

Application Design Introduction

Building Voice Sites is easy with Angel. You don't have to be a programmer or expert to achieve amazing results.

Voice Sites & Voice Pages

Angel's core innovation is the concept of a Voice Site. Our online Site Builder enables business users to use a set of basic building blocks (Voice Pages) to put together high quality telephony applications (Voice Sites) of various complexities via an intuitive point-and-click interface.

Using the Right Voice Page Type

The "Voice Pages" Angel offers come in different shapes that allow you to perform several phone functions. Combine them together to create a Voice Site that fits your needs. Here's what Voice Pages can do:

- Message Page - Play a message to your callers and then ask them to make a selection by saying a keyword or pressing a key on their phone.
- Call Transfer Page - Transfer your callers to a phone number that you specify, such as an employee or an operator. You can control what happens when the line is busy or if the caller doesn't respond. You can also screen a call.
- Voicemail Page - Take messages or recordings from callers, then send them through email to people who need to hear them.
- Schedule Page - Routes to specified Voice Pages based on time of day and day of the week.
- Question Page - Collect input from callers and save it for later use. You can ask for numbers, keywords, credit cards and yes/no answers.
- Transaction Page - Query your web server or database to determine what to play to callers.

Using Commands

Callers navigate your Voice Site using commands, spoken words and/or key presses that you specify when building your Site. Angel supports three types of commands.

- Site Commands - serve as global commands and are active anywhere in the Voice Site.
- Page Commands - are only active in the context of a specific Voice Page.
- System Commands - are active for all Voice Sites and cannot be changed by the Voice Site developer. Typical keywords are "Back," "Repeat," "Home Page," "Record", etc.

Note: When the same command is used as a Page Command and a Site Command, the Page Command (and the corresponding action) will take precedence over the Site Command.

Advanced Dialog Options & Error Handling

Speech developers should check out the various tabs on each Voice page. Control settings like "barge-in" as well as cascading "no speech" and "out of grammar" prompts can be specified to replace Angel's smart defaults.

Web Programmable Voicemail

Angel offers powerful individual & group voicemail options. Some common scenarios you can implement:

- Deliver one message to multiple people. Simply create one mailbox with multiple email addresses separated by commas. Everytime a message arrives, all the people in the list will be notified.
- Deliver messages left through different pages (Sales, Bob Smith) to the same person. Set multiple Voicemail Pages to use the same mailbox. That mailbox should contain the email of the person who should receive the messages from all these pages.
- Protect a mailbox for private use. If you wish a mailbox to be accessed with a private PIN, set the mailbox to "Private" under Mailbox properties. Then select the mailbox in the Mailbox Management screen and click on "Send PIN & Instructions." This will email a PIN to the mailbox owner.
- Send Voicemail alerts to a cell phone screen. Angel can send a quick message everytime a voice message arrives to your cell phone, so that you never miss a message even when on the road. To enable this, enter your phone's email address in your mailbox "Send Alert" field.

Top Productivity Tips

- Use the "Site Commands" overview to modify top-level navigation of your voice site.
- Start prototyping your Voice Site using the "Text-to-Speech" option on all Voice Pages — use professional voice talent recordings once your Voice Site is complete and tested.
- Use the copy functionality to rapidly setup multiple Voice Pages with similar functionality
- Create backups of your Voice Sites using the copy functionality before modifying them.
- Upload multiple sound files as a single ZIP file.
- Use keyword synonyms only where it makes sense — avoid open-ended caller responses by formulating unambiguous prompts.
- Use the "Send Survey Responses" shortcut on Transaction Pages to instantly collect the callers' responses and send them out by email.