



Voxeo VUI Assessment & Analysis

*speed development and improve the
quality of voice applications*

Voxeo™ Professional Services offers a full suite of voice user interface design services. VUI Assessment & Analysis offers clients strategic improvements to call flow design and voice dialogs. Successful voice solutions ensure that callers feel empowered using a compelling and user-friendly self-service application.

Enhance the Voice Interface to Save Costs and Improve Returns

Investing time to ensure that the voice user interface is designed correctly can save development time, sound production costs, and avoid the need to continually rework applications. By identifying and prioritizing interface design enhancements, Voxeo Professional Services can help clients achieve operational savings and boost the return on investment of their deployed voice applications.

Speed Time to Market with Voice Design Best Practices

Voxeo's interface design experts have experience creating compelling voice applications. Voxeo works closely with clients to review and assess how their current interface design meets business and functional requirements. As a result, Voxeo can quickly deliver modified call flows, voice prompts and grammars to accelerate the speed of solution improvement and deployment.

VUI Assessment & Analysis includes several deliverables:

- **Call Flow Redesign** – assesses the current interface design and makes specific recommendations to enhance solution performance, such as improvements to “out-of-grammar” and “no input” flows, context sensitive help, and application flow logic.
- **Voice Prompt Redesign** – creates a new set of modified natural language voice prompts to increase usability based on modified call flows.
- **Grammar Redesign** – identifies specific changes to grammar files to increase recognition results.
- **Sound Profile Redesign** – analyzes existing applications sound design and recommends specific changes to voice persona design, sound effects and audio standards.

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