

Aspect[®] Professional Services Technology Primers

Business Innovations • Integrations and Voice Applications



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Aspect® Professional Services: Integrations Technology Primers

Enhancing the Value of Your Investment with Integrations technology primers

Aspect contact center solutions provide value and functionality right “out-of-the-box” to produce a quick return on investment. However, many customers would like to fully realize the power and value available through some of the features within the products. Below are technology primers designed to take your implementation of Aspect® Unified IP® and other contact center solutions to the next level and provide your staff with the skills needed to be self-sufficient.



Aspect Unified IP Agent OCX API

The Aspect Unified IP Agent OCX API allows you to control and manage the contact-media features of the Aspect Unified IP Agent Desktop application. It provides ActiveX objects that simplify the interactions between an application, the Aspect Unified IP system and the customer's back-end office systems. It is also used to notify CRM applications when Aspect Unified IP contact-media events occur, such as AOD (automated outbound dialing) or ACD (automatic call distributor) calls, chat or email offerings.

This technology primer explains the Aspect Unified IP Agent OCX API components and provides step-by-step instructions for their use by working through an example C#.NET project.

The purpose of this technology primer is to educate the attendee on the following topics:

1. Agent API overview
2. Understand the basics of the unified agent OCX interfaces

As part of this interactive engagement, attendees will create a sample project (in C# .NET) to illustrate the major features of the UAD Client API.

Core Primer Duration: 3 Days

Post Primer Support: 1 Day

Technology Primers

Agent OCX API

Agent LYRICall™

Unified Agent Desktop
Client API

Agent Web Service (SOAP)
SDK

AOD (Automated Outbound
Dialing) Feed API

Aspect® Unified IP® Agent LYRICall™

The Aspect Unified IP Agent LYRICall application allows you to control and manage the contact-media features of the Aspect Unified IP Agent Desktop. It is also used to notify CRM applications when Aspect Unified IP contact-media events occur, such as AOD (automatic outbound dialing) or ACD (automatic call distributor) calls, chat or email offerings.

The LYRICall application provides events to which Java Script functions can be applied that simplify the interactions between an application, the Aspect @Unified IP® system and the customer's backend office systems. This technology primer details the Java Scripting that can be added to LYRICall to facilitate integrating to the customer's back-end office.

The purpose of this technology primer is to educate the attendee on the following topics:

1. Agent LYRICall overview
2. Learn how to develop LYRICall scripts

As part of this interactive engagement, attendees will create a sample project (in C# .NET) to illustrate the major features of the UAD Client API.

Core Primer Duration: 5 Days

Post Primer Support: 2 Days

Aspect Unified IP 7 Unified Agent Desktop Client API

The Unified Agent Desktop application (UAD) is the primary agent component of the Aspect® Unified IP® system, and provides for all the traditional telephony features required by agents. The UAD has a service built into it that allows an external application to register for all agent events and also has a path to send commands to the Aspect® Unified IP® servers through method calls. This set of methods and events is referred to as "UAD Client API".

The purpose of this technology primer is to educate the attendee on the following topics:

1. UAD Client API overview
2. Most frequently-used UAD Client API events and methods

As part of this interactive engagement, attendees will create a sample project (in C# .NET) to illustrate the major features of the UAD Client API.

Core Primer Duration: 3 Days

Post Primer Support: 1 Day

Aspect® Unified IP® 7 Agent Web Service (SOAP) SDK

The Aspect Unified IP Agent Web Service (SOAP) SDK allows you to control and manage the contact-media features of the Aspect Unified IP Agent Desktop. It is also used to notify CRM applications when Aspect Unified IP contact-media events occur, such as AOD (automated outbound dialing) or ACD (automatic call distributor) calls, chat or email offerings.

This technology primer details the methods that are presented by the Aspect Unified IP Web Service SDK through a SOAP (simple object access protocol) envelope, and provides step-by-step instructions for their use by working through an example C# .NET project.

The purpose of this technology primer is to educate the attendee on the following topics:

1. Agent Web Service (SOAP) SDK overview
2. Understand the basics of additional web services that apply to the agent's desktop
3. Learn how to create projects with the agent web service (SOAP) SDK in your development environment (C#.NET)

Core Primer Duration: 5 Days

Post Primer Support: 2 Days

Aspect Unified IP AOD Feed API

Automated outbound dialing (AOD) is a service provided by the Aspect Unified IP system. It allows a contact center to automatically generate outbound contacts, to monitor the progress of a contact, and to route the contact according to its resolution (for example, whether the contact has been answered by a person or the contact has received a progress tone such as busy, reorder, or a ring back). An AOD Feed is normally used to increase agent productivity.

Using the AOD Feed API the developer can create an application in C++ that will integrate the customer's call records to the Aspect Unified IP system providing a system what will dial the records and route the call as described above. Additionally, the results of the dialed records can be passed back to the customer's back end office systems.

The purpose of this technology primer is to educate the attendee on the following topics:

1. AOD Feed API overview
2. AOD Feed API development and implementation

Core Primer Duration: 5 Days

Post Primer Support: 2 Days

Aspect® Professional Services: Voice Applications Technology Primers

Enhancing the Value of Your Investment with Voice Applications Technology Primers

Aspect contact center solutions provide value and functionality right “out-of-the-box” to produce a quick return on investment. However, many customers would like to fully realize the power and value available through some of the features within the products. Below are technology primers designed to take your implementation of Aspect Unified IP and other contact center solutions to the next level and provide your staff with the skills needed to be self-sufficient.

Leveraging VoiceXML from Aspect Unified IP M3 IVR

In order to make use of speech recognition (SR) and text-to-speech (TTS) resources and tools, or simply to develop in a standards based environment, IVR developers often develop applications in VoiceXML (VXML). The Aspect Unified IP M3 IVR platform can easily and efficiently invoke these VXML applications in order to extend the power of the M3 IVR platform.

This technology primer explains the correct method of invoking both 'inline' and external VoiceXML code from the M3 IVR platform.

The purpose of this technology primer is to educate the attendee on the following topics:

1. Connection setup and termination
2. Inline VoiceXML snippets
3. Parameter passing and return values

Core Primer Duration: 2 Days

Post Primer Support: 1 Day

Aspect Unified IP M3 IVR Hook DLL and Database Access

IVR applications often need to perform complex database queries and communicate with a wide variety of external data sources in order to perform the complex tasks required of them. Like all powerful IVR platforms, the Aspect Unified IP M3 IVR is highly adaptable when it comes to external data source integrations.

This technology primer explains how to configure & test connections to your existing JDBC-compliant database servers. It also explains how to integrate database queries into an IVR application. Hook DLL can be used to communicate with almost any other type of external data source through the use of standard Windows DLL programming.

The purpose of this technology primer is to educate the attendee on the following topics:

1. Database connection configuration and testing
2. Database access from M3 scripts
3. Hook DLL development
4. Hook DLL testing and integration to M3 scripts

Core Primer Duration: 3 Days

Post Primer Support: 1 Day

Voice Applications

Leveraging VoiceXML from Aspect Unified IP M3 IVR

Aspect Unified IP M3 IVR Hook DLL and Database Access

Aspect VoiceXML Studio

Speech Applications Development

Voice User Interface Design

Aspect Voice XML Studio

Aspect VoiceXML Studio provides a graphical interface which greatly simplifies VXML development. By using the graphical development environment (GDE) offered by VoiceXML Studio, even novice developers can quickly create IVR applications based on the VoiceXML standard.

This technology primer reviews the VXML language and shows how VoiceXML Studio can be leveraged to quickly develop production-ready applications.

The purpose of this technology primer is to educate the attendee on the following topics:

1. VXML history and language review
2. VXML Studio variables
3. VoiceXML Studio workspace objects
4. DTMF and speech processing
5. Prompts and TTS
6. Web services
7. Group steps
8. Best practices
9. VoiceXML Studio application server

Core Primer Duration: 3 Days

Post Primer Support: 1 Day

Speech Applications Development

Speech applications must be developed differently than traditional touch-tone IVR applications. There are many more components to developing, refining, and maintaining applications than with a touch-tone application. In order to develop an application that hits all 3 of the major requirements of all speech applications, namely that it is efficient (straight to the point), effective (accomplishes the business need it was developed for) and easy to use (new callers can complete the task easily), proper programming approaches must be used.

Actual speech recognition application samples will be developed using the VoiceXML programming language.

The purpose of this technology primer is to educate the attendee on the following topics:

1. The differences between a speech application and a touch-tone application
2. Open speech dialog modules from Nuance
3. Custom speech grammars
4. Using Text-to-Speech (TTS) for speech benefits
5. Application tuning for optimal efficiency
6. Best practices for developing a speech application

Core Primer Duration: 3 Days

Post Primer Support: 1 Day

Aspect® Unified IP® – M3 / IVR Design

As with every new development tool, the user must be prepared to spend some time to get familiar with the interface and available functionality. This primer will provide a quicker start by highlighting Aspect Unified IP - M3 best practices that could greatly reduce customer application development time.

To create a positive and successful caller experience, basic rules must be followed for touch-tone applications. An inefficient IVR will result in high volumes of calls requiring agents and frustrated customers. This primer will introduce the IVR designer to touch-tone and “menu-friendly” concepts to consider while designing the call flow.

Actual touch-tone application samples will be developed using the M3 Designer.

Prerequisite: Attendee must first attend Aspect Education Services’ ‘M3 Designer Scripting Essentials’.

The purpose of this Technology Primer is to educate the attendee on the following topics:

1. M3 tips & tricks
2. Best practices for developing a touch-tone application

Core Primer Duration: 2 Days

Post Primer Support: 1 Day

Aspect Unified IP – M3 Outbound Design

Aspect Unified IP contains built-in Automated Outbound Dialing (AOD) functionality. This feature can bridge over to an M3 script to play messages, offer menu options, or even to get account information. Whether the campaign is to ultimately send the caller to an agent or to have the caller complete transactions via self-service options, M3 can play an important role.

The purpose of this Technology Primer is to educate the attendee on the following topics:

1. How configure the AOD Service with the call data
2. How to bridge the call to M3
3. How to save the call data for screen pop purposes (if applicable)

Core Primer Duration: 2 Days

Post Primer Support: 1 Day

Aspect® Unified IP® – M3 Script Upgrade

As your Aspect Unified IP platform is upgraded, M3 / IVR scripts may need changes to support the new release. As a part of this primer, Aspect will review the Customer's M3 scripts while walking the customer through the upgrade process. If the M3 script modifications require additional time, the Customer will complete the process. The Customer is ultimately responsible for the actual upgrade and testing of the scripts.

The purpose of this Technology Primer is to educate the attendee on how to upgrade M3 scripts with the following agenda items:

1. Aspect reviews the M3 scripts sent via email by the Customer
2. Aspect and the Customer walk through the upgrade process
3. Aspect and the Customer review general version differences

Note: This primer is intended for non-Aspect developed applications, where the Customer requires assistance with the upgrade. This primer cannot be used for Aspect developed applications where Aspect is still expected to support the applications.

Core Primer Duration: 2 Days

Post Primer Support: 1 Day

Additional Information

To learn more about these offerings contact your Aspect account team today.