



voxeo

VoiceObjects Migration Manager

Converting legacy PeriProducer applications to a next-generation, standards-based environment

- ▶ Broad range of legacy IVR platforms have reached end-of-life: Nortel, Aspect, Edify, Interveroice, Avaya, Envoy, ...
- ▶ Challenges when moving to an open standards-based IVR platform ...
 - Migrating call and dialog flow
 - Migrating audio files / formats
 - Migrating speech grammar files / formats
 - Migrating backend connectivity
 - Migrating reporting for business users

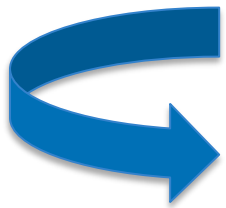
Example: Nortel PeriPro



- ▶ Complete IVR Application Life Cycle Suite
- ▶ First of its kind in the IVR industry
- ▶ Powerful product offering, robust and scalable
- ▶ End-of-life situation with large install base
- ▶ Proprietary, no support for open standards
- ▶ Requires Nortel IVR platforms to run apps
- ▶ Non-standard and un-documented metadata format (.ppr file)

- ▶ Next-gen Application Lifecycle Suite with solid product roadmap and large, rapidly growing install base
- ▶ Future-proof architecture with template-based UI-rendering approach across multiple phone channels
- ▶ 100% open standards-based
- ▶ Operates on top of any VXML IVR platform
- ▶ Standards--based and fully documented metadata format (.xml file)

- ▶ Attempts to migrate PeriPro apps to VXML have been made largely unsuccessful
- ▶ PeriPro is a high-level abstraction tool; VXML is a low-level presentation markup language
- ▶ VoiceObjects is also a high-level abstraction tool with equivalent “building blocks” and service creation and deployment capabilities



**VoiceObjects is much better suited
as a migration target environment**

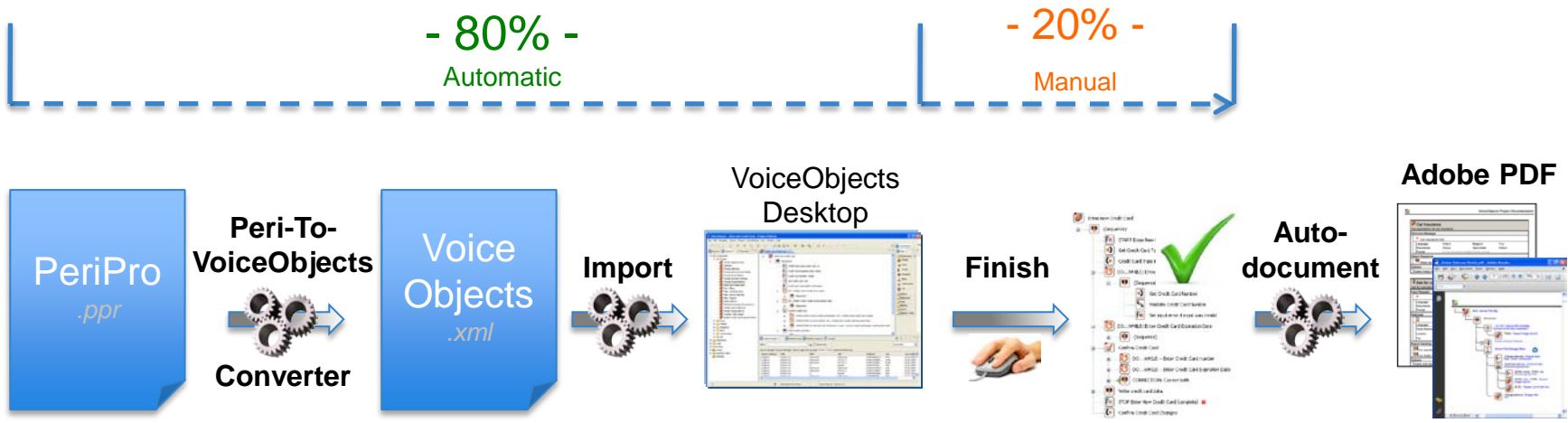
Product Mapping



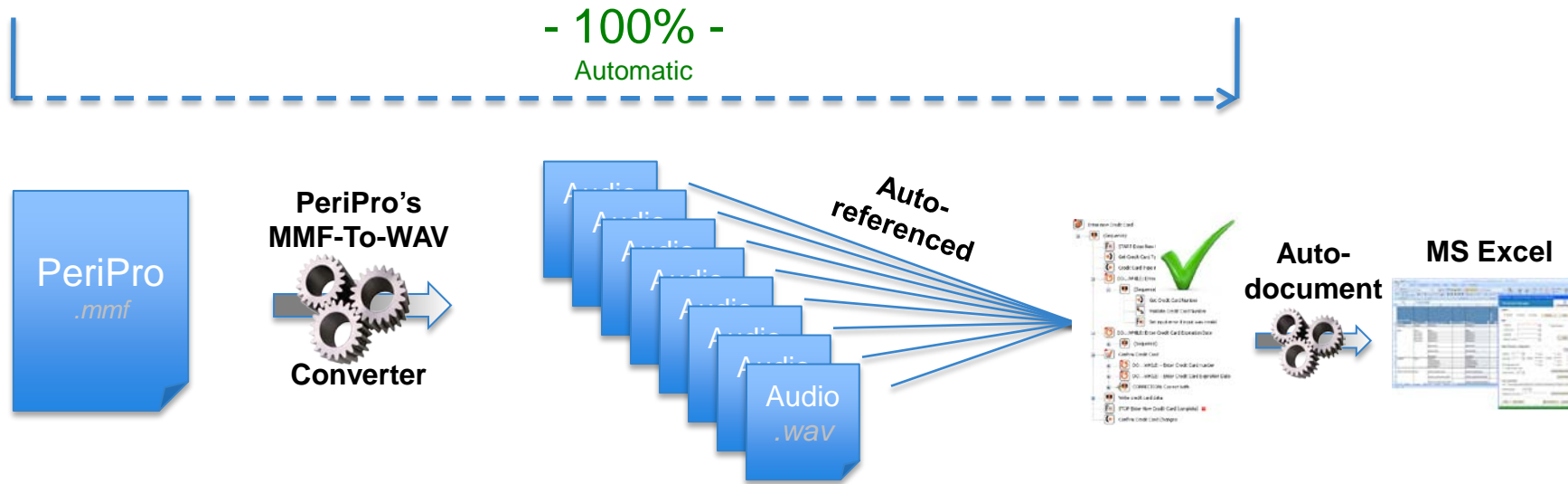
PeriPro	VoiceObjects
PeriProducer: Abstract tool with form-filling approach	VoiceObjects Desktop: Abstract tool with form-filling approach
Metadata format (.ppr)	Metadata format (.xml)
SpeakAs algorithms for playback of dynamic data using audio files	Text-to-Audio algorithms for playback of dynamic data using audio files
Expression syntax for calculations	Expression syntax for calculations
Blocks to represent dialog steps	Objects to represent dialog steps
PeriStudio: Vocabulary list for prompt management	Storyboard Manager: Spreadsheet for prompt management
PeriView: GUI for OAM&P	Control Center: GUI for OAM&P
PeriReporter: GUI for reporting	VoiceObjects Analyzer: GUI for reporting

- ▶ **Call Flow:** .ppr files are converted to VoiceObjectsXML
 - Tool highlights remaining manual work
- ▶ **Audio** files are produced 100% automatically through PeriPro tool
- ▶ **Grammars** will be converted 100% automatically
- ▶ **Backend** integration depends on customer environment, VO seamlessly integrates with any backend through Connector Framework
 - Typically a generic VoiceObjects connector built once and re-used will do the job

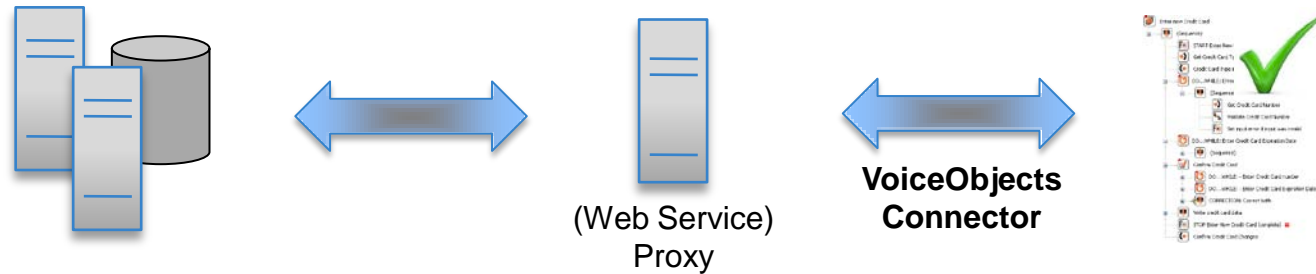
Call Flow



Audio Files



Backend



Why VoiceObjects?



Design Once, Deploy Anywhere



***Plus one-click deployment to 30+ IVR platforms.
Never find yourself locked in again.***

Why VoiceObjects?



Real-time, Actionable, Cross-Channel Analytics

CUSTOMER SELF-SERVICE
Personalized, Dynamic Interactions

ACTIONABLE MULTI-CHANNEL ANALYTICS
60 Customizable Reports



CUSTOMER DATA
CRM, ERP AND SELF-SERVICE

BUSINESS INTELLIGENCE



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