WebSphere® software

IBM WebSphere Voice Application Access, version 4.2

Highlights

- *Faciliates the integration of telephony and Web development environments through a common Integrated Development Environment (IDE) / architecture using open standards like VoiceXML 2.0*

- *Leverages the WebSphere® infrastructure to enable the management and administration of multiple channels of access on a single platform*

- *Provides a consistent programming model to build portals and voice portlets for Independent Software Vendors (ISVs) and enterprise application developers*

- *Creates an environment to easily implement, change and maintain dynamic contact center applications using a voice portlet approach*

- *Leverages WebSphere Portal technology to allow users to create a personalized experience for Web or telephony self-service applications*

Pervasive computing

The evolving challenge of mobilizing e-business requires robust, next generation technology solutions coupled with accessibility to those solutions. IBM answers this challenge by delivering a family of pervasive milddleware products that deliver multimodal, multi-device access to WebSphere-based and connected information. The foundation is formed with WebSphere Portal, which provides a next generation infrastructure for secure Web access with portal capabilities, collaborative extensions and enterprise support for content applications. The Portal infrastructure is extended to mobile devices such as PDAs and smartphones with WebSphere middleware products such as WebSphere Everyplace Access. The most recent offering, IBM WebSphere Voice Application Access V4.2, extends the platform even further to become a conversational application server so that users can access WebSphere-based applications in a natural, user-friendly way.

IBM delivers voice portal solutions for contact centers

WebSphere Voice Application Access V4.2 is a voice portal platform built on WebSphere Portal and VoiceXML technology. Solutions built on WebSphere Voice Application Access enable users to access a wide range of business applications and data, anywhere at any time, by using a standard telephone or cell phone and their voice.

WebSphere Voice Application Access V4.2 leverages WebSphere Portal technology in many ways. For the user, it takes advantage of the personalization features so their voice portal can be tailored to fit their needs. For the administrator, it provides a consistent framework for administering users and extending the same portal security features for authentication or authorization across multiple channels. For the developer, WebSphere Voice Application Access V4.2 leverages the same programming model as WebSphere Portal (Eclipse-based) to build contact center applications using VoiceXML technology. Using this IDE, developers can re-use existing code, business logic, and infrastructure to enhance the development process to build VoiceXML applications.

Improved accessibility

This end-to-end enterprise solution enhances productivity while providing access to realtime data through the most natural of forms — voice. WebSphere Voice Application Access supports the administration of groups and users as well as secure access to portal-based information across multiple channels and modalities. Mobile users benefit from a more natural end-user experience. They can access a Web site, select the applications they want to use and define individual portlet preferences, such as reading urgent e-mails over the phone. A portal framework also enables contact centers or e-business portal customers to aggregate applications and personalize them based on the profile of their end users.

Consistent programming model

WebSphere Voice Application Access extends the familiar Eclipse-based Web portal programming model and tools for voice application development. Web developers already understand the concepts of portals and portlets, so extending this model to voice is another natural evolution. In addition, WebSphere Voice Application Access has been integrated into the Voice Toolkit for WebSphere Studio, and it allows developers to quickly and easily build, test, deploy and maintain voice portlet applications within the same, consistent IDE framework as their Web applications.

Open standards

IBM voice solutions provide the robust, open standards and next generation technologies to leverage the possibilities of today with the voice requirements of tomorrow. IBM is committed to supporting open standards to foster and preserve business partner relationships while allowing for ISV customizations. WebSphere Voice Application Access V4.2 is now VoiceXML 2.0 compliant.

WebSphere Voice Application Access V4.2 benefits:	
Increse contact center customer satisfaction	• Speech interaction reduces the time of a call by 35%+ when compared to a touchtone call • Speech recognition offers companies the potential to increase and expand automation rates resulting in improving customer satisfaction. Just a 1% increase in automation can present a tremendous return on investment in a large contact center. • Provides Personalization based on customer's profile or preferences • Provides a common, customizable, user interface across modalities • Can serve B2E, B2B, B2C customers using the same platform and same phone number
Reduce contact center costs	• Depending on your industry, agent-assisted calls cost anywhere from $7 to $18 per call compared to less than a dollar per call for automated speech recognition • Providing self-service access to Web based applications expands the contact center's voice integration reducing agent costs • A voice portlet approach makes it easier to implement, change and maintain dynamic contact center applications reducing costs • Agent turnover is reduced because voice-enabled self-service options cover low-value, high-volume calls allowing agents to cover more interesting high-value customer calls • Self-service voice-enabled systems maintain a consistent response to customer calls
Improve contact center administration	• Provides integrated administration of users across multiple channels and modalities • Allows aggregation of multiple B2C applications from a single point of entry • A voice portlet approach makes it easier to administer, change and maintain dynamic contact center applications
Enhance Information Technology (IT) management	• Extends existing infrastructure investments in portal and telephony systems • Extends the value of existing application investment from desktop to voice interface • Extends mobile interfaces from PDA and Wireless Application Protocol (WAP) phones using Compact Hypertext Markup Language (cHTML) and Wireless Markup Language (WML) to VoiceXML
Support ISVs and application developers	• Developers can use the same business logic and connectivity to backend data that was used for graphical portlet development and apply this logic to voice portlet development • Voice portlet development environment uses the same, consistent IDE framework (Eclipse-based) as Web applications • Allows for integrated administration of groups and users across channels and modalities • Provides for integrated secure access • Extends existing investment in application development, Web portal infrastructure and VoiceXML application development

WebSphere infrastructure

WebSphere Voice Application Access extends existing infrastructure and application investment by building its platform on the WebSphere family of products, including WebSphere Application Server, WebSphere Portal, WebSphere Voice Server, Websphere Voice Response Servers, WebSphere Voice Response, WebSphere MQ Everyplace and WebSphere Connection Manager. Voice access to portals via telephone is available through WebSphere Voice Application Access, and mobile access to portals is available through WebSphere Everyplace Access now. In the future, WebSphere Voice Application Access multimodal capabilities will allow you to bring these two functionalities together.

Partner support

Already, hundreds of IBM Business Partners with hundreds of existing solutions take advantage of online portal features, Domino forms-based applications, embedded DB2 database applications, and other applications that leverage portal functionality. Partners are developing voice portlets for WebSphere Voice

WebSphere Voice Application Access V4.2 functional overview:	
Prerequisite products	• WebSphere Voice Response AIX V3.1 w/ VoiceXML 2.0 (ptf U489834) • WebSphere Portal Enable V4.2 • WebSphere Studio Site Developer V5.0
Features	• Voice Aggregator — the runtime module that implements the voice menu needed to navigate to a specific voice portlet • Numeric Alias Support — an add-on to the WebSphere Portal administration facility that provides an equivalent numeric-only ID and password to the portal user's alphanumeric ID and password. This is required because telephone keypads provide only numeric entry of data. • Prepackaged portlets — functional, ready-to-use voice applications that provide voice access to Personal Information Manager (PIM) and e-mail • Voice Access for Lotus® Notes® R5 portlet • Voice Access for Microsoft Exchange portlet • Sample applications — sample voice portlets are included in the system installation or available by download • Travel sample with flight arrival and departure information • Stock quote sample to query the current trading price • Weather sample to get a local forecast from a nationwide forecasting service • Voice Toolkit for WebSphere Studio

WebSphere Voice Application Access	• WebSphere Voice Application Access V4.2 Base components and sample portlets
	• WebSphere Voice Server V4.2 for WebSphere Voice Response/AIX Base (1 license included)
	  – CTTS Base bundle (1 license included)
	  – Language Pack bundle (1 license included) - US English,UK English, German, French
	• Voice Toolkit with VoiceXML 2.0 support
	Note: The license agreement for WebSphere Portal allows usage ONLY for voice portal deployment. If you already have WebSphere Portal or WebSphere Voice Server installed, the WebSphere Voice Application Access v4.2 installation program will verify that you have the correct version installed and only install those software components that are not yet installed.

V4.2 CD software includes	Operating systems supported Windows 2000 (Advanced) Server, AIX V5.1
Languages supported	US English, UK English

Application Access and can be engaged in developing WebSphere Voice Application Access solutions. IBM is leveraging Business Partners for development of additional WebSphere Voice Application Access middleware products for ISVs, including messaging and syndicated content portlets.

IBM advances voice technology
Our worldwide resources and extensive partner network are enabling voice technology today, and down the road. IBM is enabling our customers to preserve and extend their current investment in Web technology and skills, enabling access to the very same enterprise information — through voice. With worldwide resources and an extensive Business Partner network, IBM offers a wide range of pervasive computing solutions to expand your portfolio of services to voice.

For more information
To learn more about IBM pervasive computing software solutions, visit **ibm.com**/pervasive or call your local IBM representative.

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