



VoiceObjects

VoiceObjects 7

Release Notes 7.4



Release Notes 7.4

VoiceObjects 7.4

To ensure that you are using the documentation that corresponds to the VoiceObjects software you are licensed to use, compare this version number with the software version shown in the Help menu of the VoiceObjects software you are using.

Copyright

Copyright © 2001-2009 VoiceObjects Germany GmbH and its licensors. All rights reserved.

Published in Germany – Legal information January 2009

Information in this document is subject to change without notice and does not represent a commitment on the part of VoiceObjects or any of its subsidiaries. The software described in this document is furnished under a license agreement or nondisclosure agreement. The software may be used or copied only in accordance with the terms of the agreement. You may not copy, use, modify, or distribute the software except as specifically allowed in the license or nondisclosure agreement. No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording, for any purpose, without the express written permission of VoiceObjects or a subsidiary thereof.

Protected by German and European patents. Further patents pending.

Companies, names, and dates used in examples herein are fictitious unless otherwise noted. If such names affect copyrights or trademarks or others, please notify VoiceObjects by e-mail at vo-documentation@voiceobjects.com.

Trademarks

VoiceObjects is a registered trademark of VoiceObjects Germany GmbH. Any other trademarks, trade names or service marks mentioned in this document belong to their respective owners.

The material presented herein is based upon information that we consider reliable, but we do not represent that it is error-free and complete. VoiceObjects is not making any representation or granting any warranty with respect to such material, and the distribution of such material shall not subject VoiceObjects to any liability.

Explicit Copyright Notice

The VoiceObjects software includes software developed by the Apache Software Foundation (www.apache.org). Copyright © 1999-2009 – The Apache Software Foundation. All rights reserved.

Java and all Java-related trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S., other countries, or both.

Specific versions of the VoiceObjects software contain copyright material authorized by the Eclipse Foundation (www.eclipse.org), their contributors and others. All rights reserved.

Specific versions of the VoiceObjects software contain copyright material authorized to copy from Bocaloco Software LLC (www.xmlbuddy.com). All rights to such copyright material rest with Bocaloco Software.

Specific versions of the VoiceObjects software work with Microsoft Excel or make use of copyright material from Microsoft Corporation (www.microsoft.com). All rights to such copyright material rest with Microsoft. Microsoft and Excel are registered trademarks of Microsoft Corporation.

Document Number: E-030-20081512-VO7



What's New in this Release

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

These *Release Notes* contain a summary of the changes between VoiceObjects 7.3 and VoiceObjects 7.4, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 7.4.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 7.4.

User management

- **New user roles User Manager and Observer**
Two new user roles have been added to VoiceObjects user management. The first, **User Manager**, enables a clean separation between the management of user-related aspects of an installation from the deployment-related aspects. The second, **Observer**, provides read-only access to the deployment aspects of an installation and is ideal for monitoring live operations without the risk of inadvertent changes.
For details refer to Chapter 2 – *User Management-Basic Topics* in the *Administration Guide*.
- **Password policies**
Several capabilities have been added to manage password policies. **Password patterns** can be defined to impose restrictions on passwords (such as a certain length or the occurrence of certain characters). Passwords can have an **expiration** so that users need to change them after a certain time, and a **history** can be defined so that users may not re-use a certain number of previous passwords. Finally, there is a mechanism by which passwords can be **generated automatically** and e-mailed to users who then need to change it the first time they log in.
For details refer to Chapter 2 – *User Management-Basic Topics* in the *Administration Guide*.

Object library

- **Selection Request in the Menu object**
The Menu object now provides a **Selection Request** that is played or displayed after the individual outputs of the Menu items.
- **Configurable barge-in on column groups within List object**
Barge-in can now be controlled individually on each column group within the List object.
- **Channel filter in Menu and Correction items**
Menu items in the Menu object and Correction items in the Confirmation object now provide individual channel filters.
- **New expression functions**
A significant number of new expression functions has been added to enable more convenient manipulation of strings and dates. There is also a new function to easily apply configuration settings in a bulk operation.



- **Explicit visit counter control**
Visit counters on objects can now be manually reset using a new expression function.
- **Enhanced utterance recording**
It is now possible to always record utterances on individual objects, regardless of statistical coverage filtering.
- **Pre-selection in Web channel**
Input fields in the Web channel can now be pre-populated with values from the application. These can e.g. be defaults or entries previously made by the caller, which is particularly convenient during confirmation and correction.

VoiceObjects Desktop

- **Desktop for Eclipse enhancements**
Several small incremental enhancements have been made to Desktop for Eclipse, specifically regarding the **Dialog Designer**.
In addition, Root Site Administrators are now visually distinguished in the **Repository Browser**.

VoiceObjects Server

- **Support for 2-way SMS dialogs**
VoiceObjects Server now also supports 2-way SMS applications, expanding the range of the text channel.
For details refer to Chapter 10 – *Messaging Support* in the *Deployment Guide*.
- **Dynamic failover pages**
Failover pages, e.g. for unavailable services, are no longer retrieved from static files but created dynamically based on templates. Static files may still be provided to define custom behavior in such cases.
- **Performance enhancements for very high load situations**
Server and specifically license management performance have been significantly enhanced in very high load situations and in large clusters.

Infostore

- **New transition type for grammar control**
A new transition type has been added to enable reporting on the use of the grammar control capabilities that were introduced with VoiceObjects 7.3.

Media platform drivers

Support has been added for the following media platforms:

- Nortel ICP (IBM)
- Nortel ICP (Nuance)
- Voxeo Prophecy 9.0 (Loquendo)
- Voxeo Prophecy 9.0 (Nuance)
- Voxeo Prophecy 9.0 (Siemens)

Support has been enhanced for the following media platforms:

- Voxeo Prophecy 7.0-9.0



Product Documentation

The product documentation that comes with VoiceObjects 7.4 provides the following new guides and chapters:

- A new *Voxeo Provisioning Guide* has been added describing the process of deploying and testing applications developed with VoiceObjects using a Voxeo media platform. Two different possibilities are explained here, i.e. either installing a local media platform or using a hosted media platform.
- A new chapter *Messaging Support* has been added to the *Deployment Guide* that describes the adapter approach of VoiceObjects to support text messaging from various communication devices. A pre-built sample adapter implementation for Clickatell's XML API to support SMS devices and demo versions of the Skype and Windows Live Messenger implementation are provided.
- An appendix *Port Usage* has been added to the *Administration Guide* that provides an overview on the ports used by VoiceObjects for communication (both internally and externally) and explains how to adjust them if required.
- An appendix *WSI Security* has been added to the *Web Services Guide* that provides an overview on all WSI methods displaying the availability of each method for the various user roles in VoiceObjects.
- To simplify the calculation of sizing estimates for an Infostore database in your environment an Excel sheet *Infostore_SizingEstimates_[VersionNumber].xls* is now provided.

Bug Fixes

VoiceObjects 7.4 fixes the following issues:

- Layer objects were not saved properly in Desktop for Eclipse when linking an autonomous object (such as e.g. an Expression) in place of the embedded condition in a layer state.

Known Limitations

The following limitations are known to exist with VoiceObjects 7.4:

- 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.

Upgrades

The following upgrades were performed for VoiceObjects 7.4. They may require adjustments in existing applications:

- Valid e-mail addresses are required for all users when working with the new automatic password generation mechanism. Therefore when upgrading, these e-mail addresses need to be added before enabling the mechanism.
- For backward compatibility, the default settings in VoiceObjects 7.4 allow arbitrary passwords that do not expire and that can be re-used when changing passwords. It is recommended to adjust these settings as needed for the respective installation.



VoiceObjects Analyzer Enhancements

The following enhancements and changes have made to VoiceObjects Analyzer.

VoiceObjects Analyzer for Cognos

Framework Manager project:

- Filter on input mode *voice* for the calculation *Input State / Confidence* to limit metric calculation independently of report filter.
- Correction of query object for Last Input State that may have led to wrong results, depending on specific application structures.
- Modified Service and Site query items of Start Module and End Module to ensure correct calculation of *Dominant Path Analysis* in all circumstances.
- Changed hierarchy of Last Input State to ensure correct calculation of *Caller Exits by Input State* for all application structures.

Specific reports:

- *Session Input State Analysis*: Added *Confidence* metric.
- *Utterances by Input State*: Added filter on input mode to eliminate "No Recognition" entries in case that no input mode is selected by the user.
- *Cluster Efficiency*: Fixed calculation of metric *Avg Mem Used*.
- *Module Analysis*: Optimized query, fixed *Duration* metric and replaced *# Turns* with *# Repeats* metric.
- *Event distribution*: Replaced *Avg # Turns* with *Avg Repeats*.
- *Channel Trend Analysis*: Changed table context from weekly to daily numbers.
- *Session Transfers*: Added more details on transfers, including consult, blind and bridged transfers. Filter on input mode *voice* for the calculation *Input State / Confidence* to limit metric calculation independently of report filter.

VoiceObjects Analyzer for BusinessObjects

All reports:

- Removed preset filter values.

Specific reports:

- *Channel and Driver Distribution*: Added *Channel* attribute to second graph.
- *Number of Sessions by Weekday*: Modified calculation of *Avg Concurrent Sessions* to support selection of multiple months.
- *Server Statistics*: Changed filter to prompt for a server instead of a service.
- *Caller Exits by Input State*: Fixed calculation of percentage by exit type. Optimized diagram by adding the attribute *Exit Type* and changing the metrics to absolute values.
- *Caller Exits by Module*: Fixed calculation of percentage by exit type. Optimized diagram by adding the attribute *Exit Type* and changing the metrics to absolute values.



- *DTMF Fallback Analysis*: Added graph on DTMF fallbacks. Added static filter on channels, filtering on voice and video.
- *Event Distribution*: Added static filter on channels, filtering on voice and video.
- *Events by Day*: Added static filter on channels, filtering on voice and video.
- *Module Analysis*: Optimized query and fixed *Duration* metric.
- *Recognition Quality*: Changed formatting of *Confidence* metric, adapted filter to relevant input types.
- *Service Analysis*: Enhanced data formats.
- *Session Input State Analysis*: Added rec. utterance column, showing utterances for successful recordings.
- *Utterance Analysis (DTMF/Text/Voice)*: Fixed BusinessObjects SQL Caching issue that may have caused slightly incorrect numbers.
- *Utterances by Input State*: Optimized format of confidence values.
- *Voice vs. DTMF Input*: Optimized query by using the session fact table instead of input state facts.
- *Business Task Data*: Added % column for *Data Count* metric.
- *Business Task Session Analysis*: Added additional metrics.
- *Channel Trend Analysis*: Optimized query and changed table context from weekly to daily numbers.
- *Session Transfers*: Added more details on transfers, including consult, blind and bridged transfers.
- *Top 20 Callers*: Added filter on channels and metric on number of sessions.

VoiceObjects Analyzer for MicroStrategy

Schema:

- Filter on voice for the metric *Confidence* to limit metric calculation independently of report filter.

Specific reports:

- *Event Distribution*: Correction of metric # *Repeats*.
- *Module Analysis*: Added filter on voice and video and fixed SQL generation to calculate correct results in all circumstances.
- *Recognition Quality*: Added filter on relevant input types.
- *Service Deployment History*: Changed *Avg Confidence* to be calculated on session facts, to optimize query performance.
- *Utterance Analysis*: Fixed issue with # *Utterance Variations*.
- *Utterance Analysis by Input State*: Added filter on input mode and removed filter on modules.
- *Voice vs DTMF Input*: Added filter on input mode.
- *Business Task Completion Rates*: Added % metric to report.
- *Business Task Data*: Added % by *Task Data Key* metric to report.



- *Business Task Session Analysis*: Added # Sessions and Avg # Tasks per Ses. metrics.
- *Module Sets*: Added Avg Duration metric.
- *Session Details*: Added minute information of calls to the report.
- *Subsequence Analysis*: Changed sort order.