



VoiceObjects On-Demand

Build automated customer contact solutions – IVR, text, mobile web, social networking and Smartphone apps – for free in the Voxeo cloud. Deploy in the cloud or on premises.

If you are a developer or integrator competing for business in the contact center, VoiceObjects On-Demand gives you the ability to deliver more value and differentiated services at lower costs. Use it to build custom applications faster and with zero up-front investment. Access is instant. Development and testing in the Voxeo cloud is free. Deployment in our global cloud hosting network or on premises is seamless.

Hundreds of enterprises and service providers have used VoiceObjects to realize measurable service improvements and quantifiable operational savings. The complete Application Lifecycle Management Suite supports Unified Self-Service™ across many customer interaction channels, enables dynamically personalized self-service menus, and provides actionable cross-channel analytics for an improved customer experience.

VOICEOBJECTS ON-DEMAND ADVANTAGES	FREE DEVELOPER ENVIRONMENT	Build and deploy a real working VoiceObjects application with no infrastructure cost
	FAST TIME TO MARKET	Win more customers by responding faster to their demands
	100% UPTIME GUARANTEE	Leverage our mission-critical infrastructure, including multi-site redundancy, business continuity, and proven scalability backed by Voxeo's 100% Uptime Guarantee SLA
	CUSTOMER OBSESSION TEAMS	Benefit from collaborative problem solving and free 24x7 expert tech support with a guaranteed 20-minute response time
	MULTIPLE ASR AND TTS LANGUAGES	Try out multiple languages at no cost and with no effort to deploy. Voxeo supports all leading speech vendors and over 60 languages.
	DEPLOYED ACROSS SEVEN HOSTING SITES	Easily access phone numbers and local networks globally
	AUTOMATED UPGRADES	Immediately access new features and capabilities with no effort

VoiceObjects Capabilities

Design Once – Deploy Anywhere

VoiceObjects makes it easy to design one automated customer contact application and make it accessible from virtually any communication channel, including voice, text (IM, SMS, USSD), mobile web, social networks like Twitter and Smartphone applications. This is quickly becoming a key competitive advantage as companies strive to lower costs and accommodate customers' evolving communication preferences.



Accelerate Development and Ease Ongoing Maintenance

VoiceObjects is designed to reduce the complexity of creating, testing, integrating, deploying and managing automated contact center applications that leverage the latest standards. VoiceObjects includes a graphical, Eclipse-based integrated development environment. Productivity is increased with functionality such as team collaboration, reusable application building blocks, built-in best practices, on-the-fly prompt changes, and the ability to automatically generate and update documentation.

Improve the Customer Experience with Actionable, Real-Time Analytics Across Communication Channels

VoiceObjects provides real-time analytics and management dashboards to help you deliver the best customer experience possible. In addition to integrated tools for tuning, testing and debugging applications, VoiceObjects provides in-depth analytics and reports for everything from caller behavior analysis to measuring task completion rates and identifying problem areas.

Improve Loyalty and Drive Revenue with Personalization

Present custom menus and highly targeted offers based on profile information, status changes, recent purchases and more. Insert personalized messages within self-service menus or deliver them as actionable outbound voice and text-based notifications. VoiceObjects can also take advantage of companies' existing investment in Business Intelligence software, such as IBM Cognos, MicroStrategy, Oracle and SAP BusinessObjects.

Eliminate Risk with Unlocked Communications™

Voxeo's investment in compatibility ensures applications not only work across multiple communication channels, but are automatically portable across 30 leading standards-based IVR platforms with the click of a button. VoiceObjects further reduces risk with a solution that is 100% standards compliant.

More Value, Higher Margins

VoiceObjects On-Demand gives you the tools to efficiently deliver high-value applications and services with less risk and at higher margins.

- Eliminate duplicate investments with a single solution that manages the entire application lifecycle across multiple communication channels
- Introduce companies to a Unified Self-Service™ strategy that enables low-cost, text-based interactions and revenue-generating marketing promotions
- Create and test applications faster and eliminate the time and expense of deploying hardware on your premise
- Speed migration from legacy IVR to open standard VoiceXML with VoiceObjects GUI development, automated migration tools, and the expertise of Voxeo's 24x7 Customer Obsession Teams

Get Started with VoiceObjects On-Demand

- 1 **Create a free developer account at voxeo.com/VOD-developer**
- 2 **Use the well-known Eclipse environment to build, deploy, test and refine your applications**
- 3 **When you're ready, move the application to production VoiceObjects On-Demand under a standard Subscriber Services Agreement or export it with the click of a button for deployment on premises**

Backed by Voxeo's Global Cloud Hosting Platform

VoiceObjects On-Demand is backed by the power of the Voxeo cloud — the largest standards-based VoiceXML hosting platform in the world. The platform is built on a patented, high availability architecture and is deployed across seven sites in North America, Europe and Asia. The result is proven performance, scalability and the industry's first 100% Uptime Guarantee.

Learn more about VoiceObjects On-Demand or get started right away at www.voxeo.com/VOD-developer



AMERICAS

Voxeo Corporation
189 S. Orange Ave.,
10th Floor
Orlando, FL 32801
USA
Phone: +1 407 418 1800
Fax: +1 407 264 8530

EUROPE, THE MIDDLE EAST, AFRICA

Voxeo Europe Limited
Berkeley Square House,
2nd Floor
Berkeley Square
London W1J 6BD
Phone: +44 (0) 20 7887 6085
Fax: +44 (0) 20 7887 6001

Voxeo Germany GmbH
Friedrich-Ebert-Strasse
51429 Bergisch Gladbach
Germany
Phone: +49 2204 845 100
Fax: +49 2204 845 101

ASIA

Voxeo Asia
ShangDi ZGC Software Park,
Beijing, China, 100094
Phone: +86 10 8282 5011
Fax: +86 10 8282 5011 x 808

ONLINE

sales@voxeo.com
www.voxeo.com
blogs.voxeo.com
twitter.com/voxeo
facebook.com/voxeo