eVoice
Service Creation Environment

HP Services
Supermarket
eVoice SCE

- Service Creation Environment targeting users with no to medium programming knowledge
- Can be used for quick-prototyping and elaborate projects.
- Graphical User interface offers basic and sophisticated application building blocks

- Integrated support for voice and SMS applications
- Simple integration with back-ends using Web-services interfaces
- Rich and simple interface between applications that have been built with eVoice SCE.
- Simple integration with other voice applications.
- Integrated measurement system, and multilevel programming.
eVoice SCE
Programming concepts (1)

- User program consists of pages
- Pages are built up from predefined “steps”
- Execution of logic follows order as defined by main page.
- Control can be passed from one page to another using references.
- External programs can be triggered by logic, with optional passing of control.
- External programs can jump back to a given step within a page.
- Pages and steps are built-up using a graphical interface.
eVoice SCE Programming Concepts (2)

- Logic and data can be saved directly on the server or to local storage.

- Local copy is a standard text file
  - Allows user to use preferred tools to adapt code/data
  - Experienced user can rapidly generate code by cut & paste
  - Allows third party programs to easily generate code that can run on eVoice Server

- Data can be imported from other sources (e.g. agenda)
eVoice SCE
Programming Concepts (3)

• Development can be split-up among development group-members

• Each developer has its own login/password

• After definition of interface-points between users, development can happen autonomously
eVoice SCE

Features

- Predefined components:
  - Voice Mail
  - Voice Dialing
  - Agenda
- Steps categories
  - Output
    - Text to speech, recordings, ...
  - Recording
  - Logic execution based on
    - Caller input
    - Caller telephone nr.
    - Time of call
    - SMS input
    - ...
  - Transfer
    - Calls
    - Logic control
    - ...
  - Notification
    - Email
    - SMS
    - http
  - Variable handling
  - Measurements
  - Extras

**ACTION SELECTION**

<table>
<thead>
<tr>
<th>Group</th>
<th>Description</th>
<th>Type</th>
<th>TTS/Audio mode</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>Play</td>
<td>Plays a text or audio prompt, a recorded message or the voice mailbox message</td>
<td></td>
<td>R Test C Audio</td>
<td></td>
</tr>
<tr>
<td>Record</td>
<td>Records a voicemail message or an audio file</td>
<td></td>
<td>R Test C Audio</td>
<td></td>
</tr>
<tr>
<td>Choice</td>
<td>Evaluates caller input or a condition and continues the execution according the outcome</td>
<td></td>
<td>R Test C Audio</td>
<td></td>
</tr>
<tr>
<td>Transfer</td>
<td>Transfers the call to an external or internal telephone, or transitions the voice browser to a URL</td>
<td></td>
<td>R Test C Audio</td>
<td></td>
</tr>
<tr>
<td>Notification</td>
<td>Sends a SMS and/or Email message</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Variables</td>
<td>Operations with integer values and evaluations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Register</td>
<td>Stores a user defined value in the system</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jump</td>
<td>Jumps unconditional to another line</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hot links</td>
<td>Global speech and key recognition options</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Exit</td>
<td>Finalizes the call</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Measurement system

- User can define within code what values should be measured
- Measurement system generates reports with optional graphical representation
eVoice SCE – Summary

• Service Creation environment for users with no or medium technical background

• Includes simple building blocks and application components

• Network hosted

• Voice, SMS and Web integration