



“Personal Assistant”

Demo application for CCXML & VoiceObjects

Overview

This document describes the setup of the “Personal Assistant” demo application, which demonstrates how to integrate VoiceObjects with CCXML. It implements the call flow of a personal assistant with the following dialog steps:

1. Somebody calls your Personal Assistant
2. They are asked to record their name
3. The Personal Assistant calls you and whispers the recording, so you know who tries to contact you
4. You can accept or reject the call
5. When accepting, a transfer happens
6. When rejecting, the caller may leave a message

Installation

To install this demo application, please download the following files from <http://developers.voiceobjects.com/support-training/developer-edition/demos-templates/>:

1. PersonalAssistantVOXML.xml
(VoiceObjectsXML export file of the dialog)
2. PersonalAssistantCCXML.xml
(CCXML file that controls the overall call flow)
3. PersonalAssistant.zip
(Resources required for the application)

To be able to run this demo, you need to have the following software installed:

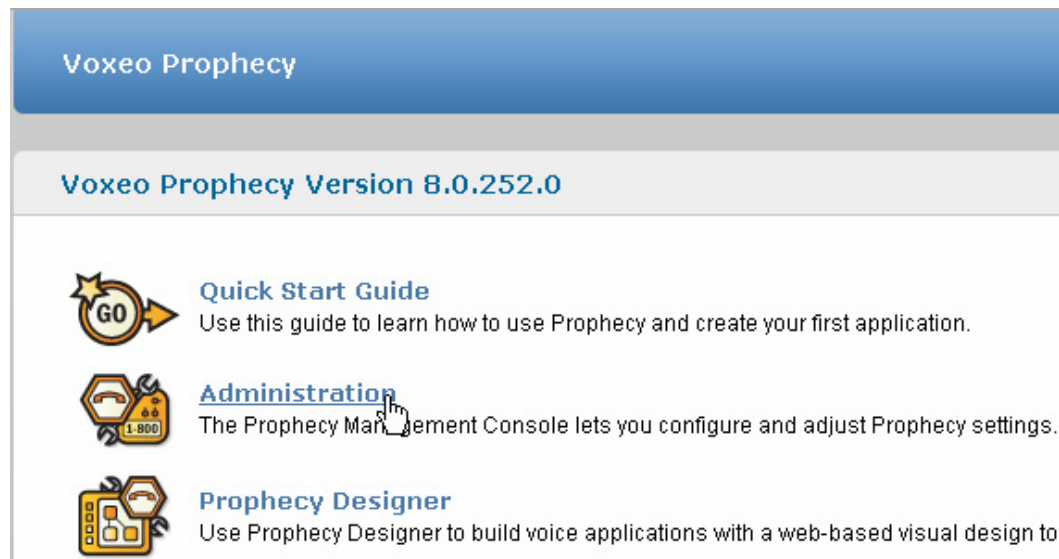
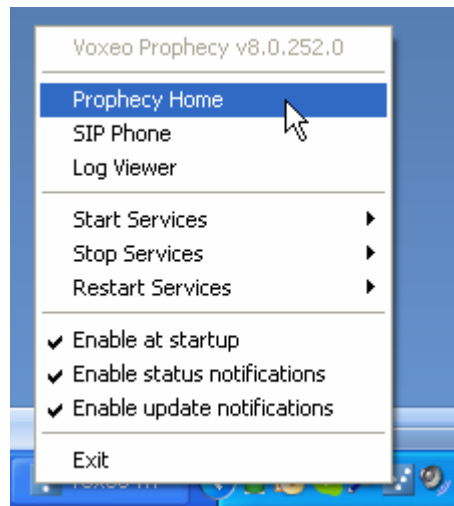


- Voxeo VoiceObjects Desktop for Eclipse
- Voxeo Prophecy
- X-Lite softphone or similar

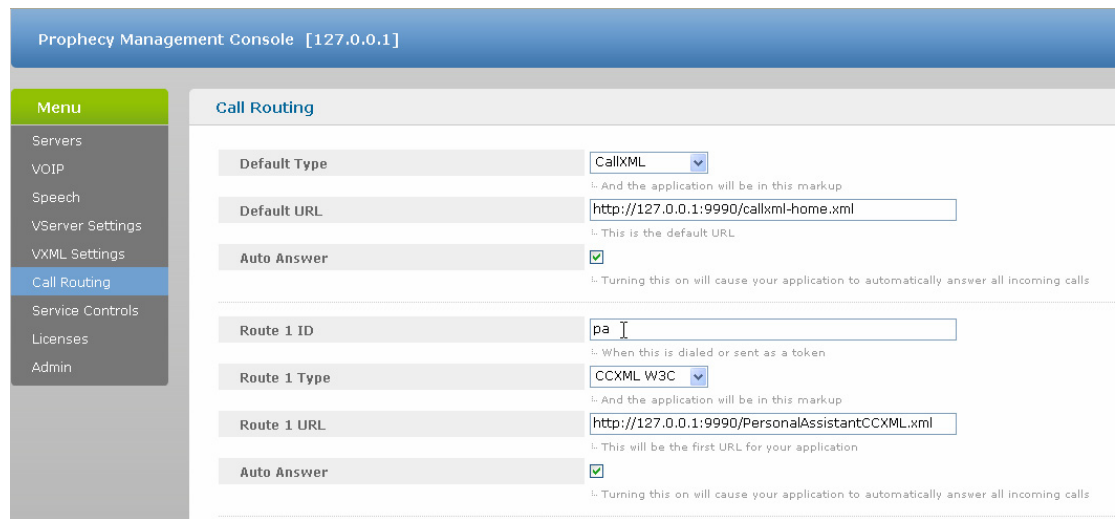
You can download the Voxeo software for free from <http://developers.voiceobjects.com/downloads/>

Then, follow these steps:

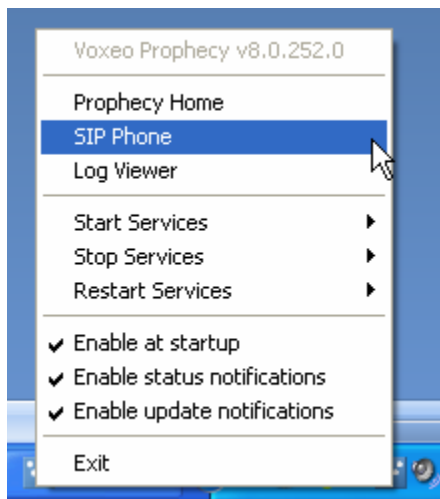
1. Create a project in VoiceObjects Desktop for Eclipse and import PersonalAssistantVOXML.xml into this project.
 - a. Optionally, modify the Resource Locator object "Base" to accommodate your environment (*localhost:8070* is the default name&port of VoiceObjects Desktop for Eclipse in standalone mode)
2. Put the file PersonalAssistantCCXML.xml into the folder **C:\Program Files\Voxeo\www** of your Voxeo installation.
3. Extract the ZIP archive PersonalAssistant.zip to the **C:\VoiceObjectsDfE90GA\plugins\com.voiceobjects.eclipseDesktop_9.0.0\Resources** folder of your VoiceObjects Desktop for Eclipse installation.
4. In VoiceObjects Desktop for Eclipse, deploy the test service by right-clicking the Module object "My Personal Assistant" and selecting "Test Application"
5. In the Management Console of Voxeo Prophecy, configure a call route to your CCXML file:
 - a. Launch the Management Console by going to the "Prophecy Home" page and selecting "Administration":



- b. In the Management Console, select "Call Routing" and configure a call route called "pa" or similar. Configure <http://127.0.0.1:9990/PersonalAssistantCCXML.xml> as the URL, and set the Route Type to CCXML W3C:



6. Launch the Voxeo Prophecy SIP Phone:



7. Launch your X-Lite softphone (or similar). Make sure to configure it to accept calls on the port 9000. You can modify this in PersonalAssistantCCXML.xml at line 52 (the ID "myself" can be an arbitrary string in this setup):

```
<!-- Places a call to sip:myself@localhost:9000. Modify this to suit your softphone environment -->
<createcall dest="'sip:myself@localhost:9000'" connectionid="out_connectionid" />
```

8. In the Voxeo Prophecy SIP phone, place a call to [pa@127.0.0.1](tel:pa@127.0.0.1). The dialog will start.