



VoiceObjects 9

Release Notes 9.0



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What's New in this Release

VoiceObjects 9 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 7.4 and VoiceObjects 9.0, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 9.0.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 9.0.

Object library

- **New event type “Invalid Answer Limit”**
The new *Invalid Answer Limit* event type allows designers to limit the total number of No Input and No Match events (collectively called “invalid answers”) within a single input state. Typically the desire is to transfer a caller to an agent after e.g. three or four such invalid answers. For details refer to *Event Handling* in the *Object Reference*.
- **Use of object references in TTA-XML**
The TTA-XML format offers a new column *objectReference* that allows the referencing of existing objects to be included in the sequence of prompts to be played. For details refer to the Format object in the *Object Reference*.
- **Integrated support for call recording**
In combination with utterance recording it is now possible with selected media platforms to obtain full duplex call recordings.

VoiceObjects Desktop

- **Enhanced platform support in Test Monitor**
From the Test Monitor in Desktop for Eclipse it is now possible to immediately call applications using Voxeo Prophecy 9 as well as Voxeo Prophecy Hosting.
- **Link to Technical Support chat**
From Desktop for Eclipse it is now possible to initiate a chat session with Technical Support, so developers can get answers to their questions faster than ever before.

VoiceObjects Server

- **Support for syslog**
VoiceObjects Server logging can now also be directed to a syslog target.
- **Disabling of logging and tracing**
To prevent sensitive data from unintentionally being written to files, logging and tracing can now be disabled completely. For details refer to Configuring the Logging Facilities in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.
- **Persistent Infostore queue**
Data to be written to Infostore is now managed in a persistent queue so that slowdowns on the database cannot lead to lost entries.



- **Support for custom data transfer from media platform**
A new extension point provides the ability to transfer custom data from the media platform to VoiceObjects Server using the standard mechanism. The data is available within the session context using the SESSION() function. For details refer to Configuring the Logging Facilities in Chapter 1 – *Advanced Configuration of VoiceObjects* in the *Administration Guide*.

Storyboard Manager

- **Resource validation**
Storyboard Manager for Maintenance has been enhanced with a functionality to automatically check the availability of audio resources referenced in your application. At the click of a button, the tool traverses the storyboard and reports on files that could not be found under URLs that are configurable for each resource locator used. For details refer to Chapter 3 – *Storyboard Manager for Maintenance* in the *Storyboard Manager Guide*.

Media platform drivers

Support has been added for the following media platforms:

- Nortel Hosted IVR

Support has been enhanced for the following media platforms:

- Voxeo Prophecy Hosting

Bug Fixes

VoiceObjects 9.0 fixes the following issues:

- Concurrent termination requests for long-running connector or script executions now return immediately and cause the corresponding dialog to be terminated immediately after the connector or script finishes.
- Small inconsistencies in the VoiceObjects SNMP MIB file have been corrected.
- The rendering of No Match handlers using reprompt has been corrected when utterance recording is active for No Match cases.

Upgrades

The following upgrades were performed for VoiceObjects 9.0.

- To prevent “spoofing”-like attacks by guessing a dialog’s ID, the ID creation algorithm has been adjusted to use stronger randomization. The format of dialog IDs has been adjusted from “OVAP[a-z0-9]{40}” to “OVAP[A-Z0-9]{40}”.
- Infostore no longer performs UPDATE statements on the dialog step information in VOLDDSSEQ. This means that the column IS_LAST_DS_STEP should not be used to identify whether a dialog step is the last one in a session. The information should instead be retrieved from LAST_DS_STEP in the respective session record in VOLDDLGSTS.



Known Limitations

The following limitations are known to exist with VoiceObjects 9.0:

- 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.