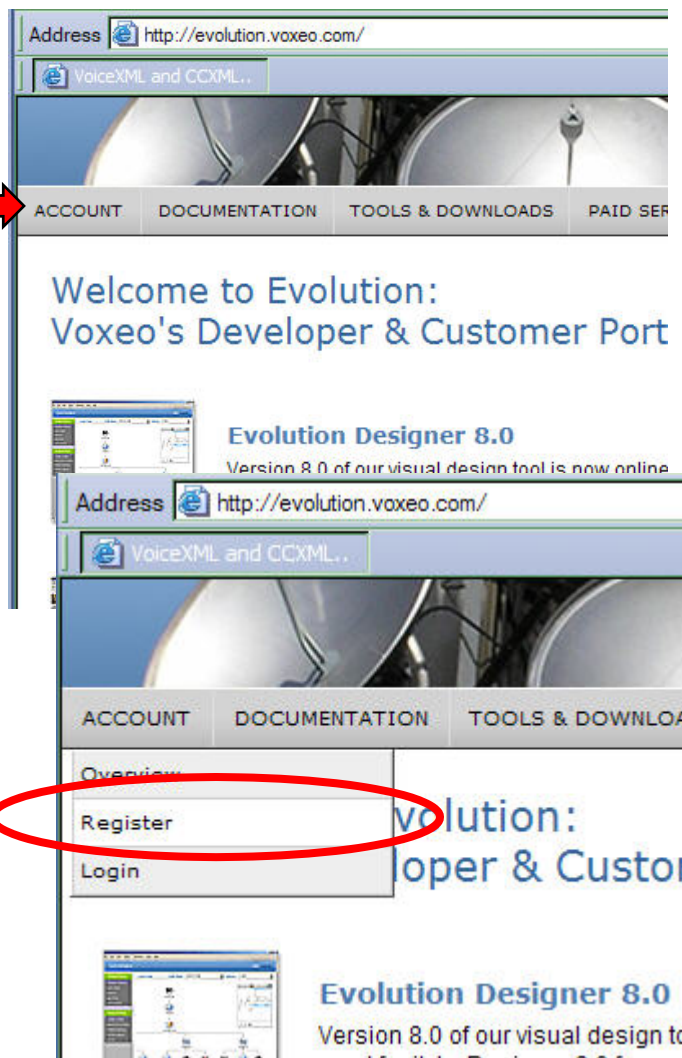
- Need to show a remote person
- Mimics a production environment
- Allows for ANI/DNIS capture



Voxeo Evolution

Voxeo's Free Hosting Site

- <http://evolution.voxeo.com/>
- Voxeo's Evolution IVR developer site gives you two options for XML-based, web integrated IVR development. Evolution Community is a completely free, feature filled service that you can use to design, create, and test IVR applications. Evolution Professional adds valuable features and telephone technical support for a low bi-yearly fee. The Evolution IVR developer site provides you with all of the following platforms, tools, resources, features, and services





Voxeo Evolution

Voxeo's Free Hosting Site

- <http://evolution.voxeo.com/>
- **VoiceXML:** Voxeo's VoiceXML browser supports 100% of the W3C VoiceXML 2.0 specification, including audio playback and recording, voice recognition and touch-tone entry, speech synthesis, call transfers, and more. Unlike others, our VoiceXML browser supports multiple languages, automatic debug emails on error, and full integration with CCXML, the W3C standard for robust call control. (Free)

The screenshot shows a web browser window with the address bar displaying 'https://evolution.voxeo.com/account/register.jsp'. The page title is 'VoiceXML and CCXML...'. The navigation menu includes 'ACCOUNT', 'DOCUMENTATION', 'TOOLS & DOWNLOADS', 'PAID SERVICES', and 'EXTREME SUPPORT'. The main heading is 'Account > Registration'. The registration form contains the following fields: * First Name, * Last Name, Company, Job Title, Address, City, State/Region, Postal Code, Country, * Phone, * User Name, and * E-mail. A 'Register' button is located below the E-mail field. To the right of the form, the text reads 'New Account Registration' followed by instructions: 'Enter your information to create your Voxeo E... Upon registration, an e-mail will be sent to you... can log in and change it to whatever you like.' Below this is a note: 'Please be patient, and click the 'Register' butt...'. A legend indicates '(*) Required Field'.



Voxeo Evolution

SLIMBROWSER VoiceXML and CCXML Developer Site - SlimBrowser

File Edit View Favorites Language Groups AutoLogin Tools Window Help

Address <https://evolution.voxeo.com/>

VoiceXML and CCXML... VoiceXML and CCXML...

voxeo evolution.voxeo.com

ACCOUNT DOCUMENTATION TOOLS & DOWNLOADS PAID SERVICES EXTREME SUPPORT

u: p: login

Welcome to Evolution: Voxeo's Developer & Customer Portal

Evolution Designer 8.0

Version 8.0 of our visual design tool is now online. In addition to many new features, Designer 8.0 offers an even easier to use interface than its predecessor. But don't take our word for it, try Designer 8.0 for yourself! You'll find links to Designer on your account homepage. Click [here](#) for a tour of Designer's features.

Web Developers

The Voxeo Evolution site enables you to leverage your XML & Web skills, platforms, and tools to create voice recognition and touch-tone driven applications that can be called from or call out to any telephone.

Telephony Developers

The Voxeo Evolution site provides a free development platform, resources, and technical support for Interactive Voice Response (IVR) and voice recognition applications, integrated with modern XML and web development solutions.

FEATURE SPOTLIGHT

Application Manager

Voxeo's Application Manager connects your voice application to a phone number in Voxeo's Voice Center.

NEWS AND UPDATES

JUNE 18, 2008
Prophecy Log Search Launches

Our new Prophecy Log Search tool allows you to perform powerful new searches against your hosted call logs. You can also generate call statistics and call reports. A link to this tool will appear in the ACCOUNT menu when you are logged in to your evolution account.

JUNE 2, 2008
Voxeo Receives Frost & Sullivan Product Innovation Award

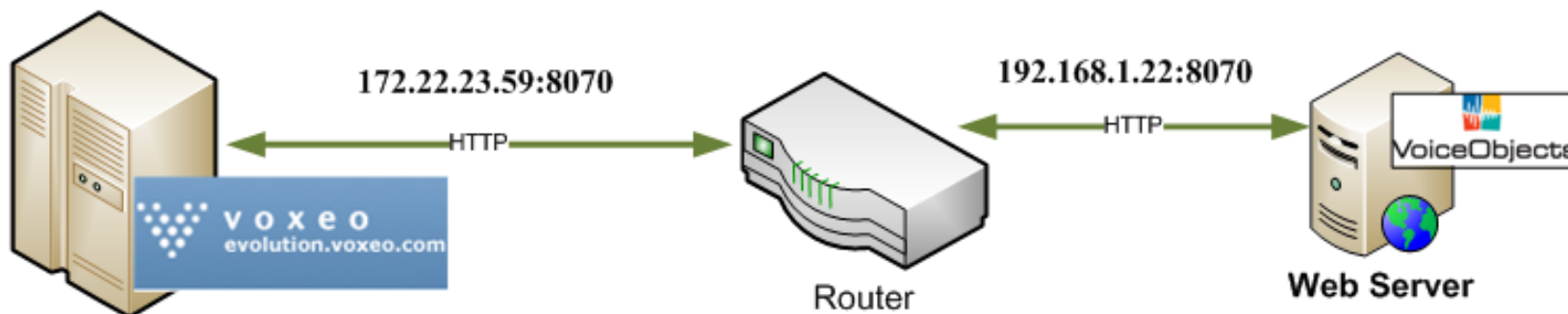
Voxeo received the North American Frost & Sullivan Award for Product Innovation for its Prophecy IVR Platform and Hosting services. Click [here](#) to read the full press release.

JOIN TODAY to see how easy it is to build voice applications for any telephone



DfE and NAT

DfE NAT



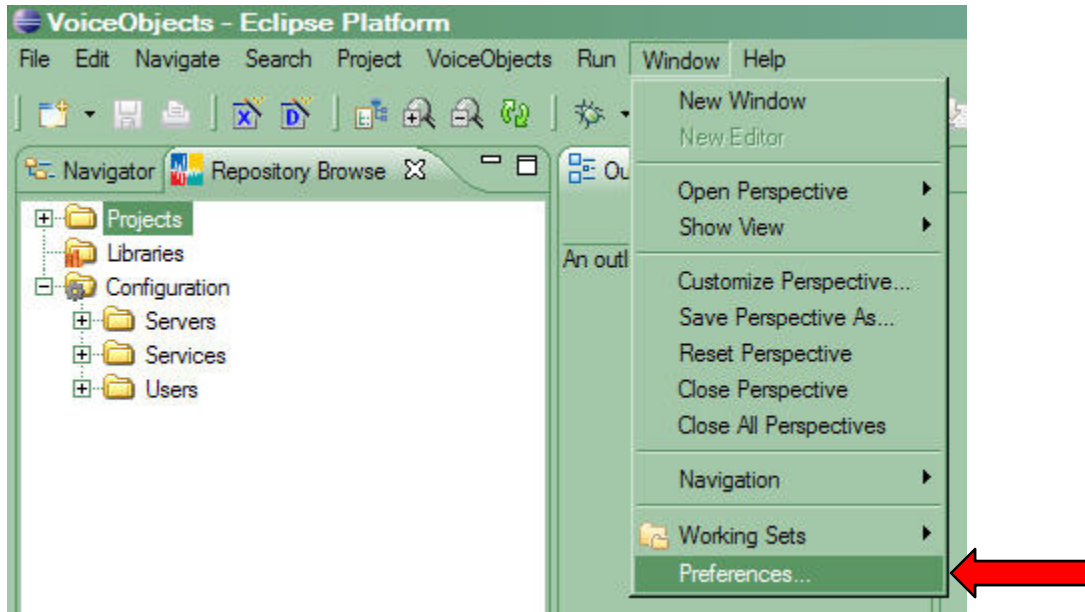
The URL for the remote media platform needs to reference the real IP of the router

<http://172.22.23.59:8070/VoiceObjects/DialogMapping?VSN=testService>

- Set the NAT on the router for a redirect to the system running VoiceObjects

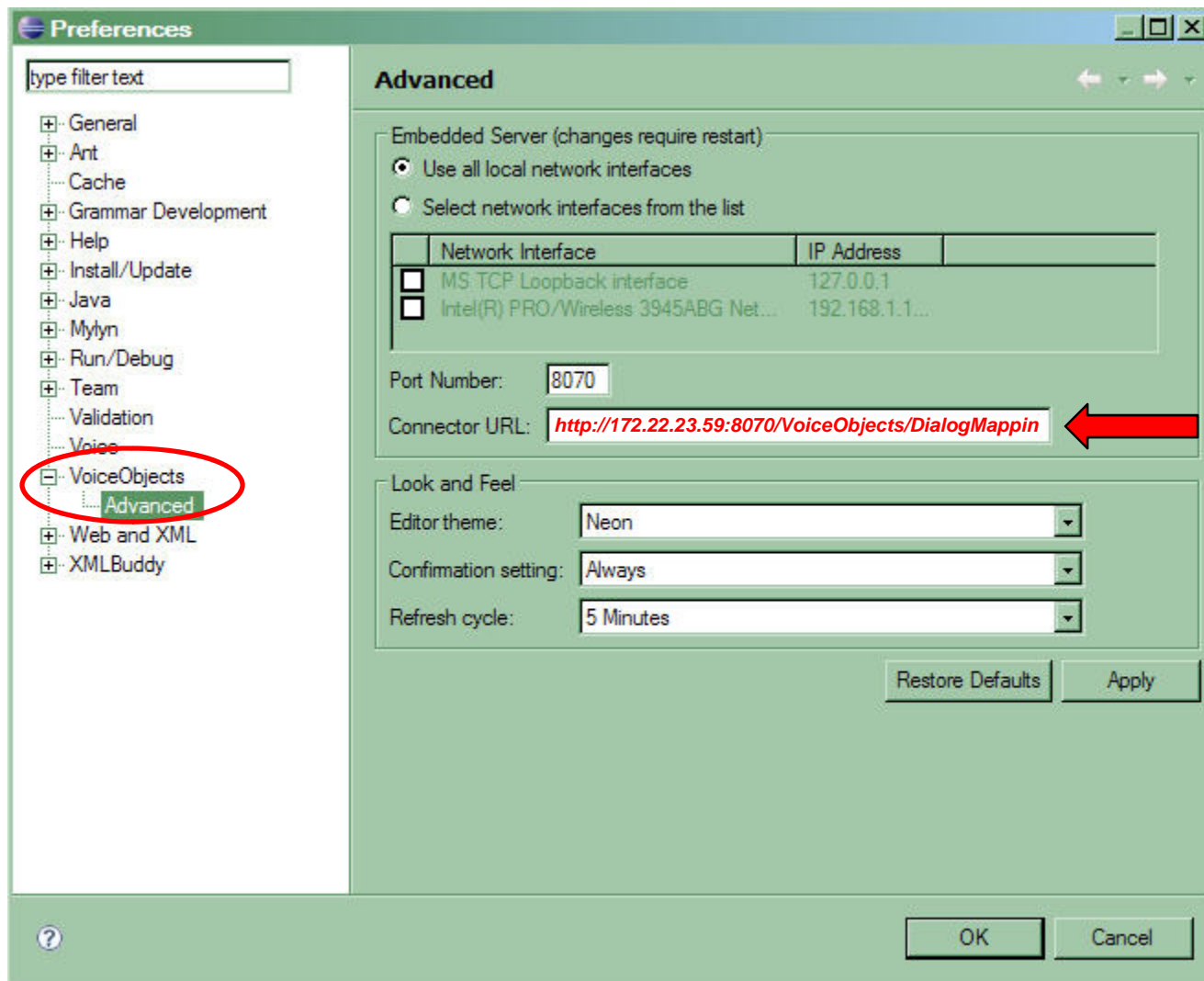


VoiceObjects Configuration





VoiceObjects Configuration



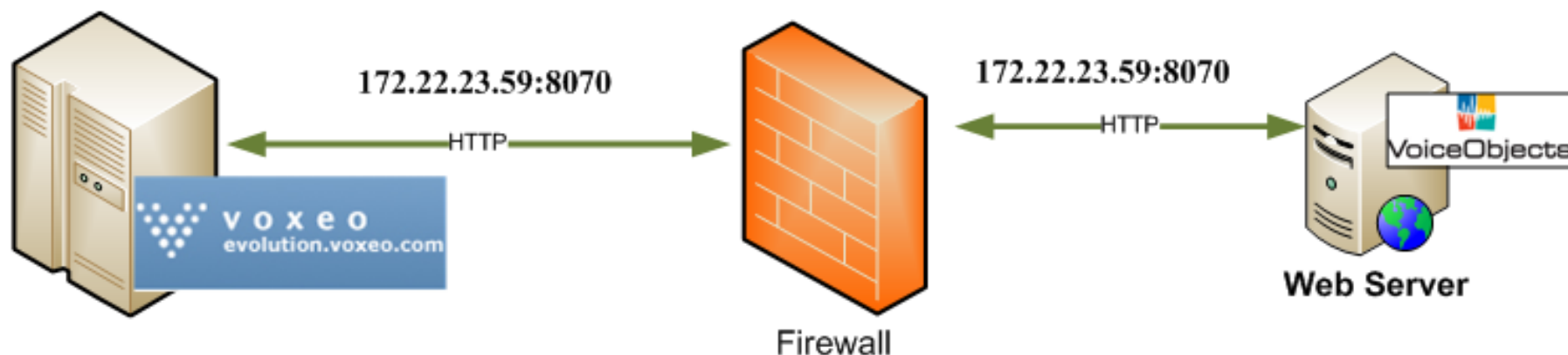
For more information about Connector URLs see Chapter 1 – [Reconfiguring Initial Settings](#) in the Administration Guide.

Note: A modified Connector URL will only take effect after restarting Desktop for Eclipse.



DfE and Enterprise

DfE Enterprise



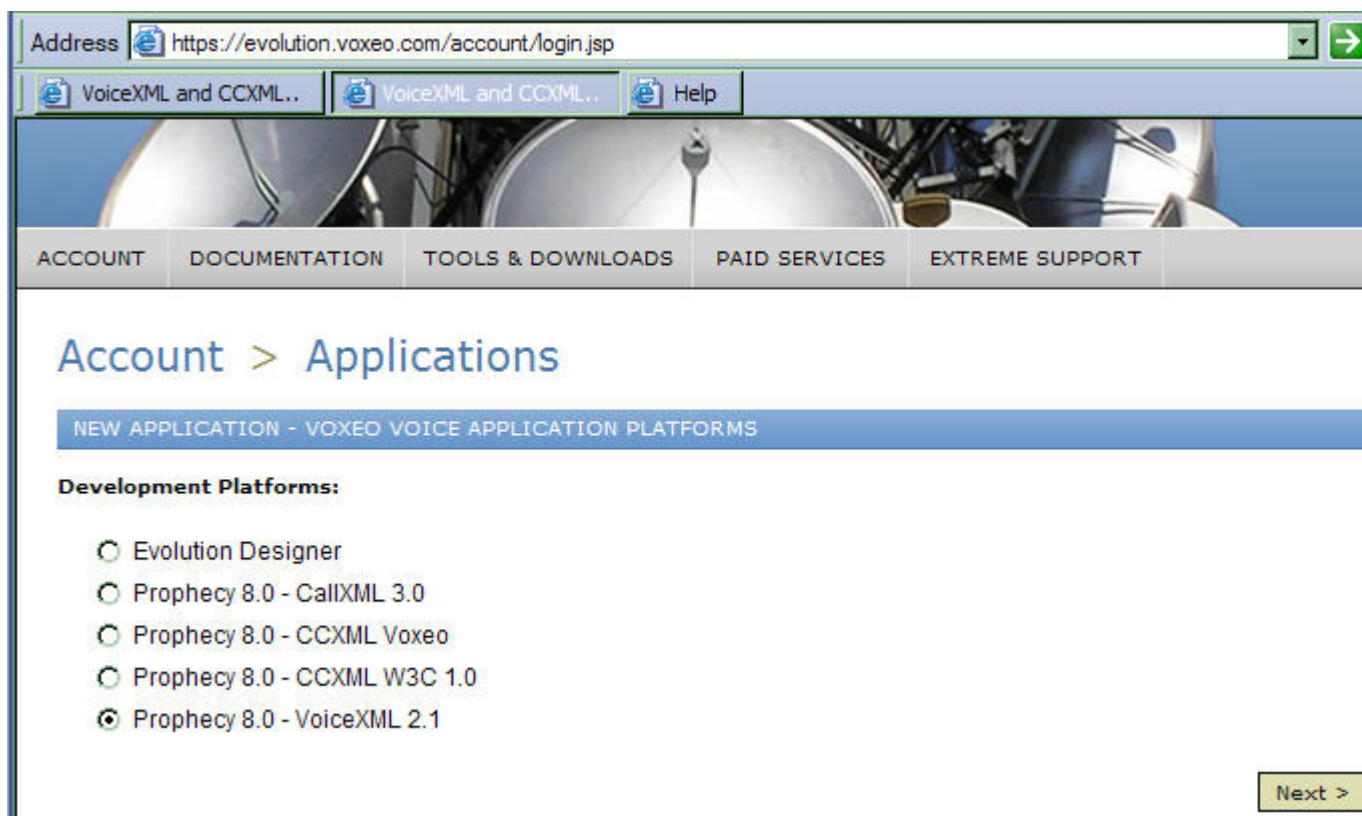
Firewall needs to be configured to allow the URL request through on the specified port

<http://172.22.23.59:8070/VoiceObjects/DialogMapping?VSN=testService>

- Configuration can be checked by entering the URL into a browser



Voxeo Evolution Application



The screenshot shows a web browser window with the address bar containing `https://evolution.voxeo.com/account/login.jsp`. The browser has three tabs: 'VoiceXML and CCXML..', 'VoiceXML and CCXML..', and 'Help'. The page features a navigation menu with the following items: ACCOUNT, DOCUMENTATION, TOOLS & DOWNLOADS, PAID SERVICES, and EXTREME SUPPORT. The main content area is titled 'Account > Applications' and includes a blue header for 'NEW APPLICATION - VOXEO VOICE APPLICATION PLATFORMS'. Under the heading 'Development Platforms:', there is a list of radio buttons for selecting a platform:

- Evolution Designer
- Prophecy 8.0 - CallXML 3.0
- Prophecy 8.0 - CCXML Voxeo
- Prophecy 8.0 - CCXML W3C 1.0
- Prophecy 8.0 - VoiceXML 2.1

A 'Next >' button is located at the bottom right of the page.



Voxeo Evolution Application

Account > Applications

NEW VOICEXML APPLICATION - APPLICATION SETTINGS

Application Name: (Required)

TestApplication ?

Start URL 1: file manager (Required)

://172.22.23.59:8070/VoiceObjects/DialogMapping?VSN=Test ?

Start URL 2: file manager

http:// ?

Start URL 3: file manager

http:// ?

Application Phone Number:

No phone number ?

Create Application



Voxeo Evolution Application

Account > Applications > TestApplication

APPLICATION SETTINGS

- Main Settings
- Phone Numbers
- Call Start Tokens
- Call Routing

Application Successfully Added!

Application Type:
Prophecy 8.0 - VoiceXML 2.1, Staging

Application Name:
TestApplication

Start URL 1: file manager | view
http://172.22.23.59:8070/VoiceObjects/DialogMapping?VSN=

Start URL 2: file manager

Start URL 3: file manager

Update Delete

Account > Applications > TestApplication

APPLICATION SETTINGS

- Main Settings
- Phone Numbers
- Call Start Tokens
- Call Routing

The phone numbers shown below are currently mapped to your application.

Number Type	Number
PIN Access	(800) 289-5570 then PIN: 9996077633
PIN Access	(407) 386-2174 then PIN: 9996077633
Skype VoIP	+99000936 9996077633
FWD VoIP	**86919996077633
SIP VoIP	sip:9996077633@sip.voxeo.net

Add New Direct Dial Number: Denver, CO (303) Add



Limitations

- This is a Free Service
- Cannot transfer
- TTS is slow, use audio files if possible



Thank You!

Questions

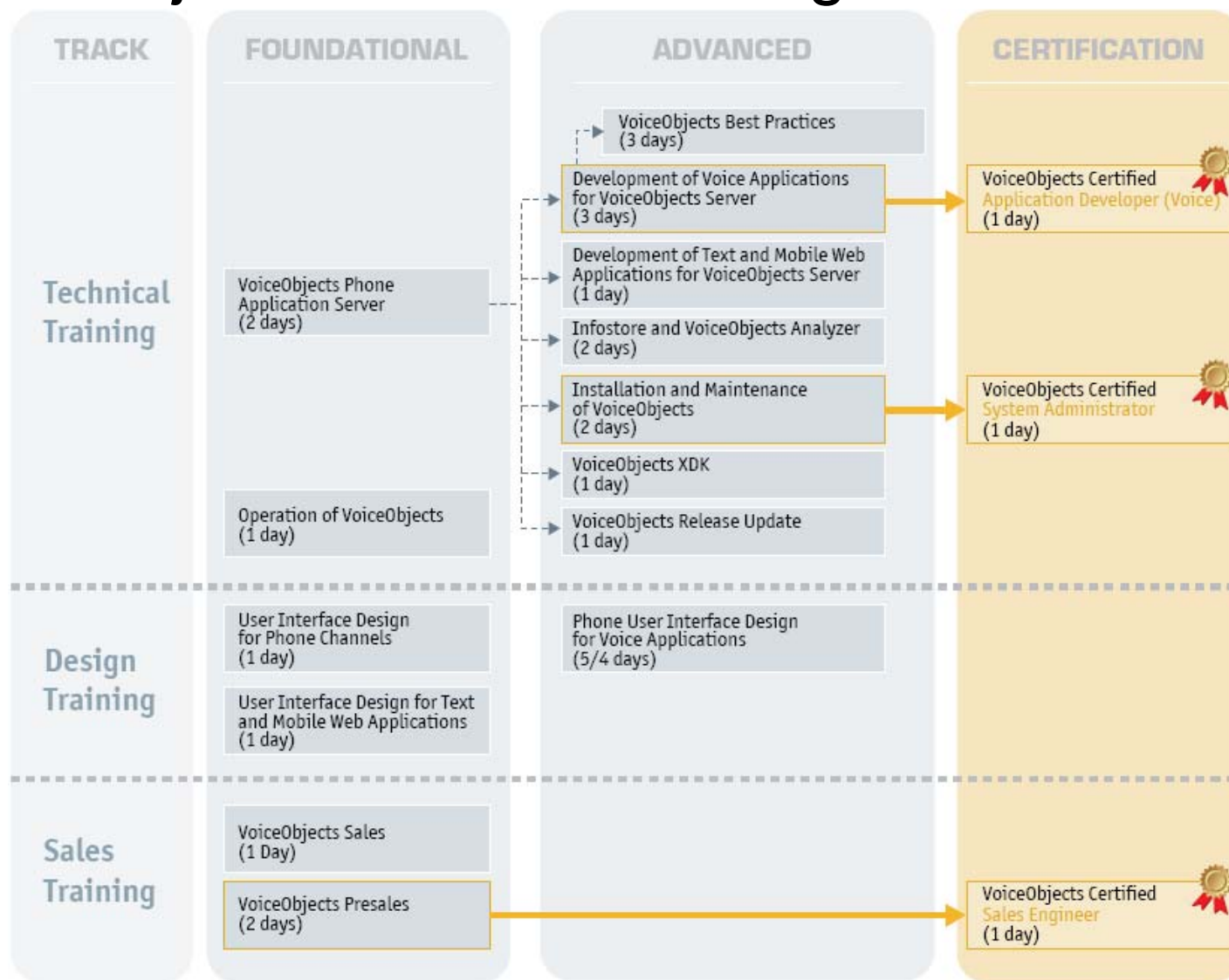




- VoiceObjects Developer Portal



VoiceObjects Product Training





VoiceObjects Developer Portal

■ <http://developers.voiceobjects.com>

- Developers get free access to:
 - VoiceObjects Developer Edition
 - *Desktop for Eclipse (5 ports, standalone mode)*
 - Information and resources
 - Getting Started Guide
 - Tutorials
 - Recommended IVRs
 - FAQs

■ Monthly Jam Sessions

■ Free Email Support

