VoiceObjects 7

Release Notes 7.3

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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 phone channels including voice, video, text and Web.

These *Release Notes* contain a summary of the changes between VoiceObjects 7.2 and VoiceObjects 7.3, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 7.3.

VoiceObjects 7.3 introduces VoiceObjects Desktop for Eclipse, the new graphical development environment based on the leading open-source IDE.
For comprehensive information on Desktop for Eclipse, refer to the *Desktop for Eclipse Guide*. For a short introduction and instructions to quickly get started with Desktop for Eclipse refer to the *Desktop for Eclipse Quick Start Guide*.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 7.3.

Object library

- **Service chaining**
  In many portal application deployments it is desirable to receive incoming calls in one service and then route them to a variety of other services depending on caller selections. While this has always been possible, the new *Service Chaining* option in the Exit object makes it a seamless process in which key dialog context settings are automatically transferred and preserved.
  For details on service chaining refer to *Exit* in the *Object Reference*.
- **Grammar control**
  As part of its natural dialog management capabilities, VoiceObjects 7.3 introduces grammar control to easily create mixed-initiative dialogs or even augment existing legacy applications to provide more open-ended interactions. With grammar control, designers can create applications in which the caller is in charge and can provide virtually any information at any time – while maintaining the benefits of structured application development.
  For details on grammar control refer to *Input* in the *Object Reference*.
- **Text-To-Grammar enhancements**
  The powerful text-to-grammar capabilities provided in the Grammar object have been further enhanced to support the use of garbage tokens, as well as to mask characters for display when working in text-based channels.
- **Caller-adaptive pronunciation**
  Callers tend to speak certain data such as phone numbers, account numbers, etc. in specific, personal ways – such as in single digits, in certain digit groups, etc. When this information is being read back to the caller, repeating it in the same pronunciation pattern makes it significantly easier for the caller to recognize it. Another example would be synonyms, such as *Big Blue* for *IBM*, or *Amex* for *American Express*.
  As part of its natural dialog management capabilities, VoiceObjects 7.3 captures both the content as well as the specific pronunciation of caller input and uses it when reading out information.
  For details on caller-adaptive pronunciation refer to *Input* in the *Object Reference*.

- **Increased dialog timeout**
  Sometimes applications contain many simple input states (such as yes/no questions) and a few complex ones (such as entering a credit card number). A new setting for an increased dialog timeout now enables designers to give callers more time when answering these complex questions while maintaining a lower overall dialog timeout to optimize throughput, specifically in the text-based channels. An increased dialog timeout can be set on Input, Menu, Confirmation, and List objects.
- **Enhanced SSL support**
  The Connector and Server objects now provide explicit fields to reference SSL certificates, making the configuration of secure setups much easier.
- **Tuning in Output**
  Output objects now also provide a **Tuning** section to allow for fine-grained control specifically in the text-based channels.
- **Expression functions**
  Two new functions CONDITIONAL and CONDASSIGN in the Expression object provide additional flexibility in building expressions and further reduce the need for Script objects, which are far more costly in terms of processing.

VoiceObjects Desktop

- **Desktop for Eclipse**
  Desktop for Eclipse is the new graphical development environment based on the leading open-source IDE. It provides unmatched usability and designer efficiency, while retaining full compatibility with Desktop for Web.
  For comprehensive information on Desktop for Eclipse, refer to the *Desktop for Eclipse Guide*.
- **Storyboard Manager for Design and Migration**
  The Storyboard Manager now provides powerful new capabilities to jump-start application development, reducing time-to-implementation by up to 50%.
  In addition, it now also accelerates the migration of existing legacy applications based either on the prompt lists or e.g. Nortel Peripro resource files.
  For details refer to the *Storyboard Manager Guide*.

VoiceObjects Server

- **Web channel enhancements**
  The Web channel has been significantly enhanced to support multi-field web forms, more fine-grained CSS control, pre-selection of choices, as well as various layout controls for menus and inputs.
  In addition it is now possible to automatically select the most appropriate Web channel driver automatically based on the user agent indicated by the mobile device browser. Additional drivers have been provided to make optimal use of Apple's iPhone and other browsers capable of handling rich XHTML.
  For details on development aspects of the Web channel refer to Chapter 12 – *How to Build Mobile Web Applications* in the *Design Guide*.
- **Phone Simulator**
  With the Phone Simulator, VoiceObjects 7.3 provides a compelling new interface to test and present applications in the text and Web channel. The Phone Simulator provides three different skins, representing three general classes of devices (standard mobile phone, Blackberry, iPhone).
  For details refer to Phone Simulator in Chapter 4 – *Service Deployment* in the *Deployment Guide*.

- **Additional language support**
  VoiceObjects Server now provides support for about a dozen additional languages.

Infostore

- **Service history**
  Infostore now provides detailed information on each *Redeploy* or *Restore* action. Based on this it is possible to precisely analyze the impact of each individual application change on caller behavior and thus to focus development work on those areas that achieve the highest benefit.
- **Confidence on recordings**
  Confidence information is now provided for utterance recordings so that post-processing can focus on utterances with low confidence.
- **Masked data**
  The masking of caller input and ANIs has been enhanced to further reduce the possibility of reverse engineering.

For details refer to the *Infostore Guide*.

VoiceObjects Analyzer

- **Schema update**
  The schema has been updated to reflect the newly added information on service history and service deployment actions in Infostore.
- **Service Deployment History**
  The new report *Service Deployment History* shows the key service statistics, including number of sessions, session duration, percentage of successful input states and average confidence along the service deployment history and project versions.

Media platform drivers

Support has been added for the following media platforms:

- Aspect CSS 7.2 (Nuance)
- Envox 7.1 (Nuance)
- Verizon Business Hosted IVR (Nuance OSR)
- SandCherry Voice Platform 3.3 (LumenVox)
- SandCherry Voice Platform 3.3 (Nuance)
- Genesys Voice Platform 8.0 (Nuance)
- Genesys Voice Platform 8.0 (Nuance OSR)
- Intervoice Voice Portal 5.0 (IBM)
- Intervoice Voice Portal 5.0 (Nuance)
- Intervoice Voice Portal 5.0 (Nuance OSR)
- Holly Voice Platform 4.1/4.2 (IBM)
- Holly Voice Platform 4.1/4.2 (LumenVox)
- Holly Voice Platform 4.1/4.2 (Siemens)
- Holly Voice Platform 4.1/4.2 (Telisma)

- Holly Voice Platform 5.0 (IBM)
- Holly Voice Platform 5.0 (LumenVox)
- Holly Voice Platform 5.0 (Nuance)
- Holly Voice Platform 5.0 (Nuance OSR)
- Holly Voice Platform 5.0 (Siemens)
- Holly Voice Platform 5.0 (Telisma)
- atip aVP 5.8 (ATIPRecog)
- Avaya Voice Portal 4.0/4.1 (Loquendo)
- Avaya Voice Portal 4.0/4.1 (Telisma)
- Nortel VoiceXML 2.1 (IBM)
- Nortel VoiceXML 2.1 (Nuance)
- Nortel VoiceXML 2.1 (Nuance OSR)
- Prosodie Voice Portal (Nuance)
- Tecnomen Telco Server 2.1 (Nuance OSR)

Support has been enhanced for the following media platforms:

- Avaya Voice Portal 4.0/4.1 (IBM)
- Avaya Voice Portal 4.0/4.1 (Nuance)
- Avaya Voice Portal 4.0/4.1 (Nuance OSR)
- Envox 7.0/7.1 (Telisma)
- Genesys Voice Platform 7.5/7.6 (IBM)
- Genesys Voice Platform 7.5/7.6 (Nuance)
- Genesys Voice Platform 7.5/7.6 (Nuance OSR)
- Genesys Voice Platform 7.5/7.6 (Telisma)
- SandCherry Voice Platform 3.2/3.3 (Nuance OSR)
- Visibridge VoiceXML Gateway
- Sicap USSD Menu Browser 3.2-4.2

Support for Nuance 9 has been added to all relevant driver definitions.

Support has been added for the following Web browsers:

- Apple iPhone Web XHTML 1.0
- Rich Web Client XHTML 1.0

Product Documentation

The product documentation that comes with VoiceObjects 7.3 provides the following new guides and chapters:

- A new *Desktop for Eclipse Guide* has been added to the documentation, providing a comprehensive description of all elements of Desktop for Eclipse.
- A new *Desktop for Eclipse Quick Start Guide* has been added to the documentation, providing a quick start for Desktop for Eclipse, including installation, short introduction to the Desktop for Eclipse environment, and explanation on how to create and test a first small voice application.
  Not included in the Desktop for Web Help.
- A new *Desktop for Eclipse Tutorial* has been added to the documentation, describing in a step-by-step manner how to get started with Desktop for Eclipse and how to build and run simple voice applications.
  Not included in the Desktop for Web Help.
- A new chapter *How to Build Mobile Web Applications* has been added to the *Design Guide*, providing best practices for the design and development of applications for the Web channel using VoiceObjects.
- A new chapter *Storyboard Manager for Design and Migration* has been added to the *Storyboard Manager Guide*, describing how to design new storyboards and to migrate legacy IVR applications.
- A new chapter *How to Increase Naturalness in Voice Dialogs* has been added to the *Design Guide*, describing Natural Dialog Management features within VoiceObjects that help to make man-machine dialogs more human-like.

Bug Fixes

VoiceObjects 7.3 fixes the following issues:

- Export of applications with library objects could sometimes lead to wrong export files and subsequent wrong re-imports.
- Import of Expression arguments could select wrong object of same name.
- Under certain conditions, writing of module, layer, and business tasks information to Infostore could lead to conflicts within a cluster.
- Application validation did not work properly when deploying directly from a VoiceObjectsXML file.
- The *Remove spaces* option in the result handling of an Input object would sometimes not be saved correctly after being changed in Desktop for Web.
- Some IDs could be wrong in Infostore in cluster contention scenarios.
- HTTP connectors in dialog end processing could get stuck in isolated cases.
- ANI tracing filtering set in the **Control Center** of Desktop for Web would sometimes not be correctly reset when making changes to it.

Known Limitations

The following limitations are known to exist with VoiceObjects 7.3:

- The Debug Viewer has limitations when working with multi-slot inputs in the Web channel. It is recommended to use the Phone Simulator instead in these cases.
- Icons occurring in the dialog flow display of Desktop for Eclipse do not show tool tips.

Upgrades

The following upgrades were performed for VoiceObjects 7.3. They may require adjustments in existing applications:

- The processing of the Exit object has been modified in order to optimize throughput in the text and Web channel. Designers should utilize Exit objects for all termination points in applications so that VoiceObjects Server can make optimal use of the available license resources.
- Explicit certificates defined in the Connector and Server object are now used for SSL connections. Customers who use such connections and previously defined them using properties will need to adjust their configurations accordingly.
- The masking of caller input and ANIs in Infostore has been enhanced. This will produce new values for inputs or ANIs that were previously logged and may lead to discontinuities in certain Analyzer reports.
- The FINDROW function now has an additional optional parameter *exactMatch*. The default value is *true*, consistent with the previous default behavior of the function.
- The export format has been enhanced to include type information for objects referenced in attributes.