





Voxeo Provisioning Guide

VoiceObjects 9.0

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Introduction

The *Voxeo Provisioning Guide* describes the process of deploying and testing applications developed with VoiceObjects Desktop for Eclipse using a Voxeo media platform.

There are two different possibilities provided, i.e. either using a **local media platform installation** or using a **hosted media platform**, one of which can be performed at a time.

Chapter 1 – [Using a Local Installation of Voxeo Prophecy](#) describes how to deploy and test applications developed with VoiceObjects Desktop for Eclipse by using a local media platform installation of the *Voxeo Prophecy Voice Platform*.

Chapter 2 – [Using the Prophecy IVR Hosting Solution](#) describes how to deploy and test applications developed with VoiceObjects Desktop for Eclipse by registering with the *Voxeo Evolution Hosting Program*.

Both versions are provided through the Voxeo Website at www.voxeo.com/free.

If you are new to Desktop for Eclipse first follow the steps described in the *Desktop for Eclipse Quick Start Guide*. It describes how to run through the installation, provides a short introduction to the Desktop for Eclipse environment, and explains how to create a first small application.

For a more detailed description of Desktop for Eclipse refer to the *Desktop for Eclipse Guide*.



1 Using a Local Installation of Voxeo Prophecy

Prerequisites

To be able to call your application later on, you will need a softphone installed on your machine.

If no softphone is available you can download a free version of the X-Lite softphone from <http://www.counterpath.com>.

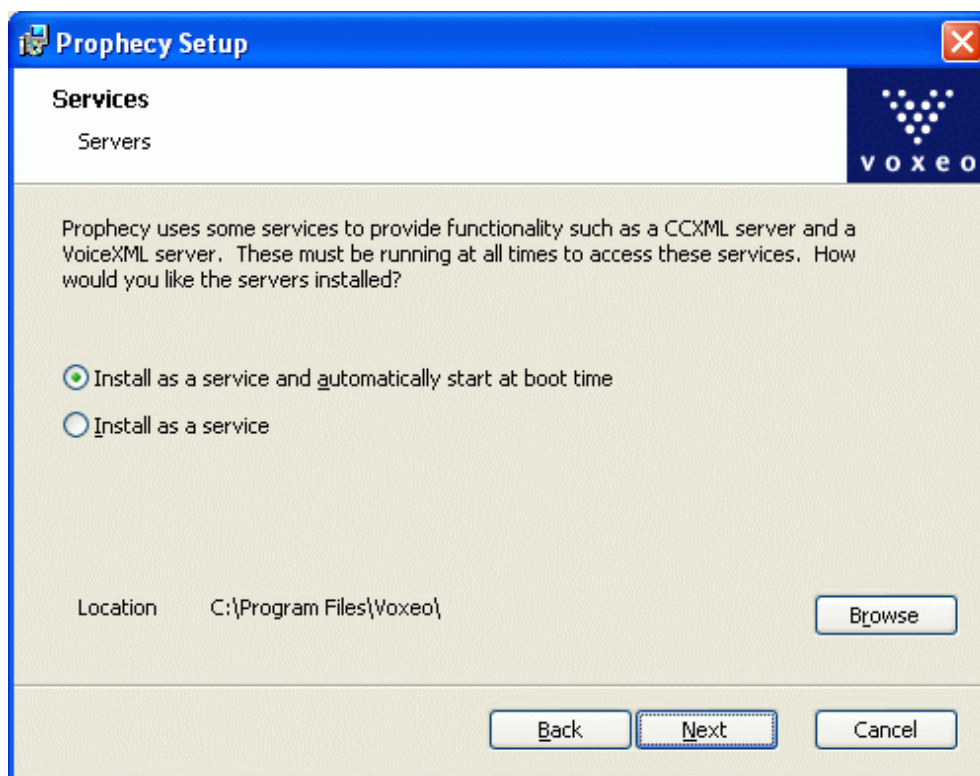
Download and Installation of Voxeo Prophecy 8.0

To download a free version of Voxeo Prophecy 8.0 visit the Voxeo homepage <http://www.voxeo.com/prophecy/>.

There are three different download options available, which differ in speech recognition and speech synthesis quality.

When you first run the Prophecy download it will guide you through the installation of the full set of Voxeo tools and services. The evaluation version comes with a fully functional 30-day license key, and you can upgrade to a permanent free license at any time simply by registering the software.

During the installation you need to select if the Prophecy services should automatically start up at boot time. If you choose not to, you need to manually start the services before calling your voice application.



After the installation is complete you should have the following new services running:

- Voxeo Prophecy Server, including Voxeo's CCXML, CallXML, and MRCP servers



- Voxeo Prophecy VoiceXML Browser, the Voxeo VoiceXML 2.1-compliant server
- Voxeo Prophecy Management Console, including a Web server with full PHP support
- Voxeo Prophecy Application Sever, including a Web server with full Java servlet/JSP support
- Voxeo Prophecy Designer (Prophecy 8 only), including the Designer server and visual development tool

There will also be several new programs installed in the **Voxeo** group which can be found when clicking the **Start** menu and then **Programs** on your machine:

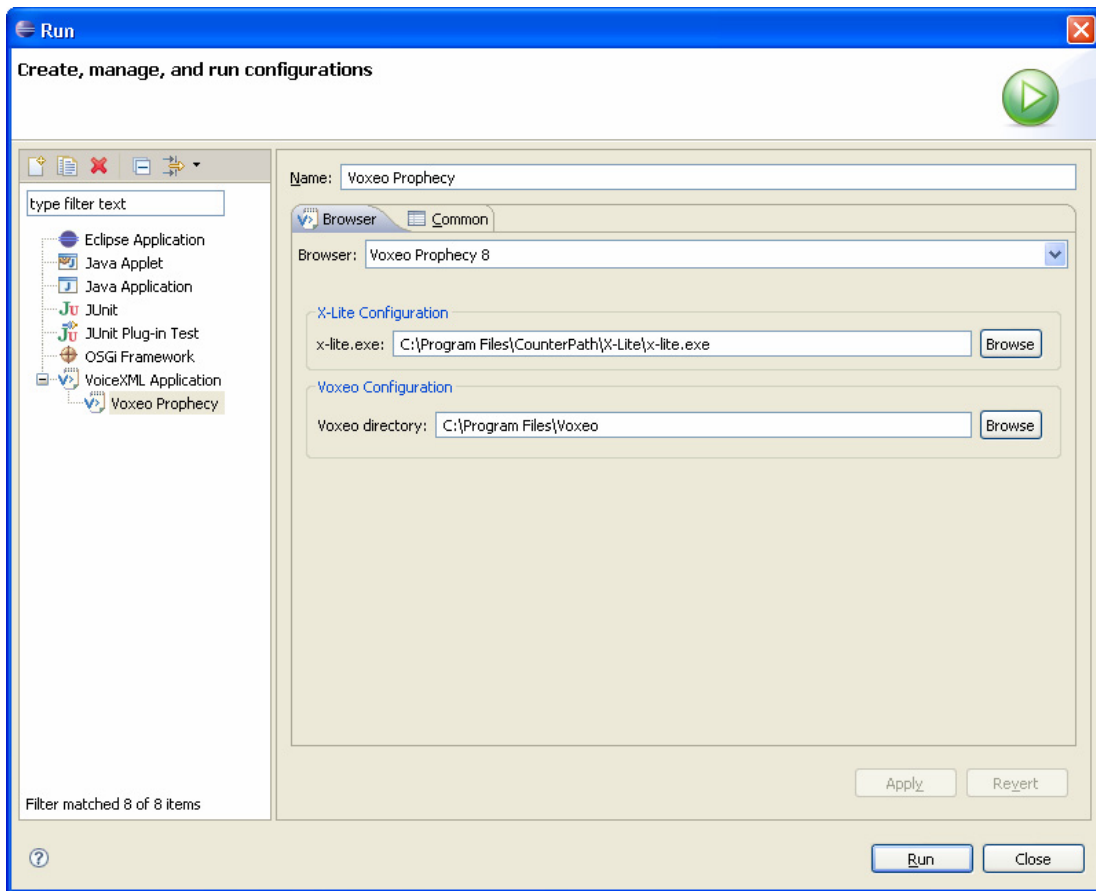
- Prophecy Home, a Web-based user interface that includes a management console to assist in configuring your new software (the default username and password are: *admin* and *admin*).
- Log Viewer, an interactive syslog server that allows you to easily view and filter the output from the Voxeo services
- Start all services – will start each of the Voxeo Prophecy services
- Stop all services – will stop each of the Voxeo Prophecy services
- Restart all services – will stop and then restart each of the Voxeo Prophecy services
- Prophecy System Tray, provides a convenient tray menu for accessing and managing the various Voxeo Prophecy components

For a more detailed description of the Voxeo Prophecy software components, refer to the Voxeo documentation.

Configuring Desktop for Eclipse

Next, specify a new configuration for Voxeo in Desktop for Eclipse:

1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run... (Open Run Dialog...)**.
2. Right-click **VoiceXML Application** in the left pane and from the context menu select **New**.
3. In the **Name** field, specify a name for the new configuration e.g. *Voxeo Prophecy*.
4. In the **Browser** field, select *Voxeo Prophecy 8* from the drop-down list.
5. In the **x-lite.exe** field, select the *x-lite.exe* file of your X-Lite softphone installation.
6. In the **Voxeo directory** field, select the *Voxeo* folder of your Voxeo Prophecy installation.



7. Click **Apply** to apply your settings and **Close** to leave the **Run** window.

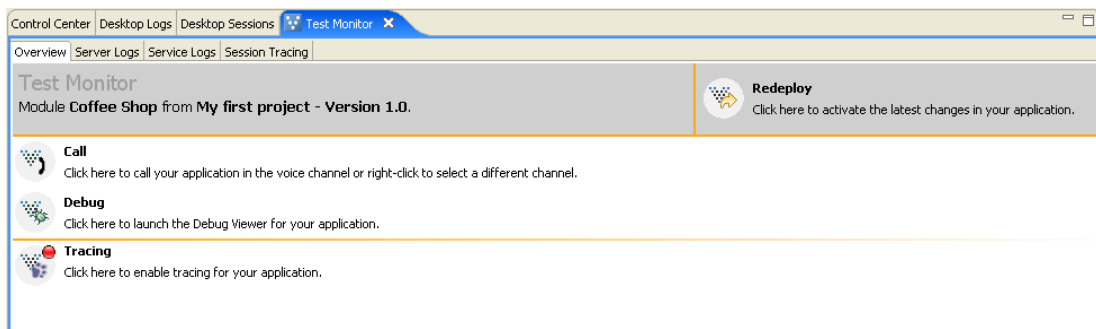
Calling your Application

Follow the instructions in the *Desktop for Eclipse Quick Start Guide* to create a small sample application with Desktop for Eclipse.


You can test this application now by doing the following:

Right-click the *Coffee Shop* Module object (or any other object you have created and want to test) and select **Test Application** from the context menu.





The **Test Monitor** will be displayed in the bottom right corner of Desktop for Eclipse.





Test your application by clicking the **Call** button  on the **Test Monitor**. Your specified softphone will start and automatically dial to the Voxeo media platform.

The following dialog flow shows a possible dialog for the *Coffee Shop* application:

Object – Caller	Dialog Flow
	<i>Welcome to the Coffee Shop service!</i>
	<i>What would you like to drink? Mocha, Latte, or Espresso?</i>
 Caller	<i>Espresso.</i>
	<i>Here we go. Enjoy your delicious Espresso.</i>



2 Using the Prophecy IVR Hosting Solution

Prerequisites

To use Desktop for Eclipse with an external hosted media platform, your machine needs to be accessible from the Internet. Before continuing, make sure that your firewall or network is configured to allow such access.

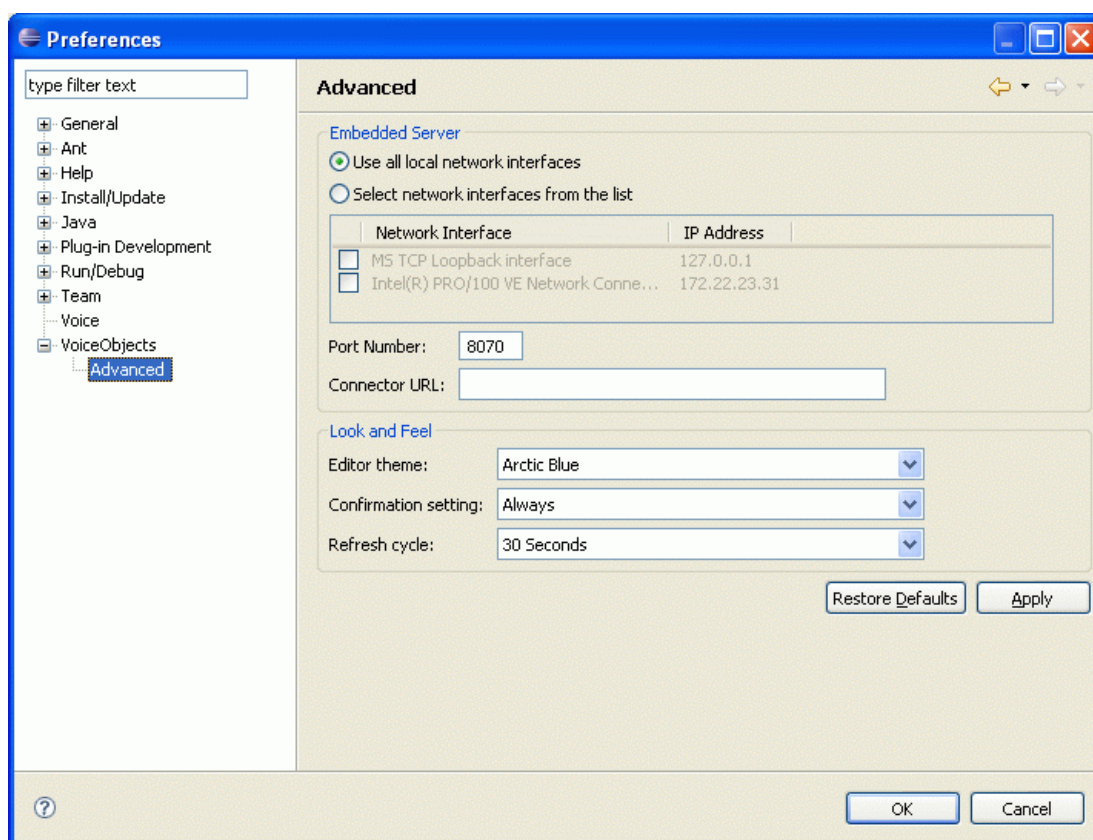
To be able to call your application, you will need a softphone installed on your machine.

If no softphone is available you can download a free version of Skype from www.skype.com or the X-Lite softphone from <http://www.counterpath.com>.

Allowing Access to Desktop for Eclipse from Outside

To make Desktop for Eclipse accessible from the Internet, do the following:

1. In the menu bar of Desktop for Eclipse, open the **Windows** menu and select **Preferences**.
2. In the left pane of the **Preferences** window, expand the **VoiceObjects** entry and click **Advanced** to display the VoiceObjects advanced preferences.
3. Select the radio button **Use all local network interfaces**. Alternatively, you can select the radio button **Select network interfaces from the list** and check at least one entry in the table below other than the *Loopback interface*.



4. Click **OK** to apply your settings and close the **Preferences** window.



i » **Note:** If the default port 8070 is not available on your machine, a different port might have been chosen during installation.

You need to restart Desktop for Eclipse for these changes to take effect.

Creating and Configuring a Voxeo Voice Application

To create and configure a Voxeo voice application, do the following:

1. Create a free Voxeo developer account following the instructions in <https://evolution.voxeo.com/account/register.jsp>.
2. Login to your free Voxeo developer account and select **Application Manager** from the **ACCOUNT** menu to open it.
3. In the **Application Manager**, click **Add Application**.
4. On the following screen, select **Prophecy 8.0 - VoiceXML 2.1** as the platform type.
5. On the **Application Settings** page, enter a name for your application, and enter the following URL in the **Start URL 1** field:

http://<host name>:<port>/VoiceObjects/DialogMapping?VSN=<service>&vsDriver=89

The parameter *vsDriver* defines which media platform driver should be used by VoiceObjects Server in order to communicate with the media platform. In VoiceObjects the value *89* represents the driver for the Voxeo Prophecy Voice Platform.

Replace the above mentioned placeholders as follows:

When working in standalone mode:

Replace *<host name>* with the IP address of the selected network interface and *<port>* with the port number as shown in the **Preferences** window (see previous step).

Replace *<service>* by the default service *testService*.

When working in network mode:

Replace *<host name>* and *<port>* with the IP address and port number of the server machine running VoiceObjects Server.

Replace *<service>* by the VSN of the corresponding target service hosted on VoiceObjects Server.

For further details on the working modes within Desktop for Eclipse refer to Chapter 1 – *Getting Started with Desktop for Eclipse* in the *Desktop for Eclipse Guide*.

i » **Note:** When using the free VoiceObjects Developer Edition that can be downloaded from the VoiceObjects Developer Portal, note that Desktop for Eclipse due to license restrictions is only available in standalone mode.

6. Replace *<host name>* with the IP address of the selected network interface and *<port>* with the port number as shown in the **Preferences** window (see previous step).
7. Complete the required fields and click **Create Application**.



Account > Applications

NEW VOICEXML APPLICATION - APPLICATION SETTINGS

Application Name: (Required)
VoiceObjects Tutorial ?

Start URL 1: file manager (Required)
http://jdoe:8070/VoiceObjects/DialogMapping?VSN=testService ?

Start URL 2: file manager
http:// ?

Start URL 3: file manager
http:// ?

Application Phone Number:
Washington, DC (301) ?

Create Application

Switch to the **Phone Numbers** tab to see a list of phone numbers that can be used to dial in to your application.

Account > Applications > VoiceObjects Tutorial

APPLICATION SETTINGS

Main Settings **Phone Numbers** Call Start Tokens Call Routing

The phone numbers shown below are currently mapped to your application.

Number Type	Number	
Direct Local #	(301) 841-6233	MOVE DELETE
PIN Access	(800) 289-5570 then PIN: 9996072730	
PIN Access	(407) 386-2174 then PIN: 9996072730	
Skype VoIP	+99000936 9996072730	
FWD VoIP	**86919996072730	
SIP VoIP	sip:9996072730@sip.voxeo.net	

Add New Direct Dial Number: Los Angeles, CA (310) Add ?

Configuring Desktop for Eclipse

Next, specify a new configuration for Voxeo in Desktop for Eclipse:

1. In the menu bar of Desktop for Eclipse, open the **Run** menu and select **Run... (Open Run Dialog...)**.
2. Right-click **VoiceXML Application** in the left pane and from the context menu select **New**.
3. In the **Name** field, specify a name for the new configuration e.g. *Voxeo Evolution*.
4. In the **Browser** field, select *Generic Softphone* from the drop-down list.
5. In the **Path** field, specify the complete path to your softphone executable.
6. In the **Parameters** field, specify the appropriate parameter for your softphone, followed by the phone number that was assigned to your voice application in the previous step.

The following examples show the parameters for the softphones Skype and X-Lite:



Skype: /callto:<phone number>

X-Lite Softphone: -dial <phone number>

For other softphones, consult the corresponding vendor manuals.

7. Click **Apply** to apply your settings and **Close** to leave the **Run** window.

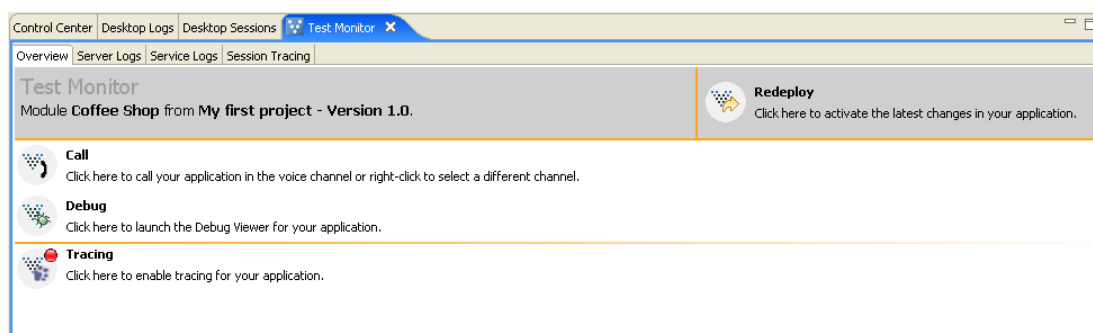
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