VoiceObjects
all business is vocal



VoiceObjects Analyzer™

Product Summary

- Leverage investments in existing business intelligence tools and reporting
- Out-of-the-box reporting
- Customized dialog analysis

Competitive advantage through intelligent dialog analysis

Having a complete understanding of your customers' experiences within voice applications is business critical. By monitoring and measuring actual caller behavior, you can easily identify and improve areas that cause caller drop-outs or confusion and define areas where automation can be extended. VoiceObjects Analyzer provides the ideal environment to create useful business intelligence, which helps to discover hidden issues and opportunities. VoiceObjects Analyzer enables enterprises to improve voice application effectiveness and increase per-customer profitability and the associated return on investment (ROI) of their voice applications.

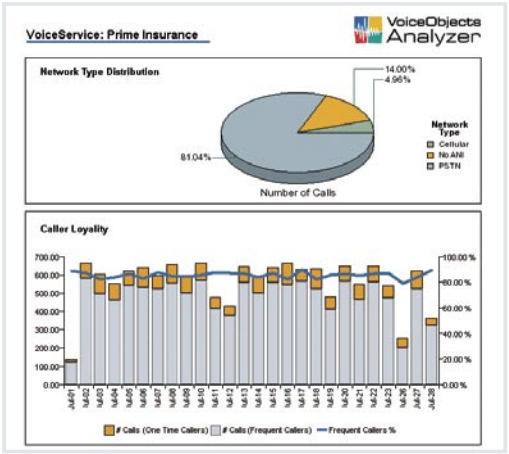
VoiceObjects Analyzer – Insight into system performance and dialogs

With a comprehensive set of pre-configured reports that profile different user perspectives, VoiceObjects Analyzer is the ideal complement to VoiceObjects Server and VoiceObjects Infostore.

Derived from the multi-dimensional data model of VoiceObjects Infostore, VoiceObjects Analyzer reports are designed to meet the needs of users in different roles in the organization:

- **Application designers** obtain insight into dialog details for tuning and performance analysis
- **System administrators** can control system performance and workload
- **Business analysts** gain information about caller behavior and effectiveness of marketing campaigns

All reports can be adapted and configured to meet individual dialog analysis needs.



* VoiceObjects Analyzer is available for direct integration with Business Objects 6.5 & XI. For integration with other BI vendors please contact your local VoiceObjects sales representative.

Clear Benefits

Real-time data analysis

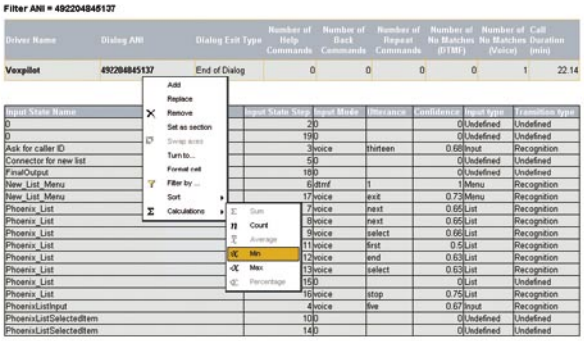
VoiceObjects Analyzer interacts with data written by VoiceObjects Infostore in real time, providing an up-to-the-minute graphical view of the status of the system. Pre-configured reports allow instant analysis of the most prevalent questions.

Canned and custom reports

Users can choose from a wide variety of pre-defined reports suited to their business needs. In addition, custom data views and ad-hoc reports can easily be created.

Time and money savings

VoiceObjects Analyzer leverages the analytical capabilities of best-of-breed business intelligence and reporting tools*. By using web-enabled query and reporting, VoiceObjects Analyzer provides easy access to information about the voice environment.



Flexible analysis and powerful insight

VoiceObjects Analyzer provides information about caller behavior and system performance through prepackaged reports, diagrams, and scorecards. Via a browser-based interface, VoiceObjects Analyzer provides an intuitive means to monitor call volumes and verify system efficiency and effectiveness. A wide variety of charts and scorecards highlight key performance indicators and provide a quick overview about the current status of the voice environment.

To reveal further hidden insight users are able to access powerful investigative workflows, which allow them to perform advanced analysis, such as slicing and dicing, drilling to detailed data, and more. In addition, the analysis framework of VoiceObjects Analyzer also allows users to easily create custom reports and scorecards.

VoiceObjects Analyzer is designed to provide answers to questions such as:

- At what point do callers most frequently exit the application?
- Who are the repeat callers? How often do they call?
- At what time will system downtime for maintenance have minimum impact?

Built with a market-leading web-enabled query and reporting tool, VoiceObjects Analyzer leverages Business Objects* to provide instant access to a broad range of analytical functionality.

VoiceObjects X5 - The leading Voice Application Management System

Covering all phases of life cycle management for successful voice applications, VoiceObjects X5 consists of the following tightly integrated products:

- **VoiceObjects Server -**
  Central hub for carrier-grade, highly scalable voice application deployments
- **VoiceObjects Desktop -**
  Browser-based graphical design and system monitoring environment
- **VoiceObjects Infostore -**
  Statistics engine and repository for statistical tools and detailed analysis
- **VoiceObjects Analyzer -**
  Analytical portal for standard and customized real-time analysis
- **VoiceObjects XDK -**
  XML-based interface to VoiceObjects X5 for third-party IDEs

VoiceObjects is committed to open standards, such as VoiceXML and SALT, and is a member of the W3C, the VoiceXML Forum, and the SALT Forum

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Contact us and we will be happy to present more details about how your business can take full advantage of the unique capabilities of VoiceObjects' Voice Application Management System. Send email: **info@VoiceObjects.com**

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