



Voxeo Voice User Interface Design

*speed development and improve the
quality of voice applications*

Voxeo™ Professional Services offers a full suite of voice application design services. Voice User Interface (VUI) Design offers clients strategic call flow and voice dialog design. Successful voice solutions ensure that callers feel empowered using a self-service speech recognition application.

Design a Compelling Voice Interface to Save Costs and Improve Returns

Voice user interface design is fundamentally different from traditional GUI design. Investing time upfront to design a compelling, intuitive VUI can save on development time, sound production costs, and avoid the need to continually rework applications. Voxeo Professional Services design applications that increase caller self service and reduce reliance on live agents, thereby helping achieve operational savings and boost the return on investment.

Speed Time to Market with Voice Design Best Practices

Voxeo's interface design experts have deep experience creating enterprise voice applications. Voxeo works closely with clients to review the marketing requirements and use cases to assess how the interface design will meet business and functional requirements. As a result, Voxeo can quickly deliver call flows, voice prompts and grammar values to accelerate the speed of solution development and deployment.

Voice User Interface Design includes several deliverables:

- **Call Flow** – shows how the voice application will flow from a caller perspective and describes for key usability elements, such as list navigation, barge in control, out-of-grammar and no input handling, and context sensitive help. It also serves as a VoiceXML coding guide by naming the application forms, fields and blocks.
- **Voice Prompts** – creates the natural language voice prompts for the application.
- **Grammar Slot Names and Values** – designates and defines slot values of returned grammar utterances, including identifying keywords short-cuts, universals, and mixed initiative values.
- **Sound Profile**– describes the “sound and feel” of the voice application, including voice persona creation, sound elements and effects, and audio standards

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