Press Release

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VoiceObjects AG Presents the New Version of VoiceObjects Factory at Voice World 2004

VoiceObjects Factory 2.7 with new functionalities for even better quality and user-friendliness in voice-activated telephone services

Bergisch Gladbach, In *VoiceObjects Factory 2.7,* VoiceObjects AG presents the latest version of the world's leading Voice Application Management System (VAMS). The standards-compliant software (VoiceXML and SALT) simplifies and accelerates the development and implementation of dynamic voice and DTMF[1] applications and provides functions for their maintenance and upgrading. Higher quality telephone services with an exceptional standard of user acceptance can now be provided and operated, both smoothly and cost-effectively, even for large call volumes. *VoiceObjects Factory 2.7* adds numerous functionalities for the creation and administration of voice applications, and also supports voice platforms from all leading providers.

This new version of *VoiceObjects Factory* provides an enormous range of functionality at both server and dialog level. New reporting functions allow data captured at the application level to be analyzed using standard reporting tools. This information can then be used for fine-tuning the dialogs. In this way, applications can be tailored to the requirements of the caller, and for marketing purposes.

VoiceObjects Factory 2.7 also provides flexible audio formatting functions to control the spoken output of dynamic data content (for example from customer databases).

1 Dual Tone Multi Frequency, enabling keypad input on touch-tone telephones.

Developers of voice applications can also look forward to new functionality in VoiceObjects, simplifying their routine tasks. For instance, there are now built-in program components for essential functions like “End Dialog”, “Error Handling” and “Text to Grammar[2]”.

About VoiceObjects AG

VoiceObjects AG develops and markets *VoiceObjects Factory*, the world´s leading Voice Application Management Systems (VAMS) for the fast and easy provision of voice-controlled services. Using VoiceObjects Factory accelerates voice application development and deployment, provides higher service quality trough built-in life cycle management, and allows for seamless integration of existing Web and back-end systems. With the investment of T-Venture (**Deutsche Telekom**), VoiceObjects has a global player on its side. The company maintains a worldwide network of strategic partners such as **Comverse, Genesys, IBM, T-Com, T-Systems,** and **VoiceGenie**. -- For further information please visit www.VoiceObjects.com.

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2 Grammars are rules that are used by speech recognition systems. Context-free grammars are used with dialog systems, and can also define semantic interpretation.