



VoiceObjects 11

Release Notes 11.1



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What's New in this Release

VoiceObjects 11 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 11.1 and VoiceObjects 11.0, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 11.1.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 11.1.

Object library

Connector object enhancements

Header parameters for HTTP requests can now be defined in the parameter set of HTTP Connectors. Likewise, header parameters can be extracted within the Result Mapping section.

In addition it is now possible to use Result Mapping on JSON results returned by REST-style backends. These results are automatically converted to XML and can be operated on by the standard XPATH expressions.

For details, refer to the [Connector](#) object in the *Object Reference*.

Expression object enhancements

The XPATH function has been augmented to accommodate more complex use cases. A new XSLT function provides the ability to perform arbitrary XSL transformations on XML strings.

A new pair of functions JSON2XML and XML2JSON provides the ability to convert between JSON and XML representations of data.

For details, refer to the [Expression](#) object in the *Object Reference*.

Service object enhancements

The Service object now provides additional options for defining proxies.

It is also now possible to define TTA libraries and render templates for textual channels within the Service object.

For details refer to Chapter 2 – [Configuring Servers and Services](#) in the *Deployment Guide*.

User object enhancements

The User object now provides an additional field for a fully qualified user name that can be utilized when authenticating via an external framework such as LDAP.

For details, refer to Chapter 2 – [User Management – Basic Topics](#) in the *Administration Guide*.

VoiceObjects Desktop for Web

Starting with VoiceObjects 11.0, Desktop for Web is considered deprecated for application development purposes. All users are urged to work with Desktop for Eclipse, and to use Desktop for Web only for deployment monitoring using the Control Center.



VoiceObjects Desktop for Eclipse

License Editor

The **License** editor has been re-worked to make checking and inserting licenses easier.

Debug Viewer and Phone Simulator on Macintosh

Debug Viewer and Phone Simulator were adjusted to provide a more consistent user experience on the Macintosh platform.

VoiceObjects Server

Enhanced templates for mobile Web channel

New templates using jQuery Mobile now enable a near-native caller experience on iPhones and Android phones.

Media platform drivers

Support has been added for the following media platforms:

- jQuery Mobile Web

Product Documentation

The product documentation reflects all new functionalities and enhancements that come with VoiceObjects 11.1.

In addition, the description of Infostore configurations using the queue architecture in the **Administration Guide** has been updated to reflect newly added setup choices.

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 11.1 fixes the following issues:

- Server performance could be impacted in setups with very many (several ten thousand) trace files in the *trace* folder.

Upgrades

The following upgrades were performed for VoiceObjects 11.1:

- ActiveMQ has been upgraded to version 5.5.1.

Known Limitations

The following limitations are known to exist with VoiceObjects 11.1:

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