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VoiceObjects 10 and VoiceObjects On-Demand

Developer Jam Session – August 26, 2010

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- ▶ VoiceObjects 10 Highlights
 - Database object
 - Connector object
 - Render Templates
 - Service Chaining
- ▶ VoiceObjects On-Demand
- ▶ Application Analytics



- ▶ Introduced in VoiceObjects 9.1
 - Very positive reception
 - Already used by many customers

- ▶ Enhancements in VoiceObjects 10
 - Ability to set a timeout on each SQL statement
 - Behavior may differ by RDMBS
 - Ability to use Web Application Server connection pool
 - Through JNDI context



- ▶ Connector comes in different flavors
 - HTTP (full/simple)
 - Java
 - Web Service (SOAP)

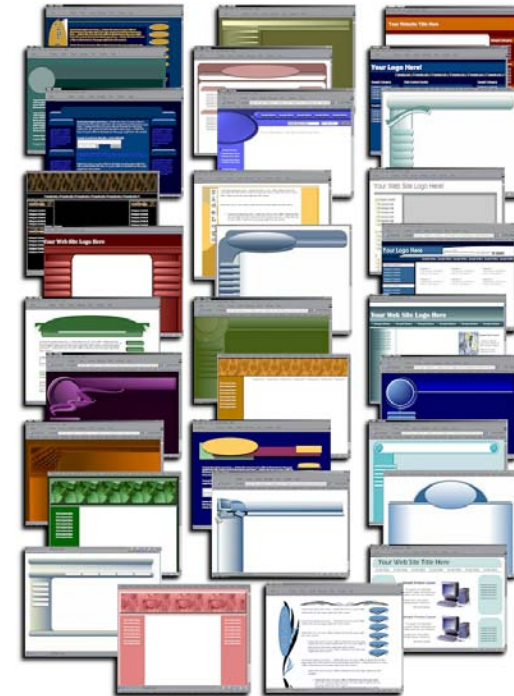
- ▶ Editor has grown complex to accommodate all options

- ▶ Enhancement in VoiceObjects 10
 - Dedicated editors for the different flavors
 - Easier for novice users; more focus for experts



Render Templates

- ▶ Used for textual channels
 - Define structure of output
- ▶ Allow for customization
 - Service-specific
 - Object-specific
- ▶ Enhancements in VoiceObjects 10
 - More flexibility in item-specific adjustments
 - Assign templates to a range of objects



- ▶ Used widely for common tasks such as retrieving caller data
- ▶ Information usually exchanged through external requests
 - Works less well in textual channels
- ▶ Enhancements in VoiceObjects 10
 - New optional mechanism to transfer data internally
 - Requires sessions to stay on the same server instance



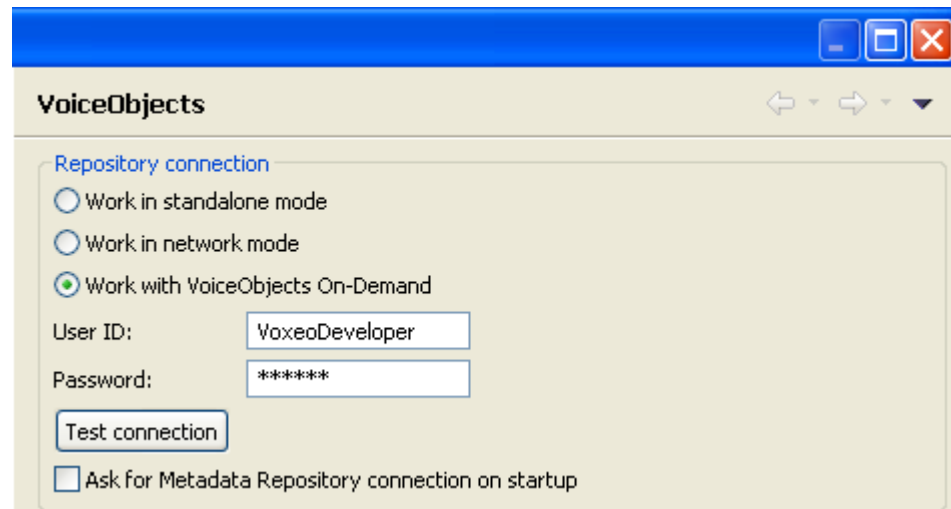


- ▶ Desktop for Eclipse is great for local development and testing
 - “Test Application” on built-in server

- ▶ Question: How to share deployments?
 - Developer machine must be running to call
 - VoiceXML platform must be available

- ▶ Answer: Put the server in the cloud!
 - Utilize the proven Voxeo Evolution infrastructure
 - Make it extremely easy to get going
 - Retain the power of Desktop for Eclipse

- ▶ Only requirement is a free Voxeo Evolution account
 - <http://evolution.voxeo.com>
- ▶ Connect from Desktop for Eclipse using credentials



▶ Deployment integrates with Evolution Application Manager

- Assign or adjust phone numbers
- Connectivity to SMS or Instant Messaging

Account > Applications > VODSampleApp

APPLICATION SETTINGS

Application Settings | Contact Methods

* **Application Name:**
VODSampleApp ?

* **What forms of communication will this application support?** ?
 Voice phone calls
 Text messaging
 Both

* **Voice Application Type:**
VoiceObjects On-Demand ?

* **Messaging Application Type:**
VoiceObjects On-Demand w/ SMS ?

* **VoiceObjects On-Demand Service:**
VODSampleApp ?

* **VoiceObjects On-Demand Service:**
VODSampleApp ?

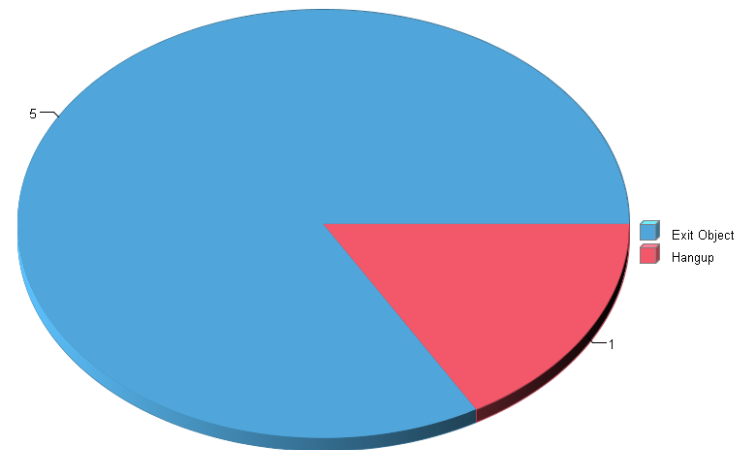
Use the [Desktop For Eclipse client](#) to create and modify your VoiceObjects On-Demand services.

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Update Application | Delete Application

- ▶ Online reporting of data collected for VoiceObjects On-Demand applications

- Over a dozen reports
- Covers traffic analysis, application hotspots, and caller behavior



- ▶ Access to underlying Infostore data

- Daily exports available for import into warehouse
- Enables full use of VoiceObjects Analyzer

VoiceObjects On-Demand



- ▶ VoiceObjects 10 including VoiceObjects On-Demand are currently Early Access
 - Download Desktop for Eclipse from the Developer Portal
 - <http://developers.voiceobjects.com>

- ▶ GA later this year

- ▶ September 29
- ▶ Andreas Volmer & Martin Mauelshagen
- ▶ “Voxeo VoiceObjects – Reporting and Analytics Best Practices”

<http://developers.voiceobjects.com/tech-topics/monthly-jam-sessions/>



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