



VoiceObjects 10

Release Notes 10.0



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What's New in this Release

VoiceObjects 10 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 10.0 and VoiceObjects 9.1, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 10.0.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 10.0.

Object library

- **Database object enhancements**
The Database object now provides the ability to set an individual timeout on each SQL statement, as well as the capability to work with database connection pools defined on the level of the Web application server (using JNDI).
- **Script object enhancements**
The Script object now exposes Collection functions through the vo.* access mechanism.
- **Exit type selection in Exit object**
The Exit object now offers the ability to manually set the logged exit type in order to enable unified reporting.

VoiceObjects Desktop

- **Specialized Connector editors**
VoiceObjects Desktop now provides specialized editors for each of the three Connector types, making it easier to focus on the key parameters for each one. In the dialog flow, the Connector object continues to be represented as one step. For details refer to *Connector* in the *Object Reference*.
- **Enhanced editor validation**
Editors now provide additional validation of user input to guard against problems such as invalid reference IDs.
- **Object filtering**
The **Object Browser** and **Repository Browser** now offer advanced filtering options that make it easy to isolate a set of objects you are working with. For details refer to Filtering in Chapter 3 – *Repository Browser* and Chapter 4 – *Object Browser* in the *Desktop for Eclipse Guide*, respectively.
- **Embedded database upgrade**
The embedded database within Desktop for Eclipse has been upgraded to provide enhanced performance and robustness.

VoiceObjects Server

- **Additional languages**
VoiceObjects Server now supports Albanian, Bulgarian, and Macedonian.



- **Service chaining**
Service chaining has been expanded to provide two separate means of transferring data between chained services: The previously existing external transfer, and a new internal transfer that optimizes throughput for larger data sets.
- **Enhanced template controls**
The render templates used for text-based channels now offer more fine-grained controls to enable additional options in custom tuning. Refer to Appendix E – *Defining Custom Rendering Templates* in the *Administration Guide* for details.
- **JMX support**
VoiceObjects Server now also provides monitoring capabilities using Java Management Extensions (JMX) on the level of servers, services, caches, and queues. For more information refer to Chapter 8 – *Notifications* in the *Deployment Guide*.

Infostore

- **Transfer destination**
The Infostore table VOLDDLGSTS now contains a new column TRANS_DEST to capture the destination of a final transfer. This can be the destination of a Transfer object, or the destination of an Exit object that has a logged exit type *Transfer*.
- **Logged exit type**
Within the Exit object it is now possible to manually set an exit type to be logged to Infostore. This is particularly useful e.g. when using the Exit object to implement a transfer such as to a call center agent.
- **Queue architecture**
Infostore now supports a sophisticated queuing architecture in which the Infostore repository is written to using one or more centralized servers instead of individually by each VoiceObjects Server instance. This allows for more flexible topologies that scale from small and simple to very large and complex installations. For details, refer to *Advanced Configuration* in the *Administration Guide*.

VoiceObjects On-Demand

With VoiceObjects On-Demand, it is now possible to use the full VoiceObjects platform in a software-as-a-service model. For more information, visit <http://evolution.voxeo.com/vo/on-demand>.

VoiceObjects Watson

The new Watson tool makes it easy to collect data about a VoiceObjects installation, e.g. when opening a support ticket. With a single call you can create a convenient package containing logs, configuration settings, and environmental information. For details refer to *Advanced Configuration* in the *Administration Guide*.

Watson can also be used with prior versions of VoiceObjects. For details refer to <https://evolution.voxeo.com/wiki/kb:watson>.

Media platform drivers

Support has been added for the following media platforms:

- Comverse USSD Center 4.3 Browser Interface

Support has been enhanced for the following media platforms:



- Avaya Voice Portal 4.0-5.1
- Holly Voice Platform 5.0/5.1
- Voxeo Prophecy Hosting and Voice Platform

Product Documentation

The product documentation reflects all new functionalities and enhancements that come with VoiceObjects 10.

Amongst others, it contains new descriptions for

- the message queue architecture in *Advanced Configuration* in the *Administration Guide*;
- the object filtering in Chapter 3 – *Repository Browser* and Chapter 4 – *Object Browser* in the *Desktop for Eclipse Guide*,
- the specialized editors for the three Connector types in *Connector* in the *Object Reference*.

Supported Environments

Starting with VoiceObjects 10, AIX is no longer a supported operating system.

Also starting with VoiceObjects 10, the use of Solaris is deprecated and no new installations will be supported. Existing customers using Solaris will continue to be supported.

Bug Fixes

VoiceObjects 10.0 fixes the following issues:

- Messages that are re-sent in IM or SMS applications could have the wrong character encoding
- Service-specific custom templates were not used correctly for sessions that spanned a redeploy or restore operation

Upgrades

The following upgrades were performed for VoiceObjects 10.0:

- Adjustments have been made to Infostore relating to the new support for queued architectures. These require running a batch script on existing Infostore repositories. Refer to the *Installation Guide* for more details.
- Version management of VoiceObjects metadata has been changed to provide more flexibility in the interaction between Desktop for Eclipse and metadata repositories.

Known Limitations

The following limitations are known to exist with VoiceObjects 10.0:

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



- Cache standby is not available on Solaris when using Sparc-based hardware.