

**Voxeo**



## **Strategic Consulting Services: Functional Requirements**

*speed development and improve the  
quality of voice applications.*

The key to building successful voice solutions is clearly defining the various ways users will interact with the voice application to meet their needs. Voxeo™ has developed a full suite of strategic consulting services that begin with the critical step of developing voice application requirements and specifications.

### ***Develop Scenarios to Save Costs and Improve Returns***

Investing time up front to develop specific “use case” scenarios with required specifications and functional requirements saves substantial development costs and avoids the need to continually rework applications. This step also helps achieve substantial operational savings and boost the return on investment in voice applications.

### ***Speed Time to Market with “Sound” Functional Requirements***

Voxeo’s solution architects, voice user interface design experts and audio engineers have deep experience creating voice-specific functional requirements. Voxeo works closely with clients to understand their business goals, solution requirements and expectations for application-level, user experiences. As a result, Voxeo can help quickly define required application functionality and accelerate the speed of call flow design, application development and solution deployment.

### ***The Functional Requirements service includes a number of deliverables:***

- **Business Goals Overview** – articulates the business and customer goals of the application to be created based on marketing requirements.
- **Application Assumptions** – outlines key application assumptions that will impact interface and technical design, such as n-best disambiguation, DTMF backup and text to speech parameters.
- **Voice Strategy** – Voxeo consultants work with clients to develop compelling strategies for voice-enabled applications by identifying areas for operational savings, defining a product roadmap and developing feature requirements for best-in-class solutions.
- **Voice-Specific Use Cases** – provides detailed descriptions for application features, outlines the voice user interface requirements and indicates application integration with back-end systems.

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