What´s New in this Release

VoiceObjects 12 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 12.0 and VoiceObjects 11.1, including bug fixes and new functionality. They also summarize the known limitations for VoiceObjects 12.0.

New Functionality

This section summarizes the major new functionalities that are introduced with VoiceObjects 12.0.

VoiceObjects Desktop for Web

Starting with VoiceObjects 11.0, Desktop for Web is 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

Hotspot Analytics
Hotspot Analytics is VoiceObjects' unique capability to present deployment statistics right within the development environment, giving you actionable insight that makes it easy to pinpoint trouble spots within an application, and to address them quickly.

For more information refer to Chapter 11 – Hotspot Analytics in the *Desktop for Eclipse Guide*.

QR Codes for mobile web testing
Both the Test Monitor and the Service Details view of the Control Center now provide QR codes to make testing with mobile phones and tablets easy. Simply scan the QR code to start a Web channel session. Alternatively, the codes can be clicked to start a session directly within a browser window.

Debug Viewer on Mac
Debug Viewer on Mac now allows the filling of slot values.

VoiceObjects Server

Cluster Management
Cluster configuration has been simplified and the cluster's robustness to network glitches has been strengthened.

Cluster Information in Infostore
A new column CLUSTER_ID allows reports to be specific to individual cluster components when using architectures with the Virtual Control Center.

CCXML Information in Infostore
Infostore now captures key CCXML session information in order to more easily link CCXML and VoiceObjects dialog data.

VoiceObjects Analyzer

Additional Indices
A new set of indices on fact tables has been provided to enhance performance of Analyzer reports.

Enhanced and Additional Reports
A number of existing reports have been enhanced to improve their look and feel as well as to include additional information. Also, new reports have been added to make use of fact data e.g. regarding backend access.

Media platform drivers

Support has been enhanced for the following media platforms:

- jQuery Mobile Web

Product Documentation

The product documentation reflects all new functionalities and enhancements that come with VoiceObjects 12.0.

In addition, the description of Infostore configurations using the queue architecture in Chapter 1 – *Advanced Configuration* in the *Administration Guide* has been updated to reflect newly added setup choices.

A new Chapter 11 – Hotspot Analytics has been added to the *Desktop for Eclipse Guide*.

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.

Starting with VoiceObjects 11, MaxDB is no longer supported for new deployments.

Bug Fixes

VoiceObjects 12.0 fixes the following issues:

- Wrong entries in the VOLDBACKENDSTATS table for certain DB errors
- Import problems for object references in Connector object fields for mutual authentication.
- Reaching the maximum processing count for Script and Connector objects within Dialog End Processing could lead to problems in subsequent dialogs.
- Debug Viewer and Phone Simulator on Mac showed black input fields

Upgrades

The following upgrades were performed for VoiceObjects 12.0:

- H2 has been upgraded to version 1.3.167.
- JGroups has been upgraded to version 3.1.0.

Known Limitations

The following limitations are known to exist with VoiceObjects 12.0:

- 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.