



VoiceObjects 9

Release Notes 9.1



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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 9.0 and VoiceObjects 9.1, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 9.1.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 9.1.

Object library

- **New Database object**
VoiceObjects now provides a new Database object that makes it easy to retrieve, insert, and manipulate data in Relational Database Management Systems.
- **New Text object**
The new Text object makes the handling of application prompts in text-based applications as easy as the handling of audio files for IVR applications.
- **“Simple HTTP Mode” in Connector object**
The Connector object now provides a “simple” mode that enables the use of virtually any pre-existing Web script for back-end access.
- **Enhanced Web Service support in Connector object**
The Web Service Connector now supports complex data types as XML structures in both parameters and return values.
- **New options in Menu object**
The Menu object offers several new options to dynamically re-order menu entries, access automatically assigned DTMF keys, and assign a result value based on the caller's selection.
- **New tuning property “Infostore – Input State Name”**
The new tuning property allows developers to use custom names for input states in the Infostore table VOLDDSSEQ.

VoiceObjects Desktop

- **Control Center reports**
A rich set of reports that are immediately accessible from the Control Center now provides insight into the behavior of services, server instances, and entire servers.
- **H2 Database**
VoiceObjects Desktop for Eclipse now uses H2 as its embedded database, offering enhanced performance and an embedded Infostore.

VoiceObjects Server

- **Cache standby**
VoiceObjects Server now transparently removes application caches from main memory if they are not needed, and automatically re-acquires them if a call



comes in for the respective service. This enables developers to deploy more services than previously possible without impacting overall system performance.

- **Different barge-in handling for nested outputs**
In nested outputs, VoiceObjects Server now respects the lowest barge-in setting instead of the highest one. This enables more flexible prompt definitions with mixtures of interruptible and non-interruptible sections.

Infostore

- **Aggregated Business Task information**
The Infostore table VOLDDLGSTS now contains aggregated information on Business Tasks used during the dialog.
- **Database object performance information**
Performance information for the new Database object is provided within Infostore on the same level as for Connector and Script objects.
- **Time zone information**
The Infostore fact tables now provide additional time zone information that can be used to re-normalize data collected in different locations.
- **Barge-in information for input states**
When working with media platforms that provide this information, such as Voxeo Prophecy, Infostore now contains information on whether callers used barge-in during input states.
- **Logging information for Server object**
Information about Infostore configuration settings on Server objects is now available within the Infostore table VOLDSRVOBJ.
- **New Table for rejected sessions**
The new Infostore table VOLDREJSES provides detailed information on sessions that were rejected by VoiceObjects Server to allow for subsequent reporting e.g. on root causes.

Storyboard Manager

- **Support for Text object**
Storyboard Manager provides full support for the new Text object, making it easy to manage or to migrate applications.

Media platform drivers

Support has been added for the following media platforms:

- GrandCentrix Smartphone Service Terminal 1.0

Support has been enhanced for the following media platforms:

- Holly Voice Platform 5.0/5.1

Product Documentation

The product documentation reflects all new functionalities and enhancements that come with VoiceObjects 9.1. In addition, it provides the following new content:

- A new chapter *Defining Custom Rendering Templates* has been added to the Administration Guide which explains the structure of rendering templates, and how to modify existing or create new rendering templates.



Bug Fixes

VoiceObjects 9.1 fixes the following issues:

- Custom event names starting with capital letters are now handled correctly within Event Handling definitions. Previously, the initial letter was modified to lower case.
- Marktime information is now correctly available within the LASTRESULT() function.

Upgrades

The following upgrades were performed for VoiceObjects 9.1.

- The behavior for nested outputs is now different in that the lowest instead of the highest barge-in setting is respected. This may lead to different application behavior if nested outputs with non-default barge-in settings are used. The old behavior can be restored by use of the *nestedOutputBargein* configuration switch.
- When using the Goto object with a dynamically defined target using a Variable object, VoiceObjects Server now throws *Error – Internal* instead of terminating the dialog.

Known Limitations

The following limitations are known to exist with VoiceObjects 9.1:

- 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.
- The Debug Viewer cannot be used on services using the Messaging Proxy driver.
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