IBM WebSphere Voice Server Version 1.5 Delivers Breakthrough Voice Technology for e-business; now in U.S. and U.K. English, French, and German

Overview

IBM now has breakthrough voice technology for e-business: The WebSphere™ Voice Server Version 1.5, WebSphere Voice Server Software Developers Kit (SDK), and fee-based Custom Services.

WebSphere Voice Server

The WebSphere Voice Server Version 1.5 is now delivered in U.S. English, U.K. English, French, and German language versions.

The WebSphere Voice Server is a software product that operates with an existing Web infrastructure to allow delivery of voice applications. It uses industry standards such as VoiceXML, Java™, and H.323, the Voice over IP (VoIP) protocol. (VoiceXML is a standards-based programming model for writing interactive voice applications.)

Businesses can help leverage their investment in Web and call center technologies, and provide electronic Relationship Management (eRM) capability for their customers. This technology can complement your existing visual Web applications and today’s Wireless Application Protocol (WAP), enabling mobile Internet and multichannel access to information.

IBM has combined its worldwide experience in telephony and the Internet with its unique ViaVoice™ speech recognition technology to provide a more natural and easy-to-use access to information.

The product also includes developer tools and allows enterprises to leverage existing Internet skilled resources to reduce the cost of ownership and development time.

The WebSphere Voice Server Version 1.5 includes:

- U.S. English, U.K. English, French, and German language versions
- A voice browser that can interpret VoiceXML markup
- IBM’s award-winning speech recognition and Text-to-Speech engines for accepting voice input and generating synthesized speech output
- Scalability and load balancing
- Basic systems management features
- Telephony-specific acoustic models for accurate speech recognition over telephone lines
- Support for Automatic Number Identification (ANI), Dialed Number Identification (DNIS) and Call Transfer
- VoiceXML samples
- Softcopy documentation
- System administration tools for installation and configuration

Custom fee-based services are available if you prefer to purchase an end-to-end solution.

Consulting Services include requirements workshops, solution design, solution implementation, project management, and human factors.

Custom Solutions include prototypes, proof of concept, integrated speech solutions, and migration from one speech platform to IBM’s speech platform.

Planned Availability Date
May 31, 2001

At a Glance

The WebSphere Voice Server includes:

- U.S. English, U.K. English, French, and German language versions
- A voice browser that interprets VoiceXML markup
- IBM’s award-winning speech recognition and Text-to-Speech engines
- New and innovative way to leverage investments in Web and call center technologies and allow electronic Relationship Management (eRM)
- Powerful and complementary extensions to your existing Web applications, allowing customers multichannel access to information
- Scalable solution using many industry standards such as VoiceXML, Java and H.323 (Voice over IP (VoIP) standard)
- Use of existing Internet skilled resources for lower cost of ownership and faster time to market
- A complementary copy of WebSphere Voice Server SDK Version 1.5 (includes U.S. English, U.K. English, French, and German language versions)

For ordering, contact:
Your IBM representative, an IBM Business Partner, or IBM Americas Call Centers at 800-IBM-CALL

Reference: SE001

Key Prerequisites

Refer to the Hardware Requirements, Software Requirements, and Deployment Environment for WebSphere Voice Server sections for details.
IBM is combining its worldwide experience in telephony and the Internet with its unique ViaVoice speech recognition technology to provide natural and easy-to-use, end-to-end solutions that deliver fast, natural access to information.

The WebSphere Voice Server allows delivery of voice applications based on industry-standard VoiceXML, helping businesses leverage their investments in Web and call center technologies. VoiceXML complements today’s WAP to allow the delivery of applications for the mobile Internet.

These products allow businesses a new and innovative way to provide customer service...eRM. Enterprises can gain access to new markets and provide an additional mode of access (multichannel access) to an existing Web application customer, the telephone.

**WebSphere Voice Server:** The WebSphere Voice Server is a software product that works with existing Web infrastructure and a VoIP gateway to help businesses leverage their investments in Web and call center technologies. It uses VoiceXML and Java technology, delivering on IBM’s promise to support open standards, to allow delivery of voice applications for the Internet.

The product includes:

- U.S. English, U.K. English, French, and German language versions
- IBM ViaVoice speech recognition and Text-to-Speech engines
- A voice browser
- VoiceXML tools
- A complementary copy of WebSphere Voice Server SDK Version 1.5 (includes U.S. English, U.K. English, French, and German language versions)

IBM has combined its worldwide experience in telephony and the Internet with its unique ViaVoice speech recognition technology to provide natural and easy-to-use access to information.

Businesses can now leverage their investment in Web and call center technologies and provide eRM capability for their customers. This technology complements existing visual Web applications and today’s WAP enabling mobile Internet and multichannel access to information.

The WebSphere Voice Server is available in U.S. English, U.K. English, French, and German for Windows NT™ 4.0. Support for Windows™ 2000, Solaris, and Linux will be provided in the future.

**Note:** All statements regarding IBM’s future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

**WebSphere Voice Server SDK:** IBM is one of the first companies to provide VoiceXML tools. These outstanding tools have been designed and tested to work with WebSphere Studio and allow developers an inexpensive way to write and test applications in a desktop environment before deploying them in a telephony environment. The WebSphere Voice Server SDK is provided in U.S. English, U.K. English, French, and German for Windows NT 4.0 and includes:

- A voice browser
- IBM speech recognition and Text-to-Speech technology
- Telephony acoustic models
- Sample files
- Documentation

These tools simplify conversational application development through the use of familiar application models and tools, and enable distributed conversational applications by building on open Internet standards. These tools along with Java and XML skills allow developers to quickly develop new applications.

**Custom Services:** IBM is providing custom services for customers who want an end-to-end solution from a single vendor. Included are consulting and custom solutions.

**Accessibility by People with Disabilities:** Speech-recognition products are tested for use by people with mobility impairment.

**Trademarks**

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Java is a trademark of Sun Microsystems, Inc.

Other company, product, and service names may be trademarks or service marks of others.

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Education Support

The following presentation, self-study course, and multimedia demonstration are now available:

- How to Sell an e-business Pilot (Freelance® presentation)
- ViaVoice™ for e-business (EBU Online)
- Introduction to ViaVoice for e-business (multimedia demonstration)

Visit the following Web sites for additional information:

http://www.ibm.com/software/telephony
http://lt.lahulpe.ibm.com/ebu/

Offering Information

Product information is available through Offering Information (OITOOL) at:

http://www.ibm.com/wwoi

Publications

No hardcopy publications are shipped with this program.

Technical Information

Hardware Requirements

**WebSphere™ Voice Server Minimum Requirements**

- Intel Pentium™ 550 MHz processor, or equivalent (CD-ROM drive)
- 256 MB RAM minimum required
- 300 MB of disk space minimum required per language install

**WebSphere Voice Server SDK**

- Intel Pentium 366 MHz processor, or equivalent (CD-ROM drive)
- 128 MB RAM
- 200 MB disk space per language install:
  - 30 MB for installing the Sun Java™ Runtime Environment (Sun JRE) 1.3.0
  - 40 MB in the Windows™ system directory plus 130 MB disk space in the installation destination directory for installing the SDK

**Software Requirements**

**WebSphere Voice Server**

- Microsoft Windows NT 4.0 with Service Pack 6a, applied
- Sun Java 2 Runtime Environment V1.3.0 (included with package)
- Adobe Acrobat Reader Version 4.0.5, or later (included with package)

**WebSphere Voice Server SDK**

- Microsoft Windows NT Workstation or Server 4.0 with Service Pack 6a, applied
- Sun Java 2 Runtime Environment V1.3.0 (included in this package, but must be installed before the WebSphere Voice Server SDK software)
- Adobe Acrobat Reader Version 4.0.5, or later (included with package)

**Deployment Environment for WebSphere Voice Server**

- A supported gateway: CISCO IOS-based VoIP gateway, with Cisco IOS Release 12.1.5XM, or later (no gatekeeper required)
- Gateway system terminal
- Ethernet 10/100 network connection supporting VoIP protocol
- PSTN connection
  - Analog line
  - ISDN PRI T1 line
- LAN with VoIP
- Web application server hosting VoiceXML application

**Compatibility:** Compatible with WebSphere Voice Server Version 1.0.

Note: For a list of sound cards and microphones that have been tested for compatibility, visit the Web site:

http://www.ibm.com/software/speech/support

Click on “Tested Systems, Sound Cards, and Microphones,” and then click on “ViaVoice Millennium for Windows.”

Note: Sun Java 2 Runtime Environment V1.3.0 must be installed before the WebSphere Voice Server package.

Note: If you have a ViaVoice product installed on the target system, you must uninstall it before installing this package.

This announcement is provided for your information only. For additional information, contact your IBM representative, call 800-IBM-4YOU, or visit the IBM home page at: http://www.ibm.com.
Limitations: If the ViaVoice product is installed on the target system, it must be uninstalled before installing this package.

Planning Information

Customer Responsibilities: It is the customer’s responsibility to provide a technician with telephony VoIP Gateway expertise to set up the telephony environment and configure the gateways.

It is strongly recommended that planning and implementation of WebSphere Voice Server be done with an integration agreement with IBM Global Services or other capable service provider. Contact your IBM Voice Systems representative for more information.

Direct Customer Support: Direct customer support is provided by IBM Operational Support Services — Support Line. This fee service enhances customers’ productivity by providing voice and electronic access into the IBM support organization. IBM Operational Support Services — Support Line will help answer questions pertaining to usage, and suspected software defects for eligible products.

For more information, call IBM Global Services Support Line 888-426-4343. For information about purchasing customer support under the Passport Advantage program, call 800-266-8720.

Packaging: WebSphere Voice Server Version 1.5 is shipped in one package that contains the following:

- Two CD-ROMs containing:
  - WebSphere Voice Server (Version 1.5) Program Code (contains the U.S. English, U.K. English, French, and German language versions)
  - A complementary copy of WebSphere Voice Server SDK Version 1.5 Program Code (contains the U.S. English, U.K. English, French, and German language versions)
- WebSphere Voice Server Proof of Entitlement (PoE)
- Each product includes its associated license and International Program License Agreement (IPLA) information

Security, Auditability, and Control

WebSphere Voice Server Version 1.5 uses the security and auditability features of the respective operating systems.

The Voice Server supports the Secure Sockets Layer (SSL) Version 3.0 protocol.

The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.

Ordering Information

WebSphere Voice Server Version 1.5 is a stand-alone product with one charge unit per processor. It is available in units of one. The “Processor Program Package” feature (CD-ROM) is required for the first processor on the first server. A “One Processor Entitlement” is required for each processor beyond the first one.

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<tr>
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Upgrades

Contact your place of purchase of WebSphere Voice Server with ViaVoice Technology Version 1.0 regarding information on obtaining an upgrade product.

Passport Advantage

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## Description

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### Withdrawal of Previous Passport Advantage Part Numbers:
The following Passport Advantage part numbers are being replaced or obsoleted by this announcement. The effective withdrawal date is August 8, 2001.

Orders for these part numbers will not be accepted after the stated effective date of withdrawal, nor will normal marketing activities or educational support be available unless previous agreement exists between the customer and IBM.

## Terms and Conditions

### Licensing:
IBM IPLA. Proofs of Entitlement are required for all authorized use.

### License Information Form Number:
License Information will be available electronically on the CD-ROM. Form Number: L-LWRT-4TPKVK

### Limited Warranty Applies:
Yes

### Program Services:
Available until December 31, 2002

### Money-Back Guarantee:
30-day, money-back guarantee

### Copy and Use on Home/Portable Computer:
Yes

### Volume Orders (IVO):
No

### Passport Advantage Applies:
Yes

### Passport Advantage Subscription Applies:
Yes

### Upgrades:
Customers can acquire upgrades up to the currently authorized level of use of the qualifying programs.

### Complimentary Products:
IBM provides licensed copies of complimentary products in our product boxes. The Complimentary products are not upgradeable through the originally ordered product. They are only upgradeable separately as individual products. If a fully licensed product is required, contact IBM or your reseller.

### IBM Operational Support Services — Support Line:
Yes

### AIX®/UNIX® Upgrade Protection Applies:
No

### Entitled Upgrade for Current AIX/UNIX Upgrade Protection Licensees:
No

### AS/400® Software Subscription Applies:
No

### Variable Charges Apply:
No
### Prices

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#### Upgrades

Contact your place of purchase of WebSphere Voice Server with ViaVoice Technology Version 1.0 regarding information on obtaining an upgrade product.

Contact your sales channel for IBM Operational Support Services — Support Line pricing information.

**Customer Financing:** IBM Global Financing offers attractive financing to credit-qualified commercial and government customers and Business Partners in more than 40 countries. IBM Global Financing is provided by the IBM Credit Corporation in the United States. Offerings, rates, terms, and availability may vary by country. Contact your local IBM Global Financing organization. Country organizations are listed on the Web at:

http://www.financing.ibm.com

### Order Now

Use Priority/Reference Code: SE001

Phone: 800-IBM-CALL
Fax: 800-2IBM-FAX
Internet: ibm_direct@us.ibm.com
Mail: IBM Atlanta Sales Center
      Dept. SE001
      P.O. Box 2690
      Atlanta, GA 30301-2690

You can also contact your local IBM Business Partner or IBM representative. To identify them, call 800-IBM-4YOU (426-4968).

**Note:** Shipments will begin after the planned availability date.

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