

# VoiceXML Studio

## VoiceXML Made Easy

VoiceXML Studio is an optional module of Aspect® Customer Self Service™ that is designed to enable you to more easily develop, manage and publish speech-enabled and touch-tone (DTMF) voice applications. VoiceXML Studio is an integrated development environment that includes a graphical user interface (GUI)-based application builder and a management server that provides versioning, logging and dynamic code generation. Application developers can use VoiceXML Studio to dramatically shorten the design and coding time necessary to create new applications. The graphical, drag-and-drop interface abstracts novice developers from having to know VoiceXML syntax while allowing more experienced developers to integrate custom Java and free-form VoiceXML code, it speeds application delivery, eases modifications and supports rapid prototyping.

### Easy-to-Use Development Environment

VoiceXML Studio offers an intuitive drag-and-drop design that synthesizes many steps into a few expertly guided directions, enabling both technical and non-technical developers to build customized voice applications. Drag-and-drop icons represent common call flow steps and wizards expertly guide your developers through tasks such as recording or mapping to voice prompts for use in speech-enabled applications. VoiceXML Studio applications are easy to use, simple to change and enable access to any data source. VoiceXML Studio simplifies the creation and execution of all voice applications and shortens the development process.

### Complements Aspect Customer Self Service Architect

Designed specifically to enable Aspect Customer Self Service users to develop VoiceXML applications, VoiceXML Studio can be used in conjunction with the Architect tool that supports the development of native Aspect Customer Self Service applications. Your developers can decide what portion of an application should be designed in VoiceXML and what portion should be developed in Architect.

### Flexible Access from Any Computer

VoiceXML Studio is easily installed on any laptop or desktop computer running the Windows operating system. Since it does not need to be installed on the Aspect Customer Self Service system, VoiceXML Studio is portable, allowing your developers to write applications in the office, at home or even on the road.



### Highlights

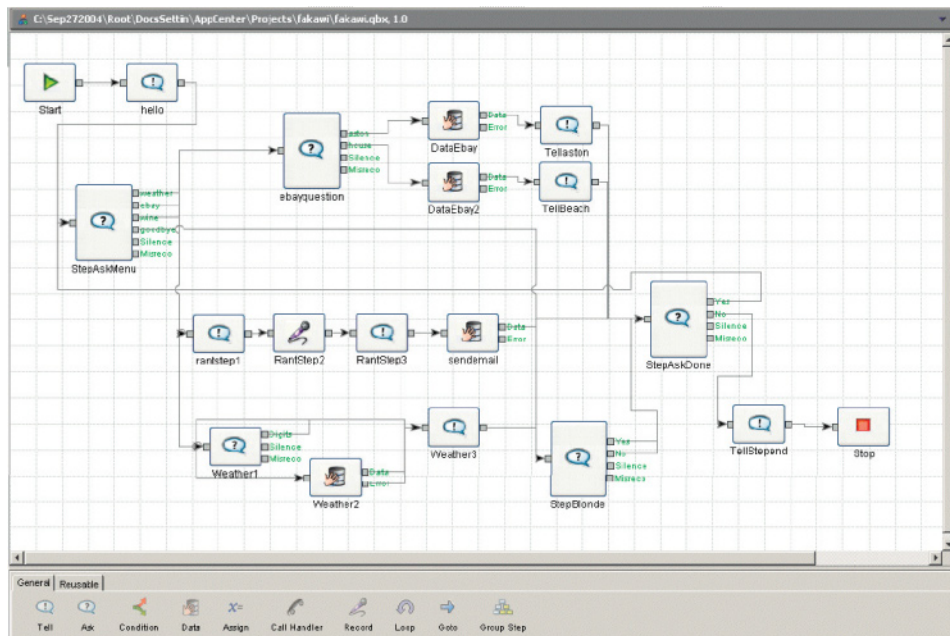
- Develop and maintain speech and touchtone voice applications with limited to no code writing.
- Build applications and deploy them in VoiceXML with the click of a button.
- Reduce the cost of application development.
- Ensure your applications will grow with you.
- Simplify database and email interactions, easily retrieve data from HTML pages.
- Wide range of web container support that include: Apache TomCat 4.x and 5.x, IBM WebSphere 5.0.2, 6.0, and 6.1, and Red Hat JBoss 4.x.
- VoiceXML 2.1 language model support.

## Support for Evolving Standards

VoiceXML Studio makes complying with the latest standards versions nearly effortless. VoiceXML Studio service creation and code generation are independent, so development work is protected as existing standards evolve and as new standards emerge.

## Control Application Code

VoiceXML Studio provides your developers with the flexibility to export application code from VoiceXML Studio Client to an archive file for portability. Unlike other tools that force you to publish to the vendor's runtime server, VoiceXML Studio enables you to deploy applications on industry standard J2EE application servers.



*VoiceXML Studio offers an intuitive interface that enables even nontechnical users to quickly develop voice applications. Common call flow steps are represented by drag-and-drop icons.*

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## About Aspect

Aspect provides software and consulting services that turn the potential of unified communications into real business results across the enterprise and in the contact center. Applying 35 years of insight and experience, Aspect helps more than two-thirds of the FORTUNE Global 100, as well as small and medium enterprises, power their business processes with communications. For more information, visit [www.aspect.com](http://www.aspect.com).

