



# VoiceObjects On-Demand

## Build and deploy your automated customer contact solutions – IVR, text, mobile web, social networking and Smartphone apps – in the Voxeo cloud.

VoiceObjects On-Demand enables customers to connect with you in more ways, simplifies personalization and provides actionable cross-channel analytics to fine tune the customer experience. The result is happier customers, improved automation rates and lower support costs.

VoiceObjects is a complete Application Lifecycle Management Suite that provides the tools you need to engage customers in better, more efficient communications. Hundreds of enterprises and service providers have used VoiceObjects on their premises to realize measurable service improvements and quantifiable operational savings. VoiceObjects On-Demand makes the solution instantly available with no up-front investment from Voxeo's global cloud hosting network. Developers use the well-known Eclipse environment to build, deploy, manage and refine applications. Development is free. Going live is seamless.

### VoiceObjects On-Demand offers:

- Instant, no cost start-up
- Simplified maintenance
- Immediate access to new features with no effort
- Full control over the application lifecycle
- Affordable per-minute pricing
- Freedom from platform lock-in
- Mission-critical infrastructure including multi-site redundancy, business continuity and proven scalability
- Inexpensive access to multiple speech recognition engines and support for more than 60 languages
- Voxeo's unmatched 100% Uptime Guarantee including 24x7 tech support with a guaranteed 20-minute response time

### The VoiceObjects Value Proposition

#### Design Once – Deploy Anywhere

VoiceObjects enables developers to design one automated customer contact application and make it accessible via 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 when customers contact you, or deliver them as actionable outbound voice and text-based notifications. VoiceObjects can also take advantage of your 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. VoiceObjects further reduces risk with a solution that is 100% standards compliant.

### Achieve Faster ROI

VoiceObjects maximizes your ROI in all the ways listed above and many more.

- Eliminate duplicate investments with a single solution that manages the entire application lifecycle across multiple communication channels
- Reduce support costs with a Unified Self-Service™ strategy that enables low-cost, text-based interactions
- Create and test applications faster and eliminate the time and expense of deploying hardware on your premises
- 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

## Features

**Design Once – Deploy Anywhere architecture**

**Group level and 1:1 personalization**

**Instant integration with leading Business Intelligence tools for cross-channel, real-time analytics and more than 60 out-of-the-box reports**

**Centralized, role-based management**

**Seamless back-end integration**

**2-way interactive text applications via SMS and USSD**

**Load and performance testing**

**Integrated Grammar IDE**

### 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 at [www.voxeo.com/vo-ondemand](http://www.voxeo.com/vo-ondemand)

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