IBM WebSphere Voice Application Access, V4.1 — Speech Enables Your e-business Portal Environment to Improve Information Access

Overview

E-businesses are evolving from traditional means of wireless access to enterprise information to the next level of technology — voice interface. This technology will address user interface or accessibility issues related to the constraints of today’s mobile devices and will allow businesses to differentiate themselves from the competition. As the demand for mobile phones increases, the role of voice will become an important part of getting to mission-critical enterprise information.

WebSphere® Voice Application Access V4.1 infrastructure provides a voice portal framework that allows enterprises to extend information to mobile employees using voice as the interface. Using voice recognition technology, these portals can link telephone callers to enterprise data and applications that were previously accessible only via computer screens, keyboards, and PDAs. Since WebSphere Voice Application Access is built around a portal framework, users can access personalized content from a single point of entry and navigate to various voice portlets using voice commands.

WebSphere Voice Application Access has the ability to aggregate a broad spectrum of information including e-mail, address book, calendar, Web content, and e-business applications by interacting with corporate information other than a PC or PDA. By adopting speech interface, mobile users improve their accessibility to information, their productivity, and overall user experience to fit their situational needs.

For the developer, WebSphere Voice Application Access uses open-standard programming languages (VoiceXML and Java™) to create voice-enabled applications that will interoperate with Web servers and databases.

WebSphere Voice Application Access platform is based on IBM portal technologies combined with voice server technology to allow developers to work in an application development environment using a standards-based language — VoiceXML. Developers benefit by leveraging an industry-standard programming language, which can be used across different platforms.

Key Prerequisites

- Passport Advantage Agreement
- A Single Byte Character System (SBCS) Operating System

For details, refer to the Hardware Requirements and Software Requirements sections.

Planned Availability Dates

- December 20, 2002: Electronic download
- January 17, 2003: Media pack

At a Glance

As voice rapidly emerges as the next wave of revolutionary technology, it will enhance the way you conduct your e-business. WebSphere Voice Application Access V4.1 allows users to:

- Expand the accessibility of enterprise information from the PC or PDA to any cellular or landline phone
- Gain access to Web or application content using simple voice commands as the user interface
- Extend existing investments in Web and telephony infrastructure
- Integrate into existing back-end applications (SFA, CRM), corporate e-mail systems, and Web content
- Generate value for mobile users who require more efficient means of interaction with productivity tools, enterprise applications, or Web content
- Improve interaction with customers, trading partners, and employees
- Discounted price for WebSphere Portal customers

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

Reference: YE001

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Voice technology is revolutionizing the way people conduct business over the Web and telephone systems. Businesses that adopt voice today will differentiate themselves from other e-businesses and gain the competitive edge. Open standards like VoiceXML and Java are the key links that tie speech recognition, Web, and telephony infrastructures together to provide the technology with which businesses can develop and deploy voice-enabled applications over standard telephones. These applications enhance accessibility for the users who would otherwise not have access to enterprise information or are limited to only PC or PDA interfaces. For e-businesses, voice technology extends the use of existing investments in infrastructure or applications.

WebSphere Voice Application Access V4.1 allows e-businesses to design, develop, and deliver voice solutions and integrate them into a portal infrastructure so that information can be easily accessed by mobile users. This offering uses voice recognition technology so that e-businesses can incorporate a more natural, easy-to-use voice interface to access information, opening new market opportunities for your business.

Initially, this Voice Application Access Toolkit for WebSphere Studio will ship at a “beta level” and will be upgraded to product level, via a download, at a later date.

For software offerings: WebSphere Voice Application Access V4.1 is a voice application enabler, which services three types of users, system administrators, application end-users, and application programmers. WebSphere Voice Application Access V4.1 provides the following accessibility features for each of those user groups:

- System Administrators
  - Does not interfere with keyboard accessibility features built into the operating system
  - Offers text through standard system function calls or through an API, which supports interaction with assistive technology
  - Provides documentation in an accessible format

- Telephone Callers (Application End Users)
  - Allows Web-based information retrieval visually (via Web browser) or auditory (via telephone), benefiting users with a broad range of abilities and assistive devices
- Provides the opportunity for customers to offer a new input/output modality (speech) for existing GUI portlets, such as travel, weather, and stock information
- Provides a new input/output modality (speech) for personal management applications (Lotus Notes® and MicroSoft Exchange)
- Provides end-user documentation in an accessible format

• Application Programmers
  - Offers the opportunity for developers to offer a new input/output modality for portlets, using a VXML developers’ environment, and pronunciation tools

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**Product Positioning**

WebSphere Voice Application Access is a speech middleware software product that extends the WebSphere portal infrastructure and programming model to voice.

**Trademarks**

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IBM US
Announcement
Supplemental Information
December 17, 2002

Education Support
The following presentation, self-study course, and multimedia demonstration will be available in January 2003:

<table>
<thead>
<tr>
<th>Course Title</th>
<th>Course Number</th>
<th>Course Location</th>
</tr>
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<tbody>
<tr>
<td>WebSphere® Voice Application</td>
<td>PV38</td>
<td>e-business University for Pervasive Computing</td>
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<tr>
<td>Access</td>
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<tr>
<td>Implementing WebSphere Voice</td>
<td>PW48</td>
<td>Classroom Education</td>
</tr>
<tr>
<td>Application Access</td>
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Visit the following Web sites for additional information:

http://www.ibm.com/websphere/developer/education/enablement

http://lt.lahulpe.ibm.com/ebu/

Offering Information
Product information will be available on day of announcement through Offering Information (OITOOL) at:

http://www.ibm.com/common/ssi

Publications
No hardcopy publications are shipped with this program. All product publications are available in softcopy on the respective CD-ROM. The WebSphere Voice Server V3.1 publications are also WebSphere Voice Application Access V4.1 publications are also available via the IBM e-Publications Web site:


Technical Information
Hardware Requirements
WebSphere Voice Application Access V4.1 supports the Windows® 2000 and AIX® based systems. The following sections describe the hardware and software required with for installing and operating the WebSphere Voice Application Access product offering.

When Used with WebSphere Voice Response for Windows or AIX
The required hardware for WebSphere Voice Response for Windows and AIX is based on existing hardware support from WebSphere Voice Response 3.1 product offering. Refer to the WebSphere Voice Response product documentation for details.

When Used with WebSphere Voice Server 3.1 for Windows or AIX
The required hardware for WebSphere Voice Server for Windows or AIX is based on existing hardware support from WebSphere Voice Server 3.1 product offering. Refer to the WebSphere Voice Server product documentation for details.

When Used with Lotus Notes® Domino™ Server 5.0.8 (or higher) for Windows or AIX
The required hardware for Lotus Notes Domino Server 5.0.8 (or higher) for AIX or Windows is based on its existing hardware support. Refer to the Lotus Notes Domino Server product documentation for details.

When Used with Microsoft™ Exchange 2000 Server for Windows
The required hardware for Microsoft Exchange 2000 Server for Windows is based on its existing hardware support. Refer to the Microsoft Exchange 2000 Server product documentation for details.

When used with WebSphere Portal Enable for Multiplatforms
The required hardware for WebSphere Portal Enable for Multiplatforms is based on existing hardware support for the WebSphere Portal offering. Refer to the WebSphere Voice Application Access InfoCenter documentation or WebSphere Portal for Multiplatforms product documentation for details.

WebSphere Voice Application Access Minimum System Requirements
The minimum hardware required for WebSphere Voice Application Manager server is as follows:

<table>
<thead>
<tr>
<th>Resource</th>
<th>Windows Server</th>
<th>AIX Server</th>
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</thead>
<tbody>
<tr>
<td>Processor</td>
<td>Intel® Pentium® III</td>
<td>RS/6000®</td>
</tr>
<tr>
<td></td>
<td>1 GHz</td>
<td></td>
</tr>
<tr>
<td>Memory (RAM)</td>
<td>2 GB (RAM)</td>
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<td>Disk Space</td>
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<tr>
<td>Network</td>
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</tr>
<tr>
<td>Other</td>
<td>CD-ROM Drive</td>
<td>CD-ROM Drive</td>
</tr>
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1 The total amount of space required depends on number of users and amount of application data that you expect to have in the system. For AIX, “/home” should have a minimum of 200 MB free space (this is required for Database).

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WebSphere Voice Server 3.1 Server Minimum Hardware Requirements

The connection environments supported by WebSphere Voice Server software included as part of the WebSphere Voice Application Access 4.1 offering are WebSphere Voice Server for WebSphere Voice Response, WebSphere Voice Server for use with the Cisco telephony platform (V2.0), and WebSphere Voice Server for use with the Intel Dialogic telephony platform (V2.0).

Reference WebSphere Voice Server 3.1 Software Announcement 202-224, dated September 24, 2002, for specific technical requirements.

Voice Application Access Toolkit for WebSphere Studio Minimum Hardware Requirements

- System suitable for running Microsoft Windows 2000
- Minimum of an Intel Pentium 500 MHz processor or equivalent
- 256 MB RAM (512 MB recommended)
- A display adapter setting of greater than 256 colors
- 50 MB free disk space (in addition to the disk space requirement for WebSphere Studio Site Developer V5.0)
- Installation requires an additional 50 MB temporary space on the drive specified in the user TMP environment variable

The additional hardware requirement is that which is required over and above this to run the WebSphere Voice Server SDK for testing VoiceXML applications and generating pronunciations.

Software Requirements

When Used with WebSphere Voice Server for AIX 3.1 Server
- AIX 4.3.3.50 or AIX 5.1
- WebSphere Voice Server 3.1 for AIX — Language support with ASR (included in this package)
- WebSphere Voice Server 3.1 for AIX — CTTS (included in this package)

When Used with WebSphere Voice Server for Windows 3.1 Server
- Windows 2000
- WebSphere Voice Server for Windows 3.1 Server (included in this package)

When Used with WebSphere Voice Application Access for AIX Server
- AIX 5.1
- WebSphere Voice Server for Windows 3.1 Server (included in this package)

When Used with WebSphere Voice Application Access for Windows Server
- Windows 2000 Server (SP2®) or Windows 2000 Advanced Server (SP2)
- WebSphere Voice Server for Windows 3.1 Server (included in this package)

When Used with Voice Application Access Toolkit for WebSphere Studio

The supported software platform for the Voice Application Access Toolkit is Windows 2000. The Installation program will not permit installation on any other platform. The software prerequisite is an existing installation of WebSphere Studio Site Developer V5.0 or WebSphere Studio Application Developer V5.0.

For voice application developers using IBM products on non Windows 2000 platforms, the solution is to use Windows 2000 as the development platform, and deploy the application to the server on whatever platform they choose.

For the Voice functionality of the tools, it is recommended that the user install the WebSphere Voice Server SDK 3.1.

Compatibility: Coexistence and Interoperability

It is assumed that WebSphere Voice Application Access server and WebSphere Voice Server, server software will be installed on separate systems. It is also assumed that, when installing Lotus Notes Voice Access support, the Domino server will be on a separate system as well.

The WebSphere Voice Application Access server software uses a specific version of WebSphere Portal Server (WebSphere Portal Enable 4.1.4) and it is not guaranteed to work with earlier or later WebSphere Portal Offering releases. Also, distributing WebSphere Portal Offering components (such as WebSphere Application Server or DB2®) throughout a network is not supported. All required WebSphere Portal Offering software must be installed on the same physical system as WebSphere Voice Application Access base runtimes.

A customer upgrade of WebSphere Voice Application Access server to WebSphere Portal Offering 4.2, or later, release is not supported. If there is a WebSphere Everyplace™ Access (WEA) release that contains WebSphere Portal Offering 4.1.4 level of software, it will be supported.

Lotus Notes voice access portlet is only compatible with a Domino server system V5.0.8, or later.

Even though WebSphere Voice Application Access uses industry-standard protocol mechanism to communicate with WebSphere Voice Server’s Voice Browser, additional testing and validation of non-IBM Voice Browsers is required. Not all VoiceXML 1.0 Voice Browsers will behave similarly in some situations. Modifications to voice portlets might be required to support non-IBM Voice Browsers.

All WebSphere Voice Application Access configurations should use homogeneous environments (that is, all systems use same platform/OS). This includes WebSphere Voice Server, WebSphere Voice Application Access, and Domino/Exchange Servers.

- WebSphere Portal Offerings

Customers deploying a Visual Portal using a version of WebSphere Portal Offering different than V4.1.4, must set up a separate machine for WebSphere Voice Application Access than Visual Portal. If the customer is using WebSphere Portal Offering 4.1.4 for Visual Portal, then the same machine can be used for both Visual Portal and Voice Portal.

The only version supported by WebSphere Voice Application Access is WebSphere Portal Enable for Multiplatforms V4.1.4

If installing WebSphere Voice Application Access on a compatible WebSphere Portal Offering installation, existing customer applications and portlets (running on WebSphere Portal/WebSphere Application Server) will still run unmodified, regardless of whether written to output HTML WML, or VoiceXML. They will work without having to move the applications to a different
server, though change to WebSphere Portal configuration may be required to enable voice support.

- **WebSphere Everyplace Access**
  There are known compatibility issues with the WebSphere Everyplace Access product that will not be addressed in WebSphere Voice Application Access V4.1 product. Therefore, installing WebSphere Everyplace Access (any version) on same server as WebSphere Voice Application Access product is not supported. If there is a possibility to document the conflicts between WebSphere Everyplace Access and WebSphere Voice Application Access, it may be done in the WebSphere Voice Application Access InfoCenter document.

  The only version supported by WebSphere Voice Application Access is: WebSphere Portal Enable for Multiplatforms V4.1.4 and WebSphere Application Server V4.0.4

- **Microsoft Exchange 2000**
  Microsoft Exchange voice access portlet is only compatible with Microsoft Exchange 2000 Service Pack 2.

- **Non-IBM Voice Browser Support (including, Nuance and VoiceGenie)**
  There is no support for any Nuance (or any other non-IBM) Voice Browser in this release of WebSphere Voice Application Access.

- **Voice Application Access Toolkit for WebSphere Studio**
  Voice Application Access Toolkit for WebSphere Studio may be installed on the same system as WebSphere Voice Application Access server or on a separate system:
  - Development tools and server logic to debug on separate machines
  - Development tools and server logic to debug on same machine, as separately installed products

**Performance Considerations**: Hardware Considerations
The actual system requirement depends on several factors that can affect minimum system requirements. This includes the following:

- For WebSphere Voice Server system:
  - The maximum number of T1 channels
  - The number of calls handled during the busiest hour of the day
  - The number of number of available PCI slots in the system
  - Redundancy requirements

- For WebSphere Voice Portal Access system:
  - The maximum number of Portal users
  - The maximum number of concurrent Portal users (channels)
  - The number and requirements of Voice Portlets installed

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

   It is strongly recommended that planning and implementation of WebSphere Voice Portal Access 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 as part of the Passport Software Maintenance options that are included in the Passport Advantagé Agreement. This service enhances customers’ productivity by providing voice and electronic access into the IBM support organization. It provides help with answers to questions pertaining to usage, and suspected software defects for eligible products.

Support information, including the Software Support Guide, can also be accessed at:

http://www.ibm.com/support

**Packaging**: WebSphere Voice Application Access V4.1 is shipped in Passport Advantage media pack package or is available via an e-image on the Passport Advantage download site.

Trade-up options are also available for eligible customers.

**Security, Auditability, and Control**
WebSphere Voice Application Access V4.1 uses the security and auditability features of the respective operating systems.

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**
This product is only available via Passport Advantage. It is not available as shrinkwrap.

- **Product Group**: WebSphere Voice Application Access
- **Product Identifier Description**: WebSphere Voice Application Access V4.1 (5724-D39)
- **Product Category**: WebSphere Voice Application Access

WebSphere Voice Application Access V4.1 is a stand-alone product with one charge unit per processor. It is available in units of one. Passport Advantage customers should order the applicable “One Processor Entitlement” licenses in a quantity equal to the number of processors on which they install this product.

A processor is defined as any system or node executing all or part of WebSphere Voice Application Access. For example, two 4-way symmetric multiprocessor (SMP) systems, whether standalone or nodes in a larger system are counted as eight processors. In this situation, order the applicable Passport part number in a quantity of eight. If one dual processor system will be used, order the applicable Passport part number in a quantity of two.

In addition to the regular Passport Advantage options for licensing and maintenance, IBM is offering a reduced price trade up for WebSphere Portal for Multiplatforms V4.X (5724B88) users. WebSphere Voice Application
Access extends the capability of WebSphere Portal for Multiplatforms V4.1 by adding the voice enabling framework and capability to WebSphere Portal. Customers who currently are active Passport Advantage licensed users of WebSphere Portal for Multiplatforms V4.X (5724B88), may license WebSphere Voice Application Access (5724D39) at a discount. This action does not require any forfeiture of current licensed capability of either of these products. The discount is merely recognition by IBM that the customer is already licensed for some of the function contained in the WebSphere Voice Application Access product.

Passport Advantage

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<tr>
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Terms and Conditions

This product is only available via Passport Advantage. It is not available as shrinkwrap.

Licensing: IBM International Program License Agreement (IPLA). Proofs of Entitlement (PoE) are required for all authorized use. Part number products only, offered outside of Passport Advantage, where applicable, are license only and do not include Software Maintenance.

License Information (LI) Form Number: L-RKLP-5EXECL

LI will be available electronically on the CD-ROM.

Limited Warranty: Yes

Program Services: Available until June 30, 2004

Money-Back Guarantee: If for any reason you are dissatisfied with the Program, return it within 30 days from the invoice date, to the party (either IBM or its reseller) from whom you acquired it, for a refund. This applies only to your first acquisition of the Program.

Copy and Use on Home/Portable Computer: No

Volume Orders (IVO): No

Passport Advantage Applies: Yes and through the Passport Advantage Web site at:

http://www.ibm.com/software/passportadvantage

Usage Restriction: Yes

WebSphere Voice Application Access (the program) includes other software products. The program and some of these products may include unique terms and conditions, in addition to the terms and conditions of the IPLA. Unique terms and conditions are included in the LI that is provided with the program. On or near the same date as the planned availability of the product, the LI for the program will be available for review on the IBM Software License Agreement Web site at:


Software Maintenance Applies: Yes

Software Maintenance, previously referred to as Subscription and Technical Support, is now included in the Passport Advantage Agreement. Installation and technical support for the products announced in this letter is provided by the Software Maintenance offering of the IBM International Passport Advantage Agreement. This fee service enhances customer productivity by providing voice and/or electronic access into the IBM support organizations.

IBM includes Software Maintenance with each program acquired during the coverage period. The coverage period means the period commencing on the date you acquire the program up to the first or second anniversary date, depending on whether you acquired coverage for one or two anniversaries. The coverage period for Software Maintenance acquired in the two months preceding an anniversary date will be extended to the next applicable anniversary date.

While your Software Maintenance is in effect, IBM provides you assistance for your routine, short duration installation and usage (how-to) questions, and code-related questions. IBM provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your IBM support center. This assistance is not available to your end users. IBM provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult your IBM Software Support Guide at:

http://techsupport.services.ibm.com/guides/handbook.html

Software Maintenance does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which IBM is not responsible under this agreement.

For more information, about the Passport Advantage Agreement, refer to the IBM International Passport Advantage Agreement Software Announcement 201-202, dated July 10, 2001, or visit the Passport Advantage Web site at:

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IBM Operational Support Services — Support Line: No

Other Support: Passport Advantage

AIX/UNIX® Upgrade Protection Applies: No

Entitled Upgrade for Current AIX/UNIX Upgrade Licensees: No

iSeries™ Software Subscription Applies: No

Variable Charges Apply: No
Prices

WebSphere Voice Application Access V4.1 is available through IBM Passport Advantage Offering only.

For Passport Advantage and charges, contact your authorized Lotus® Business Partner. Additional information is also available on the Passport Advantage Web site:

http://www.ibm.com/software/passportadvantage

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