VoiceObjects

Learn from our Experts






Certified

Partner







VoiceObjects Training Center





No dry-as-dust snooze sessions here!

In a VoiceObjects training course you will get to know our product family and find out how to build and operate better voice applications. Or attend one of our certification courses, and learn about application life cycle management and how VoiceObjects X5 dramatically improves the entire process.

You have the opportunity to learn from our experts how to better design, implement, and maintain voice applications. Most VoiceObjects training courses provide extensive hands-on sessions to reinforce the curriculum. We are very proud of our product family and cannot wait to show you all its benefits and strengths!

Overview of courses

	VUI Design	Technical	Sales
Advanced courses	-	VoiceObjects X5 Administration and Operation	-
	-	VoiceObjects Analyzer & Infostore Advanced	-
	-	VoiceObjects Studio & XDK Advanced	-
Certification courses	-	VoiceObjects Advanced Certification	-
	VoiceObjects Voice User Interface Certification	VoiceObjects Basic Certification	-
Introductory courses	Introduction to Voice User Interface Design	Introduction to VoiceObjects X5	VoiceObjects Introduction for Sales

VoiceObjects X5, the world's leading Voice Application Management System, supports fast and flexible development: you will quickly model, test, analyze and enhance voice modules and applications using our patented object-based concept in VoiceObjects Desktop, our integrated development environment.

At the same time, VoiceObjects Server makes it easy to personalize dialogs and integrate back-end systems. VoiceObjects Server is a superior platform, which allows to you to build, deploy, manage, and analyze your voice business more effeciently.

VoiceObjects training courses range from introductions to VoiceObjects X5 or VUI design to a multi-stage VoiceObjects certification programme. Learn how the combination of VoiceObjects and standards such as VoiceXML has enabled the development and maintenance of next-generation voice services. See how our easy administration and detailed reporting/monitoring capabilities can be used to optimize your services. Attend our VUI courses to discover how user-centric interface design ensures the success of your voice applications, and find out how underlying technologies such as speech recognition and speech synthesis fit into the picture.

Training courses can be held at a VoiceObjects Training Centre or at your premises. There is a maximum of twelve participants per course. Our range of training courses is continually extended to include new offerings. In addition, we are happy to quote for customized courses to meet your individual requirements: at a partner or customer site, or over the Internet. Talk to us!





Introductory courses

Introduction to VoiceObjects X5

Target group Anyone interested in state-of-the-art voice applications will benefit from this overview of voice application creation and management using VoiceObjects X5.

Content This course introduces the building blocks and tools which are essential for the creation of successful voice applications today. The basic components of speech platforms are explained, focusing on open standards and the VoiceObjects approach. After an introduction to the architecture and components of VoiceObjects X5, including practical exercises, participants create and manage simple voice applications using VoiceObjects Desktop.

Duration 2 days

Price per seat £ 800

Prerequisites No previous technical experience is required.

Introduction to Voice User Interface Design

Target group VUI architects, application designers and developers, project managers, sales

Content This course covers the various phases during the process of voice user interface design, from user requirements, dialog and prompt design and "hear&feel" definition through to audio production and usability testing. Participants learn about state-of-the-art VUI through a large number of examples, and gain experience with the essential methodologies and tools for successful voice applications.

Duration 1 day

Price per seat £ 500

Prerequisites No previous experience is required.

VoiceObjects Introduction for Sales

Target group Sales personnel looking for a basic technical understanding of the VoiceObjects product components

Content This course provides a high level overview of all VoiceObjects X5 product components. Understand the strengths of VoiceObjects based on fundamental concepts like objects, layers and platform drivers. Several demos and exercises within VoiceObjects Desktop will make you familiar with our product family, giving you the knowledge and confidence you need for sales presentations.

Duration 1 day

Price per seat £ 500

Prerequisites No previous experience is required.





Certification courses

VoiceObjects Basic Certification

Target group Consulting partners, application developers, system integrators, project managers

Content Our 'VoiceObjects Basic Certification' covers all aspects of voice application management: from VUI design, modeling and implementation, right through to testing, deployment, and maintenance of voice applications. Intensive hands-on sessions provide direct, practical experience using most of the available *VoiceObjects* within our integrated development environment. Participants will learn about our VoiceObjects Desktop and VoiceObjects Server products, reinforcing this knowledge by building their very own application.

After this certification, you will be ready to use VoiceObjects X5 to create and manage your own voice services.

Duration 5 days

Price per seat £ 2200 (or 'VoiceObjects Basic and Advanced Certification' £ 3400)

Prerequisites Programming experience and basic technical knowledge is desirable, but not mandatory.

VoiceObjects Advanced Certification

Target group Consulting partners, application developers, system integrators

Content Continuing the topics and material from 'VoiceObjects Basic Certification', this course discusses advanced *VoiceObjects* in more detail. In this course we will also go deeper into back-end integration, markup standards, Infostore and VoiceObjects Analyzer as well as call control. Running through a sample project, you will learn the different phases of our VoiceObjects project methodology, in which the most important steps will be reinforced by numerous hands-on exercises and best practice examples.

Duration 5 days

Price per seat £ 2200 (or 'VoiceObjects Basic and Advanced Certification' £ 3400)

Prerequisites Successful 'VoiceObjects Basic Certification'

VoiceObjects Voice User Interface Certification

Target group VUI architects, application designers and developers

Content Following on from our course 'Introduction to Voice User Interface Design', this certification course will provide you with hands-on experience of the different phases of the VUI design process: participants will create their own voice service from scratch, from requirements analysis to audio production and usability testing.

Using VoiceObjects X5, you will discover how to create an application that not only functions to specification, but also succeeds in satisfying your callers.

Duration 5 days

Price per seat £ 2200

Prerequisites Requires VoiceObjects Desktop experience ('Introduction to VoiceObjects X5' or comparable). Prticipation in 'Introduction to Voice User Interface' recommended.





Advanced courses

VoiceObjects Analyzer & Infostore Advanced

Target group Developers, administrators, business analysts

Content Learn all about Infostore, the collection of system and application-specific data. Develop a deep understanding of how to analyze these data and produce reports using VoiceObjects Analyzer. You will be introduced to the functionality of both system components and our standard reports, and you will learn how to customize Infostore and VoiceObjects Analyzer for data capture and analysis specific to your individual needs.

Duration 1 day

Price per seat £ 500

Prerequisites Requires 'Introduction to VoiceObjects X5' or comparable experience.

VoiceObjects Studio & XDK Advanced

Target group: Developers

Content Do you want to use your own development environment, but still want to have all the VoiceObjects advantages such as object inheritance and layers? Then find out how to use VoiceObjects Studio and XDK, the XML-based interface to the full life cycle management framework from VoiceObjects. Using VoiceObjects Studio or your own Eclipse-based IDE you will learn how to use XDK for multiple development and deployment scenarios.

Duration: 1 day

Price per seat £ 500

Prerequisites Successful ' VoiceObjects Basic Certification' as well as programing and XML experience required.

VoiceObjects X5 Administration and Operation

Target group System administrators, operations technicians

Content This course presents all the relevant information for the management of VoiceObjects X5: from installation, configuration, and administration, to operation and monitoring. The content is delivered with a mix of presentations and live demonstrations, demonstrating the control abilities of the VoiceObjects Server, as well as pointers for troubleshooting and support.

This course is tailored where possible to any particular system environment and voice applications which the participants have in mind.

Duration 1 day

Price per seat £ 500

Prerequisites No previous VoiceObjects X5 experience is required. To complement the product overview, we recommend (especially for administrators) of 'Introduction to VoiceObjects X5' or 'VoiceObjects Basic Certification'.





BOOKING Training must be booked in writing (fax is acceptable), normally at least two weeks before the course commences. The booking must contain the following information: course title and dates, billing address, and the name and email address of each participant. The number of places on each course is limited. All prices are exclusive of any local taxes, such as sales tax or VAT.

BENEFITS Course fees cover the following items: course materials, midday meals and light refreshments during the training sessions. For certification courses, final exams and certificates are also covered.

VENUES Training normally takes place at VoiceObjects Training Centres. Training at other locations can be arranged on request. For on-site training the cost is £1500 per training day, plus one day before and after each course, as well as travel costs and expenses.

Registration form, training calendar and more information is provided on our website www.VoiceObjects.com

CANCELLATION If a participant cancels at least ten working days before the course commences, the participant will receive a voucher for the same course, valid for six months from the date of cancellation. If a participant cancels more than two (but less than ten) working days before the course commences, the participant will receive a voucher for 50% off the same course, valid for six months from the date of cancellation.

Participants may not cancel less than three working days before the course commences. The names of participants may be changed at any time before the course commences, providing that VoiceObjects is informed of this in writing.

If VoiceObjects is obliged to cancel a training course because of illness, natural disaster or other circumstances beyond their control, each participant will receive a voucher for the same course, valid for twelve months from the date of cancellation.

Participants will be informed of any changes to the training schedule as soon as possible.

VoiceObjects accepts no liability for any other costs or losses incurred as a result of course cancellation. This does not affect your statutory rights.

VoiceObjects is the global leader in Voice Application Management Systems (VAMS). The VoiceObjects software platform enables businesses to operate voice-driven telephony services with minimal risk, maximum flexibility, and the highest level of efficiency.

The central hub of the multiple-award-winning complete life-cycle approach to the management of voice services is VoiceObjects Server, a carrier-grade voice application server providing full support for managed services. The integrated development environment (IDE) VoiceObjects Desktop allows for rapid dialog design through a graphical user interface. Third party IDEs can be seamlessly integrated through the open XDK. Integrated cluster management and powerful functionalities for administration and operation guarantee the efficient management of failsafe and scalable environments based on industry standards. Platform-wide data capture and a web-based online analysis environment provide full analytical capabilities to ensure insight into system performance and caller dialogs.

Thanks to our strong partnerships with key players in the industry, our joint customers enjoy all the advantages of fully integrated voice solutions performing at the highest level of communications technology. VoiceObjects is deeply committed to open standards and is a member of VoiceXML and SALT forums, as well as of the W3C.

The company is headquartered in Cologne, Germany, and has offices in both the United States and the United Kingdom.

VoiceObjects

all business is vocal

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