

## Analysis of Your Documentation Needs

<i>Profile</i>	<ul style="list-style-type: none"> <li>✎ Fluency builds, deploys and maintains turnkey Voice applications for Call centres</li> </ul>
<i>Products</i>	<ul style="list-style-type: none"> <li>✎ Voice Application Framework (VAF), with easy integration into existing infrastructure</li> <li>✎ Includes supporting tools and components</li> <li>✎ Voice systems need to integrate into existing infrastructure</li> </ul>
<i>Market</i>	<ul style="list-style-type: none"> <li>✎ Primarily call centres, but also large companies such as National Express.</li> </ul>
<i>Core Features</i>	<ul style="list-style-type: none"> <li>✎ Platform-independent approach</li> <li>✎ Use open standards such as Java and Voice XML</li> <li>✎ Mapping of voice persona</li> <li>✎ Easy integration into telephony infrastructure</li> <li>✎ Automatic Speech Recognition (ASR) systems</li> </ul>
<i>Documentation Suggestions</i>	<ul style="list-style-type: none"> <li>✎ API Reference guides and SDKs, intended for system integrators, describing how to implement and customise the Fluency Voice system.</li> <li>✎ Product description for the VAF</li> <li>✎ Installation guide, user manual/administrator's guide for the VAF</li> <li>✎ Documentation for supporting components</li> <li>✎ Customised documentation for each customer-specific solution</li> <li>✎ Online help for VAF?</li> <li>✎ Marketing literature, white papers and case studies, promoting Fluency Voice</li> <li>✎ Training material on the VAF, for employees and customers</li> <li>✎ Detailed call flows, describing voice scenarios and options (including shortcuts, personalisation and mapping)</li> <li>✎ Flash demo, illustrating the technology</li> </ul>

**NOTE** This document has been prepared for the use of Fluency Voice. The list of documentation is intended as a suggestion only. This list would need to be clarified and extended after consultations with relevant decision-makers and with customers.