





Prime Insurance Primer

VoiceObjects 9.0

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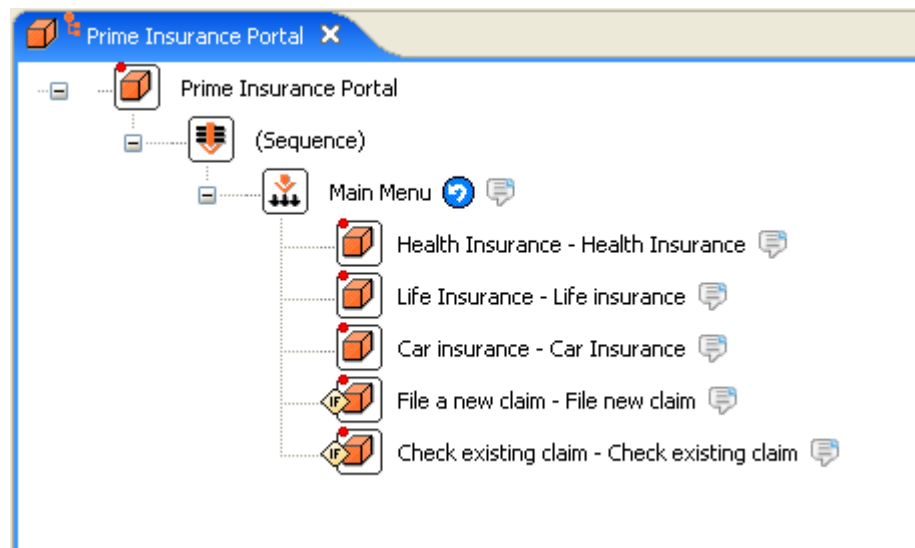


Prime Insurance Primer

Overview

This document provides an overview of the *Prime Insurance* sample application provided with the VoiceObjects platform.

Prime Insurance implements a sample voice portal for an insurance company. Callers may get information on health insurance, life insurance, and car insurance. In addition, there is an optional component that provides the ability to file a new insurance claim, or to check the status of an existing claim.



Prime Insurance serves as a full-featured out-of-the-box sample application that you can call within minutes after having installed the VoiceObjects platform. But going far beyond this step, it presents sample implementations for many important techniques often used in dynamic voice applications. It can therefore serve as a reference that you may come back to from time to time during ongoing voice application development work.

Note that the *Prime Insurance* sample application only supports the voice channel.

The *Desktop for Eclipse Tutorial* and the *Desktop for Web Tutorial* are also based on *Prime Insurance* in that they guide you in a step-by-step manner through rebuilding the *Life Insurance* component.

Installation

The *Prime Insurance* package consists of the application itself, which is provided as an XML export file, and a set of audio and grammar files. Both parts are automatically installed by the VoiceObjects Installer (unless you perform a minimal installation, or explicitly exclude them during a custom installation).

In Desktop for Eclipse and in Desktop for Web you will find a project called *Prime Insurance* pre-installed, containing all objects of the *Prime Insurance* application. In Desktop for Web or when working in network mode with Desktop for Eclipse, also a



preconfigured service (*PrimeInsurance*) is created which is added to the list of hosted services for the preconfigured server.

Refer to [Manually import the application](#) below if the *Prime Insurance* package has not been installed while running the VoiceObjects Installer.

Prerequisites

To be able to call the application, a few additional steps are required. If you have not used VoiceObjects Desktop before, first read the respective paragraphs in the product documentation:

1. Open the Resource Locator object *Claim recording location* and set the physical path according to the location of your VoiceObjects installation. This value is needed to store the recordings made when filing a new claim. It is recommended to use forward slashes within the physical path in all cases, even on Windows. For further information refer to *Resource Locator* in the *Object Reference*.
2. Open the Variable object *Server IP address:port* and specify the correct IP address (or name) and port of your server. This value is required to ensure correct resource locators for external resources like audios and grammars. For further information refer to *Variable* in the *Object Reference*.

Call the application

To call the *Prime Insurance* application, follow the instructions corresponding to the environment and mode you are working in.

When using Desktop for Eclipse in network mode or Desktop for Web

- In the **Service Manager** section of the **Control Center** a green light next to the *Prime Insurance* service indicates that the service is started. If it is not, open the service's context menu and select **Start**.

You are now ready to call the *Prime Insurance* application. To do so, configure your media platform such that a call to the selected phone number activates a request to VoiceObjects Server for the service you have created. For more details, refer to the *Deployment Guide* and the documentation of your media platform.

When using Desktop for Eclipse in standalone mode

1. Right-click the Module object *Prime Insurance Portal* and select **Test Application** from the context menu. The **Test Monitor** will be displayed.
2. From the **Run** menu, select **Open Run Dialog** and create a new *VoiceXML* entry. Configure this entry according to your environment. For details refer to Connecting to the Media Platform in Chapter 1 – *Getting Started with Desktop for Eclipse* in the *Desktop for Eclipse Guide*.
3. Click the **Call** button in the **Test Monitor** to launch a SIP phone and call your application.

Manually import the application

If the VoiceObjects platform has been installed without the *Prime Insurance* sample application, the following steps are required to manually import it:



1. Create a new project, e.g. *Prime Insurance*. For detailed information see Chapter 3 – *Repository Browser* in the *Desktop for Eclipse Guide* (or Chapter 2 – *Working with Projects* in the *Desktop for Web Guide* accordingly).
2. Import the XML export file containing the *Prime Insurance* application. It can be found in `VoiceObjectsDesktop/workspace (or .../VoiceObjects/Platform/Resources/Samples/PrimeInsurancePortal.xml` for Desktop for Web)
For detailed information see Export and Import Objects in Chapter 7 – *Basic Commands* in the *Desktop for Eclipse Guide* or *Desktop for Web Guide*, respectively.
3. Perform the steps described in [Prerequisites](#) above.

The following steps are required when working either with Desktop for Eclipse in network mode or with Desktop for Web:

4. Create a new Service object (e.g. *Prime Insurance*). For details refer to Chapter 2 – *Configuring Servers and Services* in the *Deployment Guide*. Select the Module object *Prime Insurance Portal* as the start object. Give the service an intuitive name (VSN), e.g. *insurance*. Select the appropriate initial language from among *English (UK)*, *English (US)*, or *German (DE)*. Select the appropriate driver for your media platform (or leave it as *Default* if you selected the appropriate driver as the default during installation). For some media platforms, the grammar files do not have the default `.grm` file extension. In these cases, set the *Grammar File Ext.* parameter to the file extension required. Save and close the Service object.
5. Open your Server object, and place the new service in the list of hosted services. Then save and close the Server object. For details refer to Chapter 2 – *Configuring Servers and Services* in the *Deployment Guide*.
6. Open up the **Control Center** for your server. In the **Control Center**, select *Reload Service List* from the server's context menu. The new service will show up in the **Service Manager** section as stopped. Start it by selecting **Start** from the service's context menu.

Call the application as described above.

Application

The *Prime Insurance* portal contains five different sub-applications accessible from a main menu. The following paragraphs describe each of them and provide information on how to use them.

Main menu

The main menu provides extensive application of layers, random prompting, and occurrence levels. Depending on whether the claim handling layer is activated (see [Layers](#) section below for details), different sets of prompts are played. The behavior also differs depending on whether this is the first time the caller enters the main menu, or whether the caller returns to the main menu from a sub-application.

The main menu offers cascaded error and help handling with increasingly verbose explanations. There is also a DTMF fallback mode, which is explained after successive failed inputs or help requests.



Health Insurance

The Health Insurance sub-application offers a list of health care plans to browse through. It demonstrates the navigation capabilities of the List object, as well as the use of text-to-speech for dynamic content. In this case, the plan descriptions are provided in Collection objects.

The Business Task object *Health Insurance information* is used to track the task of presenting health insurance information to the caller.

Life Insurance

The Life Insurance sub-application provides the monthly fee based on the caller's gender and age. This application can be used via both DTMF and voice, presenting a migration path. In this case, the life insurance fee is computed via a Script object. An alternative would be to use a Connector object to invoke an external script.

The Business Task object *Life Insurance information* is used to track the task of presenting life insurance information to the caller.

Car Insurance

The Car Insurance sub-application provides the annual insurance premium based on make and model of the caller's car. As an optional layer, a set of rebates can be activated as described in the [Layers](#) section below.

This application demonstrates the flexible handling of caller input by allowing multi-slot recognition for the make and model of the car. Callers may either provide both make and model in a single utterance (e.g. *I drive a Ford Thunderbird*), or just the make (*Ford*). In the latter case the application dynamically asks for the model, automatically restricting the choices to the applicable set (*And which particular model of Ford do you drive?*). This is realized by a combination of object preconditions and dynamic grammar switching.

Once make and model of the car are known, the application accesses a back-end database (in this case part of the VoiceObjects Metadata Repository) via a Connector object to retrieve the annual premium. If the rebates layer is active, the caller is asked a number of questions relating to rebate options. The resulting total rebate is then applied to the premium retrieved from the database, and read out to the caller.

Finally, the application automatically adapts to the active language layer by activating different sets of cars that are available in the respective countries. The complete lists of makes and models are presented here for reference:

| Language | Available car manufacturers and models |
|------------|--|
| US English | <ul style="list-style-type: none">BMW 116, 118, 120, 320, 325, 330, 525, 530, 540, 630, 645, 745, 760, M3, Z3, Z4, Z8, X3, X5Buick Rainier, Rendezvous, Park Avenue, Le Sabre, Regal, Century, Terraza, LaCrosseChevrolet Cavalier, Corvette, Malibu, Impala, Avalanche, Silverado, Colorado, S-10, Tracker, Blazer, Tahoe, Aveo, Cobalt, Monte Carlo, SSR, Equinox, Suburban, Trailblazer, Astro, Express, Uplander, Venture |



| Language | Available car manufacturers and models |
|------------|---|
| | <ul style="list-style-type: none">• Chrysler Town & Country, Voyager, PT Cruiser, Pacifica, Sebring, Crossfire, 300M, Concorde• Ford Focus, Mustang, Taurus, Crown Victoria, Thunderbird, Windstar, F-150, Ranger, Escape, Explorer, Expedition, Excursion, GT, Five Hundred, Super Duty, E-Series, Freestyle, Fusion• Mazda 3, 6, MX-5, Miata, Tribute, MPV, RX-8, B-Series Truck |
| UK English | <ul style="list-style-type: none">• Audi A2, A3, A3 Sportback, A4, A4 Avant, A4 Convertible, A4 S4, A6, A6 Avant, A8, TT, TT Roadster• BMW 116, 118, 120, 320, 325, 330, 525, 530, 540, 630, 645, 745, 760, M3, M5, Z3, Z4, Z8, X3, X5• Ford Fiesta, Fusion, Focus, C-Max, Mondeo, Maverick, Galaxy, Ranger, GT• Jaguar X-Type, S-Type, XJ Sport, XJ Super, XK 8, XKR• Mini One, One Classic, Cooper• Volvo S40, S60, S80, V40, V50, V70, C70, XC70, XC90 |
| German | <ul style="list-style-type: none">• Audi A2, A3, A3 Sportback, A4, A4 Avant, A4 Convertible, A4 S4, A6, A6 Avant, A8, TT, TT Roadster• BMW 116, 118, 120, 320, 325, 330, 525, 530, 540, 630, 645, 745, 760, M3, M5, Z3, Z4, Z8, X3, X5• Mercedes A 140, C 180, C 200, E 200, E 220, E 270, E 320, S 420, S 500, S 600, CLK 200, SLK 500, CLS Coupe, SLR McLaren, ML 270, ML 350, ML 400 CDI• Opel Corsa, Astra, Vectra, Meriva, Zafira, Signum, Omega, Speedster, Speedster Turbo, Agila, Combo Tour, Vivaro Life• Porsche 911, 911 Carrera, 911 Targa, Boxster, Cayenne, Cayenne Turbo• VW Lupo, Golf, Polo, Passat, Sharan, Tuareg, Beetle, Touran, Caddy, Bora, Multivan, Phaeton• Smart City Coupe, Cabriolet, Crossplate, Roadster, Roadster Coupe, ForTwo, ForFour |



The Business Task object *Car Insurance information* is used to track the task of presenting car insurance information to the caller.

File a new claim

The claim filing sub-application allows callers to enter a new insurance claim. After providing their insurance contract number and year of birth (for verification) via DTMF or voice, callers may record a claim description. After reviewing this recording, the claim can be filed. This is done via a Connector object, which accesses the back-end and returns a claim reference number, which is read out to the caller and can be used to check the status of the claim later on.

This sub-application demonstrates the capability to record caller input and to interact with the back-end to provide typical customer care functionality. In combination with the claim checking application described below, it also demonstrates the full lifecycle of an interaction between a caller and a voice application.

The Business Task object *Claim authentication* is used to track the task of authenticating the caller through their contract number and year of birth. *Claim management* then tracks the actual task of managing a claim, i.e. recording the description and retrieving the claim reference number. In both cases, when finishing the task the standard navigation history is cleared, to prevent the caller from going back into the task and finishing it a second time, potentially with different values.

Check a claim

The claim checking sub-application allows callers to check the status of a claim after it has been filed. Callers provide the claim reference number they received when filing the claim, together with their year of birth for verification. The application then retrieves the claim status from the back-end (again via a Connector object) and reads it out.

This sub-application uses the same Business Task objects as *File a new claim*, to track the authentication and actual claim management tasks the caller can perform here.

Layers

Prime Insurance implements a variety of layers that can be switched dynamically either when initiating a call, or during the call itself. The following table provides an overview.

| Layer | How to control |
|----------|--|
| Language | <p><i>Prime Insurance</i> supports US English, UK English, and German (Germany). Language layers can be switched in the initial URL request, or by using voice commands.</p> <p>To switch the language by means of the initial URL request, the parameter <i>vsLanguage</i> needs to be set to one of <i>en-US</i>, <i>en-UK</i>, or <i>de-DE</i>. Note that when passing the parameter in the URL, the prefix <i>var</i> needs to be attached to result in something like <code>...&varswitch_languages=false</code>.</p> <p>To switch the language with a voice command, use the phrases listed below.</p> |



| Layer | How to control |
|---------------------------|---|
| | <p>US English:</p> <ul style="list-style-type: none"> • “Switch to British / UK English” • “Switch to German” <p>UK English:</p> <ul style="list-style-type: none"> • “Switch to American / US English” • “Switch to German” <p>German:</p> <ul style="list-style-type: none"> • „Britisches Englisch” • „Amerikanisches Englisch“ <p>Switching the language by voice can be disabled by setting the variable <i>switch_languages</i> to <i>false</i>.</p> |
| Persona | <p><i>Prime Insurance</i> supports a female and a male persona in all three languages. The persona layer can be switched in the initial URL request, or by using voice commands.</p> <p>To switch the persona by means of the initial URL request, the layer <i>Voice</i> needs to be set to one of <i>Female</i> or <i>Male</i>. Note that when passing the parameter in the URL, the prefix <i>lay</i> needs to be attached to result in something like ...&layVoice=Male.</p> <p>To switch the persona with a voice command, use the phrases listed below.</p> <p>US English / UK English:</p> <ul style="list-style-type: none"> • “Switch to female voice” • “Male speaker” <p>German:</p> <ul style="list-style-type: none"> • „Weibliche Stimme” • „Zum männlichen Sprecher wechseln” |
| Audio / TTS Output | <p><i>Prime Insurance</i> supports outputs in both audio and text-to-speech (TTS). The audio layer can be switched in the initial URL request, or by using voice commands.</p> <p>To switch the audio layer by means of the initial URL request, the layer <i>OutputMode</i> needs to be set to one of <i>useAudio</i> or <i>useTTS</i>. Note that when passing the parameter in the URL, the prefix <i>lay</i> needs to be attached to result in something like ...&layOutputMode=useTTS.</p> <p>To switch the audio layer with a voice command, use the phrases listed below.</p> <p>US English / UK English:</p> <ul style="list-style-type: none"> • “Switch to text to speech” • “Switch to audio” <p>German:</p> <ul style="list-style-type: none"> • „Auf Sprachsynthese umschalten” • „Zu Audio wechseln” |



| Layer | How to control |
|------------------------------|---|
| Claim handling | <p><i>Prime Insurance</i> provides the optional functional component of claim handling (accessible from the main menu), including the filing of new claims and the retrieval of a claim status. The claim handling layer can be switched in the initial URL request, or by using voice commands.</p> <p>To switch the claim handling layer by means of the initial URL request, the layer <i>ClaimHandling</i> needs to be set to one of <i>true</i> or <i>false</i>. Note that when passing the parameter in the URL, the prefix <i>lay</i> needs to be attached to result in something like ...&layClaimHandling=true.</p> <p>To switch the claim handling layer with a voice command, use the exact wording listed below.</p> <p>US English / UK English:</p> <ul style="list-style-type: none">• “Toggle claim handling” <p>German:</p> <ul style="list-style-type: none">• „Schadensmeldung umschalten” <p>You will hear a brief earcon confirming the switch.</p> |
| Car insurance rebates | <p><i>Prime Insurance</i> provides the optional functional component of car insurance rebates (accessible within the Car Insurance sub-application). The car insurance rebates layer can be switched in the initial URL request, or by using voice commands.</p> <p>To switch the car insurance rebates layer by means of the initial URL request, the variable <i>CarRebates</i> needs to be set to one of <i>true</i> or <i>false</i>. Note that when passing the parameter in the URL, the prefix <i>var</i> needs to be attached to result in something like ...&varCarRebates=true.</p> <p>To switch the car insurance rebates layer with a voice command, use the exact wording listed below.</p> <p>US English / UK English:</p> <ul style="list-style-type: none">• “Toggle car insurance rebates” <p>German:</p> <ul style="list-style-type: none">• „Autoversicherung Rabatte umschalten” <p>You will hear a brief earcon confirming the switch.</p> |

Business Tasks

Prime Insurance includes several Business Task objects that each represent a certain task the caller can perform. Business tasks are used to keep track of how successful callers are in interacting with the application. They do not influence the interaction itself; instead information is logged automatically to Infostore, the logging component of VoiceObjects Server, when a task is finished. This includes data such as recognition rates, completion rates, reasons of failure, durations, application data gathered during the call, etc.



Prime Insurance covers the tasks of presenting information on health, life and car insurance, an authentication and a claim management task used in both the *File new claim* and *Check existing claim* modules, plus a task that tracks the transfer to a call center agent.

Web Interface

Prime Insurance provides a Web configuration interface as a graphical option through which the various layers described above can be set. The Web interface is installed along with the application itself and can be found in

.../VoiceObjects/Platform/Resources/Samples/PrimeInsurance/Website/

The Web interface is started along with VoiceObjects Server and can be accessed at a URL of the form

`http://localhost:8099/VoiceObjects/Resources/Samples/PrimeInsurance/Website/index.jsp`

Depending on your installation, you will have to adjust the name of the server (replacing *localhost*) as well as the port (replacing 8099). If necessary, ask your local VoiceObjects administrator for assistance.

To ensure that *Prime Insurance* uses the settings made on the Web site, you need to either set the initial value of the variable *Use DB Configuration* to true, or to pass in the value with the initial request URL by attaching ...&varDBConfiguration=true.

The Web interface displays the currently selected persona on the left (indicated by a red frame), with detailed settings for the various layers displayed on the right.

The different personas have brief descriptions of their “resumes” provided as tooltips. A sample of their voice can be played by clicking the speaker item. You can switch between personas by clicking the images.



Individual settings can be changed by using the check boxes on the right side of the screen. Use these to switch custom options such as *Claim Handling* on or off.

PRIME INSURANCE

Dialog Configurations VoiceObjects

Persona

Kathy (US) Richard (US)
 Lisa (UK) Brian (UK)
 Christine (GER) Robert (GER)

Voice characteristics

Female Voice Pre-Recorded Audio
 Male Voice Text-to-Speech

Language

US English UK English German

Associated Cars

BMW: 116, 118, 120, 320, 325, 330, 525, 530, 540, 630, 645, 745, 760, M3, Z3, Z4, Z8, X3, X5
Buick: Rainier, Rendezvous, Park Avenue, Le Sabre, Regal, Century, Terraza, LaCrosse
Chevrolet: Cavalier, Corvette, Malibu, Impala, Avalanche, Silverado...

Custom options

Claim Handling Rebate Offer
Additional main menu option Additional dialog option in Car Insurance dialog

Save Submit your selection to the PRIME Insurance demo system.
Reset Reset PRIME Insurance settings to default. Please use this option after your demo.

Note that when you change the language or the gender, this will implicitly change the persona you have selected. You may also switch between pre-recorded audio files and text-to-speech (in which case none of the illustrated personas is active).

Make sure that after you have made your choices you click **Save** to activate the changes.

The list of available cars, which differs depending on the selected language, is displayed in the box **Associated Cars** and can be used as a reference when giving demonstrations.






Dialog Configurations

Persona


 Kathy (US) ◀


 Richard (US) ◀


 Lisa (UK) ◀


 Brian (UK) ◀


 Christine (GER) ◀


 Robert (GER) ◀

Voice characteristics

Female Voice
 Male Voice

Pre-Recorded Audio
 Text-to-Speech

Language

US English
 UK English
 German

Associated Cars

BMW: 116, 118, 120, 320, 325, 330, 525, 530, 540, 630, 645, 745, 760, M3, Z3, Z4, Z8, X3, X5
 Buick: Rainier, Rendezvous, Park Avenue, Le Sabre, Regal, Century, Terraza, LaCrosse
 Chevrolet: Cavalier, Corvette, Malibu, Impala, Avalanche, Silverado...

Custom options

Claim Handling
Additional main menu option

Rebate Offer
Additional dialog option in Car Insurance dialog

Save

Submit your selection to the PRIME Insurance demo system.

Reset

Reset PRIME Insurance settings to default. Please use this option after your demo.

If the Web interface is shared by multiple users, the **Reset** button should be used at the end of presentations to reset *Prime Insurance* to its default settings.

Advanced Features

Prime Insurance provides sample implementations for many advanced uses of VoiceObjects. The following table lists a number of these, and indicates where and how the respective feature is used within the application.

| Feature | Used in |
|---------------------------------------|--|
| Back-end connectivity | Car insurance as well as both parts of claim handling contain examples of back-end connectivity to a database. In all of these cases, Java connectors are used to access the back-end. |
| Confidence-driven confirmation | The sub-application <i>Check existing claim</i> makes use of confidence-driven confirmation: The inputs of both the claim reference number and the caller's year of birth retrieve the recognition confidence from the media platform. If either of them lies below a given threshold (initially set to 0.7; can be changed in the Variable object <i>Confidence threshold</i>), the values are explicitly confirmed. If they are both above the threshold, the inputs are considered reliable and a back-end access is initiated without intervening confirmation. |
| Dialog end processing | Dialog end processing is used in the Module object <i>Prime Insurance Portal</i> to write statistics information into the System DB logging database after the call has finished (if configured and System DB logging is enabled; see the <i>Installation Guide</i> and DB Logging Options in Chapter 3 – |



| Feature | Used in |
|--|---|
| | <i>Managing Servers and Services</i> in the <i>Deployment Guide</i>). |
| DTMF transition | The main menu offers voice input with parallel alternative DTMF input (which is revealed in the second-level help). The life insurance sub-application can be used entirely by means of DTMF to enter both gender and age of the caller. |
| Logging | The Log object is used to write application-level statistics data in both the car insurance and the life insurance sub-applications. Data is written to VoiceObjects log files as well as to the System DB logging database (via the dialog context; if configured and enabled, see the <i>Installation Guide</i> and DB Logging Options in Chapter 3 – <i>Managing Servers and Services</i> in the <i>Deployment Guide</i>). |
| Recording caller input | When filing a new claim, the caller's description of the claim is recorded (in the Recording object <i>Record claim description</i>) and the audio file stored for subsequent processing at the location defined in the Resource Locator object <i>Claim recording location</i> . |
| Reprompting | Reprompting as a method for event handling is used in the Input object <i>Get claim reference number</i> . Note that it is used there in combination with layered event handling, such that reprompting is used for the TTS layer while pure event handling is used for the audio layer. |
| Text-to-audio (TTA) file formatting | TTA-File formatting is used to read out the caller's year of birth in claim handling. The TTA-File data is created with a Script object (<i>Format year for audio output</i>). |
| Text-to-audio (TTA) XML formatting | TTA-XML formatting is used to read out currency amounts within car insurance, health insurance, and life insurance. The TTA-XML data is created with a Script object (<i>Format amount for audio output</i>). |
| Text-to-grammar (TTG) | Text-to-grammar is used in two different ways. The Grammar object <i>Goodbye grammar</i> uses TTG from an embedded definition in two different languages. The Hyperlink objects <i>Toggle claim handling</i> and <i>Toggle car insurance rebates</i> use TTG from Collection objects that define multi-lingual grammars. For more information on these choices, refer to the Grammar object in the <i>Object Reference</i> . |
| Tuning | Tuning is used in the Module object <i>Prime Insurance Portal</i> to switch between male and female TTS voices. |



Project Documentation

Several project documentation examples exist for the Prime Insurance voice portal. They were created using VoiceObjects Desktop and are meant as a reference when working with this demo application. The files are located in the folder in which your VoiceObjects documentation is stored (e.g. *VoiceObjects\Platform\Docs\PrimeInsurance*).

The following table lists all available files and their content:


| File | Description |
|--|---|
| <i>PI_ProjectDocumentation_Basic.pdf</i> | Project documentation in PDF format. Shows the dialog flow of all Module objects as well as object overviews. The object overview tables only show the basic definitions, without event handling, pre-/postprocessing, navigation, or tuning. |
| <i>PI_ProjectDocumentation_Full.pdf</i> | Project documentation in PDF format. Shows the dialog flow of all Module objects as well as object overviews. The object overview tables show all properties of the objects, including event handling, pre-/postprocessing, navigation, and tuning. |
| <i>PI_Storyboard.xls</i> | The storyboard of the Prime Insurance portal, i.e. a list of all prompts used in the application. Before opening the file in Microsoft Excel, set the macro security at least to <i>Medium</i> . |

Chapter 9 – *Project Documentation and Storyboard Export* in the *Desktop for Eclipse Guide* and Chapter 7 – *Basic Commands* in the *Desktop for Web Guide* describe the format of the PDF project documentation.

Refer to the *Storyboard Manager Guide* for detailed information on how to work with storyboards.



Quick Reference Card

| | | | | |
|------|--|------|------|------|
| Trim | | Fold | | Trim |
| Trim |  <p>VoiceObjects</p> <p>PRIME-Insurance</p> <p><i>Quick Reference Card</i></p> | Fold | Fold | Trim |
| Trim | <p>Local dial-in number:</p> <input type="text" value="@ VoiceObjects 2006"/> | Fold | Fold | Trim |
| Trim | <p>Main Menu Voice with DTMF fallback</p> <ul style="list-style-type: none"> → Car Insurance – Get a quote by saying make and model. Multi-slot functionality & database access. → Life Insurance – Get a quote by saying gender and age. Combined DTMF & voice support. → Health Insurance – Browse through a list of health care plans. → File & Check Claims – Record a new claim or check claim status. Back-end connectivity. | Fold | Fold | Trim |
| Trim | <p>Special Features</p> <ul style="list-style-type: none"> → Multi-slot recognition – make & model in "Car Insurance" → DTMF replacement – "Life Insurance" → Confidence-driven confirmation – "Check claims" → Output formatting options via Scripts – implemented for currency amounts, year of birth | Fold | Fold | Trim |
| Trim | <p>Layers (available as hyperlinks) Full cross-switching of layers is available. This results in 12 options!</p> <ul style="list-style-type: none"> → Persona " Switch to male / female voice" / "Männlicher / weiblicher Sprecher" → Language "German", "US English", "British English" <p>Note: Also switches the list of available cars</p> <ul style="list-style-type: none"> → Audio / TTS " Switch to audio" / " Switch to TTS" | Fold | Fold | Trim |
| Trim | <p>General Hyperlinks</p> <ul style="list-style-type: none"> → Menu "Main menu" / " Hauptmenü" → Hang-up "Goodbye" / " Auf Wiederhören" → Pause – "Pause" & "Continue" / "Pause" & "Weitermachen" | Fold | Fold | Trim |
| Trim | <p>Car Make & Model Depending on selected language layer different data sets are accessed</p> <p>German</p> <ul style="list-style-type: none"> • Audi - A2, A3, A4, A6, A8, TT • BMW - 320, 530, 540, 760, M3, Z4, Z8, X5 • Mercedes - A140, C180, CLK200, SLK300 • Opel - Astra, Corsa, Omega, Vectra • Porsche - 911, Boxster, Cayenne • Smart - City, Roadster • VW - Beetle, Golf, Jetta, Passat, Polo, Sharan <p>British English</p> <ul style="list-style-type: none"> • Audi - A2, A3, A4, A6, A8, TT • BMW - 320, 520, 540, 760, M3, Z4, Z8, X5 • Ford - Fiesta, Focus, Fusion, Mondeo • Jaguar - S-Type, X-Type, XK 8 • Mini - Cooper, One • Volvo - S 40, V70, XC 90 <p>US English</p> <ul style="list-style-type: none"> • BMW - 320, 530, 540, 760, M3, Z4, Z8, X5 • Buick - Century, Park Avenue, Regal • Chevrolet - Corvette, Impala, Malibu • Chrysler - Crossfire, PT Cruiser, Voyager • Ford - Focus, Mustang, Thunderbird • Mazda - Miata, MX 5, RX 8, Tribute | Fold | Fold | Trim |