VoiceObjects
all business is vocal



VoiceObjects Server™/Infostore

Product Summary

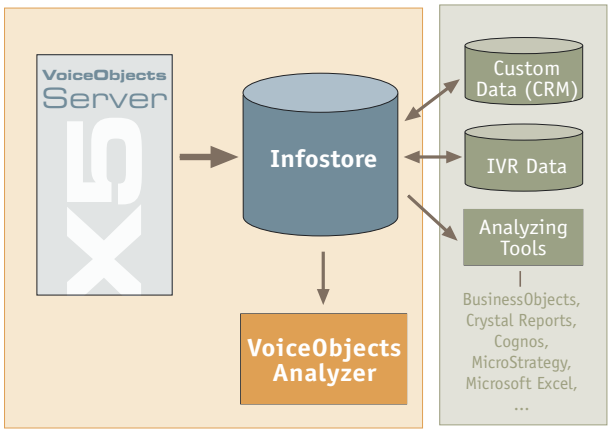
- Real time data collection for every call
- Pre-defined multi-dimensional data model
- Open relational data storage (IBM DB2, Oracle, Microsoft SQL Server, MaxDB by MySQL, PostgreSQL)

Centralized platform-wide data capture for real-time analysis

High-throughput voice-enabled systems, such as those at contact centers and infotainment portals, generate huge volumes of customer interaction data. Many of these systems, whether speech-driven or DTMF only, must rely on high-level data or exemplary user surveys for monitoring and improvement. To overcome this limitation, VoiceObjects Server strategically stores dialog interaction data for flexible analysis in a multi-dimensional data structure, building the foundation for caller behavior analysis solutions, system performance monitoring, and dialog tuning.

VoiceObjects Infostore – A foundation for flexible analysis

All advanced dialog analysis relies on high-quality data. With VoiceObjects Server, timely and accurate data from across the entire voice system is consolidated into a central relational data storage system. The standardized data model can easily be merged with corporate data warehouses, CRM systems and other enterprise data to create a 360° view of customer interactions and system performance. Infostore benefits from the server architecture of VoiceObjects Server, and its logging process does not impact performance.



Clear Benefits

Freedom of analysis

With its open data-model approach, Infostore is easily integrated with standard reporting tools, including Microsoft Excel, and Crystal Reports. For more advanced analysis it integrates with VoiceObjects Analyzer for use with pre-packaged reports and full multi-dimensional analytical capabilities.

Real time data collection

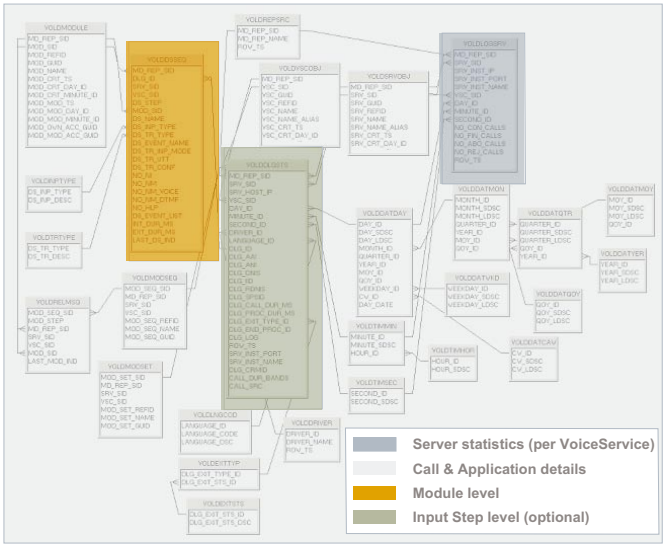
Infostore collects real-time data from VoiceObjects Server and stored in a relational database. There's no dumping of logs on diverse platforms, no additional consolidation of data, and no purging files in a clustered production environment. The only limitation on data collection is the database capacity.

Open and complete

The open and extensible architecture and a well-documented relational database model allows voice dialog data to be easily merged with other information, such as customer detail data, call control information, and data from other enterprise resources.

Extensibility

Standard statistics can be enriched with custom dialog logging for each voice service, adapting reporting, and analysis to the needs of designers or business analysts.



Consolidated data with a single mouse click

By enabling multi-dimensional analysis of voice applications deployed on VoiceObjects Server, Infostore completes VoiceObjects' life cycle approach to voice application management. VoiceObjects Server gathers all relevant data about dialog statistics, key ASR and server performance information, and stores it into the associated relational database. Activated by a single mouse-click, dialog statistics are written to the database immediately after a call has terminated – no additional processing or aggregation is required – allowing the instant generation of reports and scorecards. VoiceObjects Server is aware of clustered servers and is able to write synchronized data to the Infostore repository – even in high-concurrency situations.

With Infostore, enterprises leverage their existing relational database investments. A fully documented, multi-dimensional data model is populated with information about server utilization, number of calls and their state, dialog patterns, navigation preferences, speech recognition statistics and more.

Infostore supports all leading relational database management systems, including IBM DB2, Oracle, Microsoft SQL Server, MaxDB by MySQL, and PostgreSQL.

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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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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 management hub for highly scalable, carrier-grade voice application deployments
- **VoiceObjects Desktop –** Web-based multi-tenant collaboration framework for voice application life cycle management
- **VoiceObjects Studio –** Client-side framework for life cycle management through any Eclipse-based IDE
- **VoiceObjects Analyzer –** Web-based portal for caller behavior analysis and flexible real-time reporting

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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