



What's New in this Release

VoiceObjects 7 provides powerful functionalities to enable the development, deployment, management and analysis of self-service phone portals over multiple channels including voice, video, text and Web.

These *Release Notes* contain a summary of the changes between VoiceObjects 7.1 and VoiceObjects 7.2, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 7.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 7.2.

For an introduction to the functionality of the Business Task object that is newly introduced with VoiceObjects 7.2 refer to Chapter 11 – [How to Define Business Tasks](#) in the *Design Guide*.

- i** ▶ **Note:** Based on load test results and live VoiceObjects deployments, the sizing recommendations for VoiceObjects installations have been adjusted with VoiceObjects 7.2. For details refer to Appendix A – [Sizing Recommendations](#) in the *Administration Guide*.

Object library

- **Business Tasks**
The newly introduced Business Task object enables the tracking of key business process metrics by simply defining start and end points within an application, along with relevant data to be stored. For details refer to [Business Task](#) in the *Object Reference*.
- **Layers**
The Layer object now has an additional setting to indicate whether it should be included in the new [Layer Statistics](#) in Infostore.
- **Audio & Video**
Both the Audio and the Video object now provide parameter sets that enable easy configuration when creating media resources dynamically at call time, e.g. using VoiceObjects Media Mixer.
- **List**
Barge-in within the individual entries in a list is now controlled through the dialog context setting.
- **UTF-8 support**
Object definitions now support UTF-8 content in all relevant properties.

VoiceObjects Desktop

- **UTF-8 support**
VoiceObjects Desktop now supports UTF-8 entries throughout.

VoiceObjects Server

- **UTF-8 support**
VoiceObjects Server now supports UTF-8 throughout.



- **Notifications**
In addition to SNMP traps, VoiceObjects Server now also provides configurable e-mail notifications. This makes it easier than ever to rapidly alert operations personnel to unexpected occurrences in an installation.

Infostore

- **Layer Statistics**
Infostore now contains information on active layer states within a dialog. This enables new reports e.g. on personalization as well as dynamic filtering of other reports based on groupings such as customer status or geographical regions.
- **Business Tasks**
Business tasks enable out-of-the-box analytics and reporting on business process metrics along with relevant data to answer questions such as:
Which percentage of callers successfully completes money transfers?
Which percentage of unsuccessful ones is due to backend problems?
Of the successful ones, what is the average transfer amount?
Do premium customers make more money transfers than regular customers?
- **Aggregations and additional columns**
A large number of columns with both new information and aggregations of existing information has been added to various Infostore tables. These new entries enable additional reports as well as improved performance on existing reports.

VoiceObjects Analyzer

- **Added support for Cognos**
VoiceObjects Analyzer is now also available for Cognos BI.

VoiceObjects Media Mixer

- **Added new product component**
Voice Objects 7.2 includes the new product component VoiceObjects Media Mixer as an optional component to VoiceObjects Server.
VoiceObjects Media Mixer enables the creation and dynamic generation of video applications for 3G phones. It mixes multiple content types – such as text, images, HTML, audio and video files and generates video clips in 3gp or Flash video (flv) format.

Media platform drivers

Support has been added for the following media platforms:

- atip aVP 5.6
- Cisco IOS VoiceXML 2.1 Browser
- Envoy 7.0
- SandCherry Voice Platform 3.2
- VoiceGenie 7.2 (Video)

Support has been enhanced for the following media platforms:

- Edify EVIP 9.0-10.0
- Holly Voice Platform 4.1/4.2



- Visibridge VoiceXML Gateway
- VoiceGenie 7.1/7.2
- Voxeo Prophecy Voice Platform 7.0/8.0
- Voxpilot Open Media Platform 2.5-3.2

Support has been added for the following USSD browsers:

- Materna AnnyWay SS7 Data Gateway 2.0.1
- WindMobile UXML-HTTP Interface Handler Module 1.0

Support has been added for the following Business Intelligence platforms:

- Cognos

Bug Fixes

VoiceObjects 7.2 fixes the following issues:

- Dialog End Processing is now also activated when a session expires in dialog timeout.
- Module sets and sequences could be written to Infostore multiple times in releases up to and including VoiceObjects 7.1 R1. They are now written only once.
When upgrading from a previous version, refer to the section [Upgrades](#) for important information on how to ensure the integrity of your Infostore Repository.
- Import and export problems with some settings in certain objects when using libraries.

Known Limitations

The following limitations are known to exist with VoiceObjects 7.2:

- In isolated cases, more than one different notification may be received for a single event.

Upgrades

The following upgrades were performed for VoiceObjects 7.2. They may require adjustments in existing applications:

- The handling of XML-related characters such as "&" has been adjusted. Data entered through Desktop or the XDK interface is now always kept "as is". When passing data in Plug-In or Exit objects, it may be necessary now to wrap it in a call to the new MASKXML() function in order to mask XML-related characters.
- The List object now respects the barge-in setting made in the dialog context (either through the Service objects, the parameter `vsBargein` in the initial request, or by using the dialog context function `BARGEIN()`). Previously, barge-in was always enabled on list entries.



- A new ID (.8.7) has been introduced for custom notifications that can be sent using the NOTIFICATION() function (previously called SNMPTRAP). Formerly it has used the same ID (.8.1) as notifications sent for events.
- As mentioned above, module sets and sequences could be written multiple times in previous versions of VoiceObjects. To rectify this situation within Infostore, an upgrade is required that needs to be applied before running VoiceObjects 7.2 on the respective Infostore installation.