



*VoiceObjects
Developer
Jam Session
Jan 14, 2010*

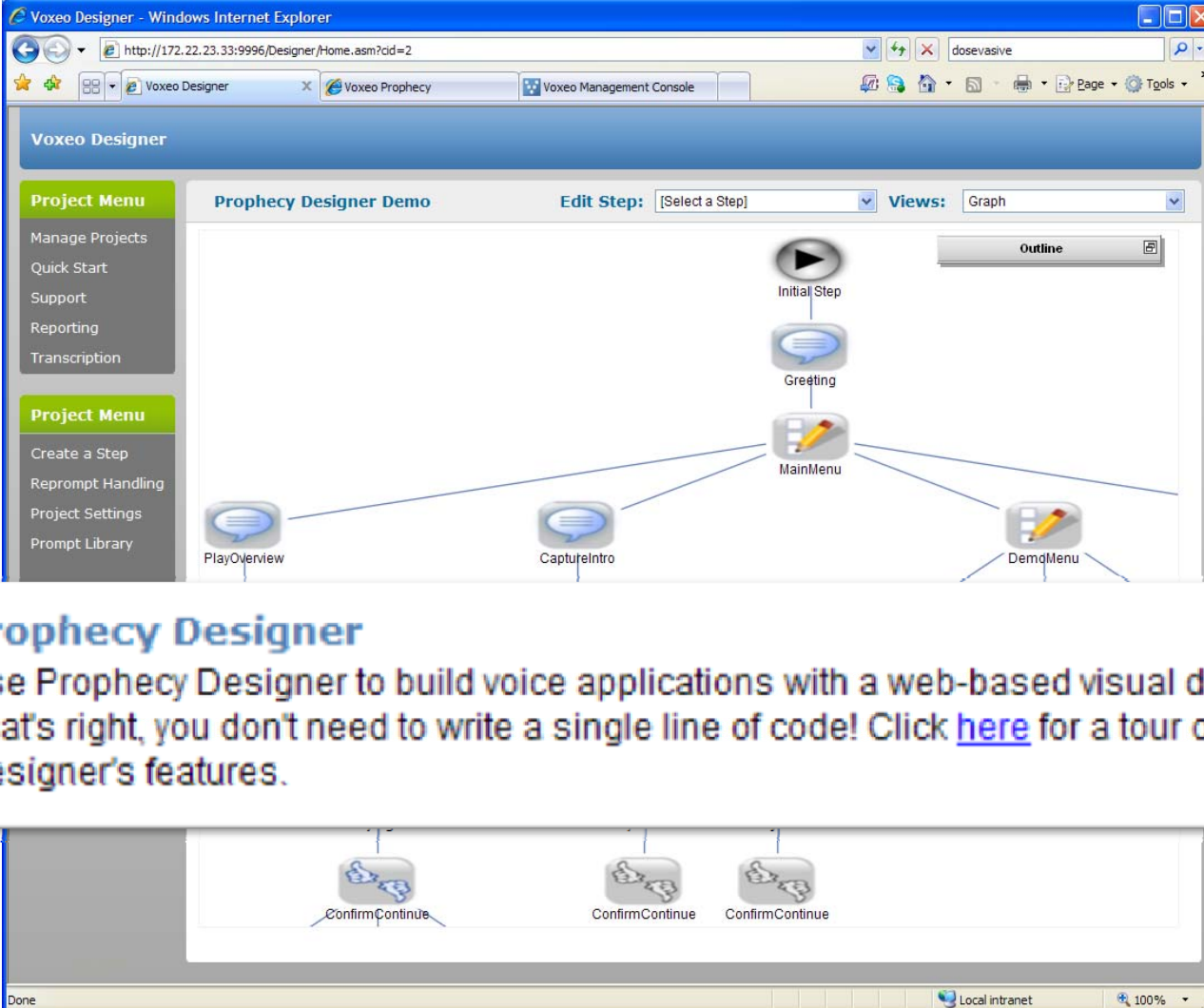


Voxeo Designer

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Presales Manager EMEA



Voxeo Designer



The screenshot shows the Voxeo Designer web interface in a Windows Internet Explorer browser window. The browser address bar shows the URL `http://172.22.23.33:9996/Designer/Home.aspx?cid=2`. The interface includes a navigation menu on the left with options like 'Manage Projects', 'Quick Start', 'Support', 'Reporting', and 'Transcription'. The main workspace displays a flowchart for 'Prophecy Designer Demo' with steps: 'Initial Step', 'Greeting', 'MainMenu', 'PlayOverview', 'CaptureIntro', and 'DemdMenu'. The 'MainMenu' step is highlighted with a yellow pencil icon. The status bar at the bottom indicates 'Local intranet' and '100%' zoom.



Prophecy Designer

Use Prophecy Designer to build voice applications with a web-based visual design tool. That's right, you don't need to write a single line of code! Click [here](#) for a tour of Designer's features.





Prophecy and Evolution Designer

Designer in local Prophecy installation

Designer in Evolution

<http://evolution.voxeo.com>

Voxeo Prophecy Version 9.0.38536.0

- Quick Start Guide**
Use this guide to learn how to use Prophecy and
- Prophecy Commander**
Use the Prophecy Commander to configure and
When first used, the default username and pass
- Prophecy Designer**
Use Prophecy Designer to build voice application
tool. That's right, you don't need to write a single
Designer's features.
- Community Manager**
Join a Prophecy community or change your exist

ACCOUNT DOCUMENTATION TOOLS & DOWNLOADS PAID SERVICES EXTREME SUPPORT Phra

Account > Overview

ACCOUNT FEATURES

- Quick Start Guide**
If you're new to Voxeo Evolution or voice applications, you'll definitely want to read our handy Quick Start Guide for instructions and development tips.
- Application Manager**
The application manager contains settings for all of your voice applications, including URLs, mapped phone numbers, and outbound dialing tokens.
- Evolution Designer**
Use Evolution Designer to build voice applications without any coding at all. Simply create a project, and let the web-based visual Evolution Designer handle the rest!
- Prophecy Log Search**
Use our Prophecy Log Search tool to search your hosted call logs. In addition to searching for bugs, you can view call statistics and generate a wide variety of call reports.

Same thing!

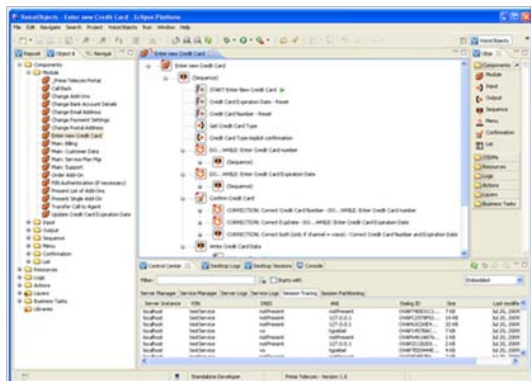
VO Desktop and Voxeo Designer Feature by feature ... not fair ;-)



Voxeo VoiceObjects	Voxeo Designer
Multiple Phone Channels	IVR
Multi-Language services	One language per project
Dynamic call flows, Personalization	Much more static flow definition
Grammars: External, builtin, TTG Support for statistical grammars, multi-slot, ...	Some predefined types (like builtin), and TTG-like grammar format; only single slot
Flexible data formatting (TTA Bus)	Fixed formatting for some data types
Storyboard Manager (Excel) with bidirectional integration with DfE	Export to CSV
Best-in-class analytics and reporting	CDR reports
...	...

VO Desktop and Voxeo Designer Today

VoiceObjects Desktop



Voxeo Designer



Meta-data

VoiceObjects Server

Info-Store

Media Platform

(Prophecy, Genesys, IBM, Nortel, Avaya, ...)

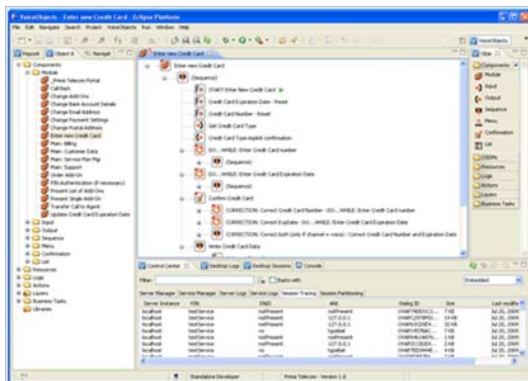
Designer Runtime

Media Platform

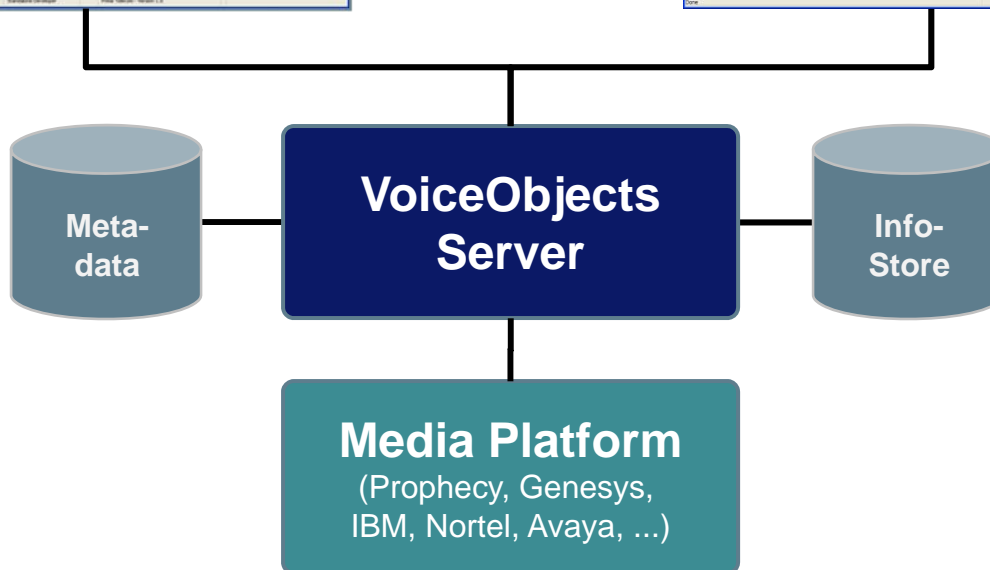
(Prophecy)

VO Desktop and Voxeo Designer Coming ... in 2010

VoiceObjects Desktop

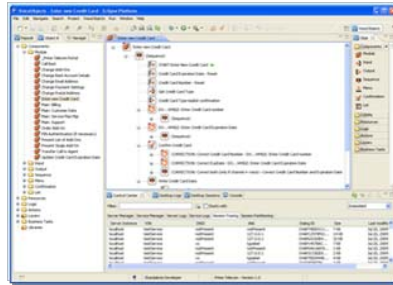


Voxeo Designer



VO Desktop and Voxeo Designer Positioning

VoiceObjects Desktop for Eclipse



- Create apps for VO Server:
 - Strategic, complex, dynamic, personalized, multi-language applications
- Requires Training
- Team Collaboration
- Full VoiceObjects Features
- Used by IT

Voxeo Designer

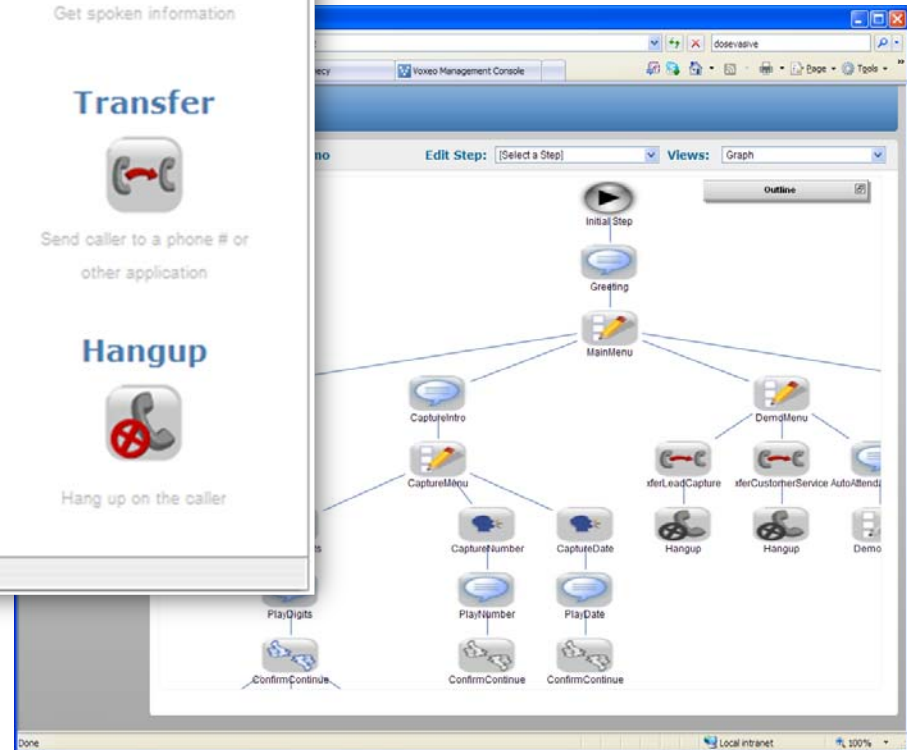


- Create apps for VO Server:
 - Simple applications
 - Prototyping: Design application in Designer, then import to Desktop
- Intuitive Use
- Single developer
- Limited features only
- Used by IT & Business

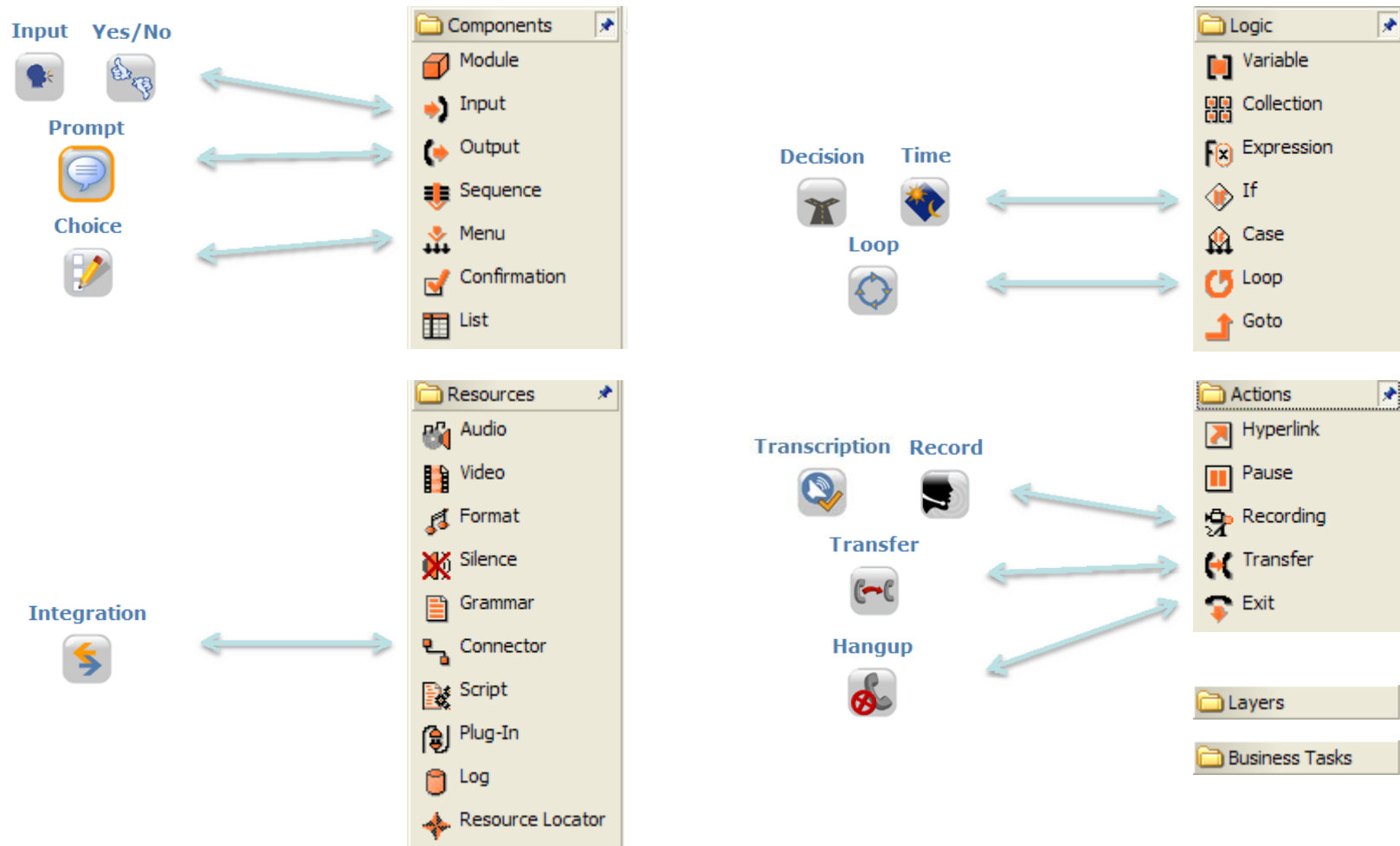
Voxeo Designer Dialog Steps

Create a Step

Prompt  Play a prompt to the caller	Yes/No  Ask a yes or no question	Choice  Choose among options	Input  Get spoken information
Integration  Interact with a web page or service	Decision  Branch based on collected data or input	Loop  Repeat something several times	Transfer  Send caller to a phone # or other application
Transcription  Queue a recording for transcription	Record  Record the caller	Time  Route based on the time	Hangup  Hang up on the caller

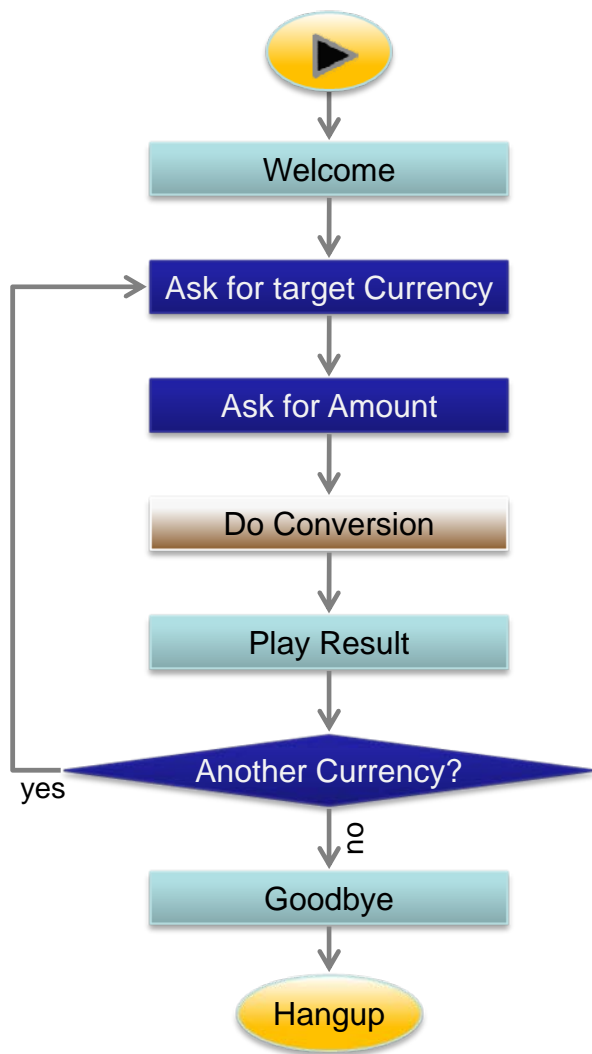


VO Desktop and Voxeo Designer Object - Dialog Step Mapping





Sample Project: Currency Conversion





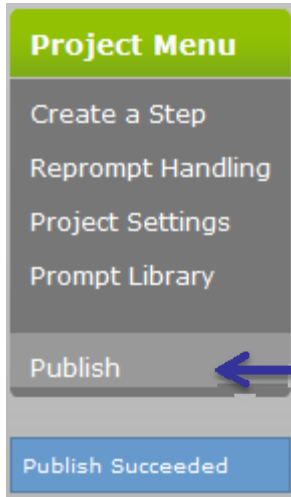
Sample Project: Currency Conversion

Now, let's see Designer in action



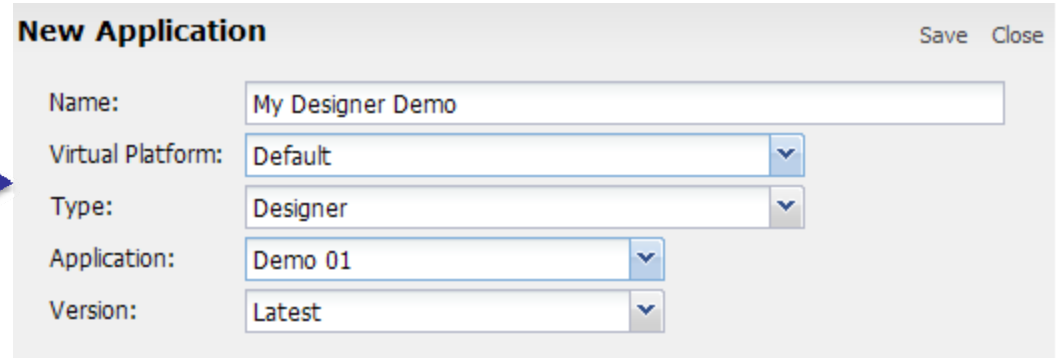
Voxeo Designer

Deploy a Service on Prophecy 9



In Designer,
„Publish“
your project

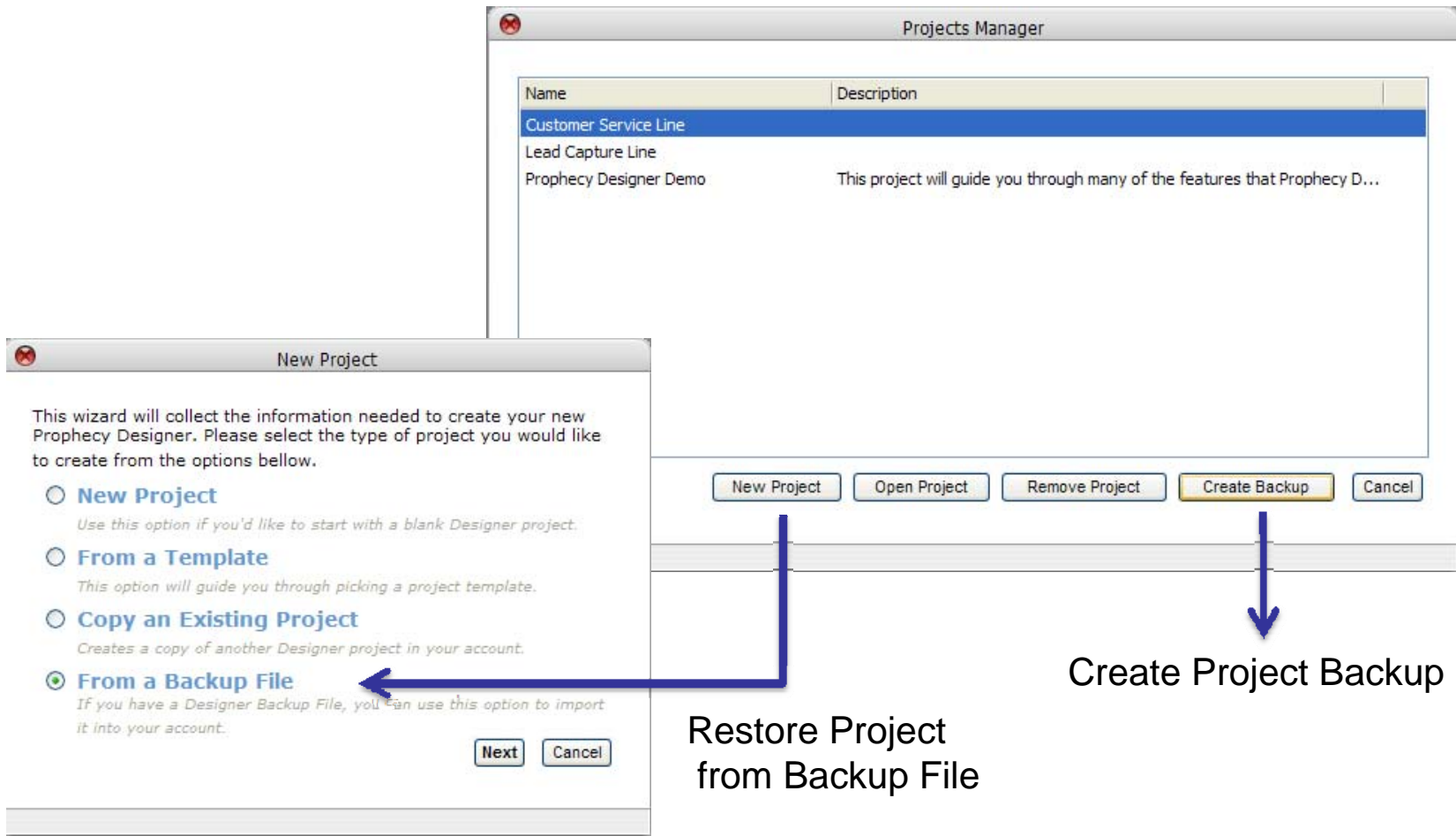
In the Prophecy Management
Console, deploy a new
application (Type: *Designer*)



New Application Save Close

Name:	<input type="text" value="My Designer Demo"/>
Virtual Platform:	<input type="text" value="Default"/>
Type:	<input type="text" value="Designer"/>
Application:	<input type="text" value="Demo 01"/>
Version:	<input type="text" value="Latest"/>

Voxeo Designer Backup and Restore Projects



The image shows two overlapping windows from the Voxeo Designer software. The background window is titled "Projects Manager" and contains a table with the following data:

Name	Description
Customer Service Line	
Lead Capture Line	
Prophecy Designer Demo	This project will guide you through many of the features that Prophecy D...

At the bottom of the "Projects Manager" window are five buttons: "New Project", "Open Project", "Remove Project", "Create Backup", and "Cancel". A blue arrow points from the "Create Backup" button to the text "Create Project Backup".

The foreground window is titled "New Project" and contains the following text and options:

This wizard will collect the information needed to create your new Prophecy Designer. Please select the type of project you would like to create from the options below.

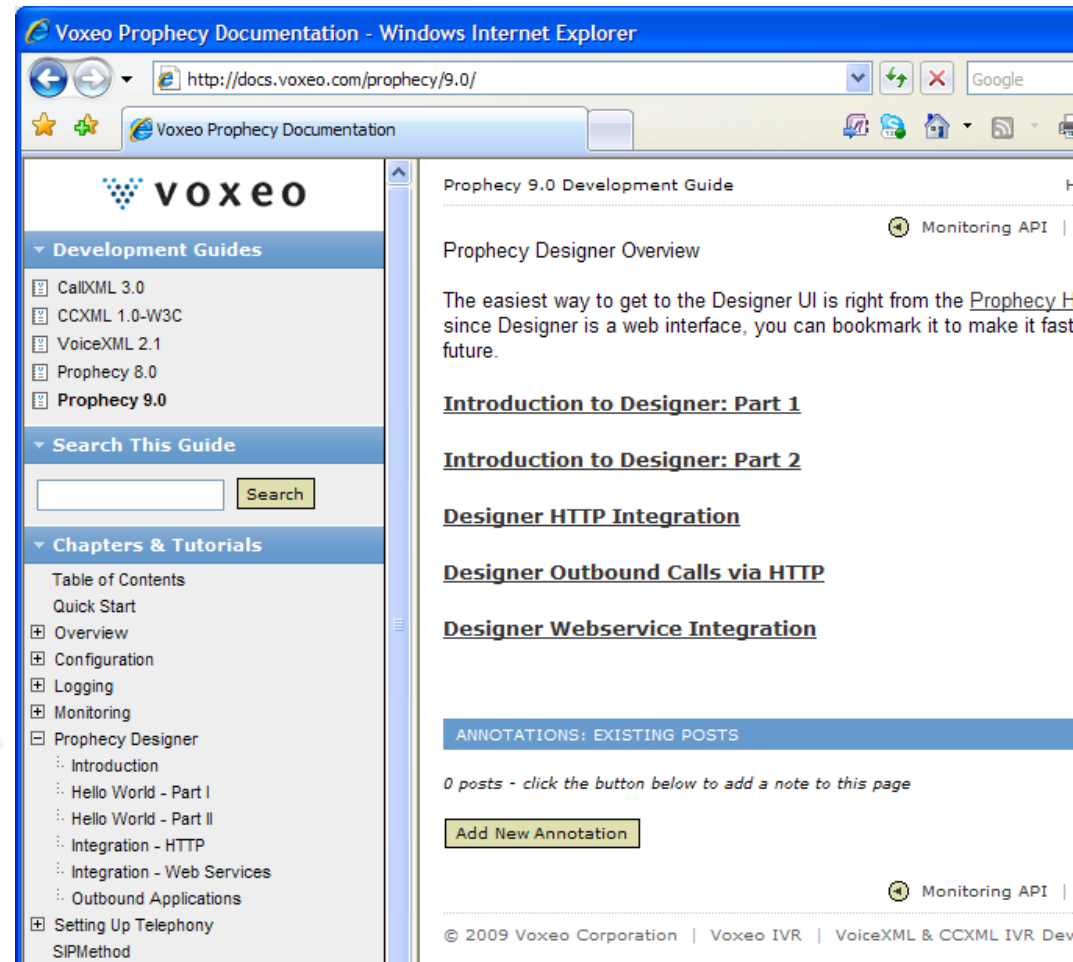
- New Project**
Use this option if you'd like to start with a blank Designer project.
- From a Template**
This option will guide you through picking a project template.
- Copy an Existing Project**
Creates a copy of another Designer project in your account.
- From a Backup File**
If you have a Designer Backup File, you can use this option to import it into your account.

At the bottom of the "New Project" window are two buttons: "Next" and "Cancel". A blue arrow points from the "From a Backup File" option to the text "Restore Project from Backup File".

<http://evolution.voxeo.com/>

In Menu
DOCUMENTATION
pick „Prophecy 9“

Chapter
„Prophecy Designer“



Development of Voice Applications using VoiceObjects Designer

Target group	Anyone interested in a non-technical and extremely easy-to-use graphical design and development tool for voice applications.
Content	<p>This introductory course introduces Voxeo's Prophecy-based graphical design tool which comes out-of-the-box even with a free Prophecy download and is extremely easy-to-use for your on-premise application development, without requiring any XML or other programming skills.</p> <p>The first part covers the front-end development and explains all visual building blocks called "steps" and the simple wizards with built-in voice application best practices. Designer steps include announcements and prompts, multiple choice questions, caller input, call recording, time-based routing, and call transfers. Other topics deal with project setup, prompt management, event handling and reporting. During the second part of this class you will learn about back-end integration by Web Services and HTTP, using the Designer's Data Integration step, and how to apply the back-end data to guide the following dialog via Designer's rule-based decision steps.</p> <p>Finally you will be also introduced to the hosted Designer for Prophecy Hosting in Voxeo Evolution, and you will learn how to move on to more sophisticated development options like Voxeo VoiceObjects.</p>
Duration	2 days
Price per seat	See General Terms and Conditions.
Prerequisites	No previous technical experience is required.




Next course in Cologne: **March 1-2, 2010**
(followed by "Voxeo Prophecy Overview" March 3-4).
Next course in US: **May 3-4, 2010**



Next Developer Jam Session

- **Tropo Web API - Leveraging the cloud to add real-time communications to your Web Apps**

- Wednesday, Feb 24, 2010

- 5:00 PM CEST  11:00 AM EST  8:00 AM PST 

- - In this developer jam session, we will present the newly released Tropo Web API. The Tropo Web API provides an easy to use the REST/JSON API for adding real-time communications to any web application.
 - We will cover how the API works as well as provide examples of how to leverage this in your own applications. By the end of this session you will have the tools for adding multi-channel capabilities with robust speech recognition, speech synthesis, instant messaging and SMS to your applications.
 - Jason Goecke, VP of Innovation, Voxeo Labs (jsgoecke@voxeo.com)

Get started for free



- Sign up for an account on Voxeo's hosted Evolution Developer Portal
 - <http://evolution.voxeo.com>
- Download the Voxeo Prophecy Platform
 - <http://www.voxeo.com/prophecy>
- Download the VoiceObjects Developer Edition
 - <http://www.voiceobjects.com/free>
- Plus receive
 - Free 24x7x365 developer support,
 - Demos & Tutorials,
 - Free monthly Developer Jam Sessions,
 - and a lot more.

