

Building the New IT Organization: Role of the Application Team

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Benefits to the Organization

IT Apps	Application Layer	Self Service, Contact Routing and Queuing, SFA, Help Desk, Analytics, ERP, ERMS, CRM, Unified Communications
Apps & Network	Architecture Layer	XML, VXML, CCXML, SCXML, VoIP, SIP, SOAP, ODBC/JDBC, SIMPLE
IT Network	Network Layer	IP, ATM, Frame, QoS, RSVP, Multiple Routes, TDM
IT Ops	HW Platform Layer	Generic Servers, Linux, Windows, SNMP, UPS

Customer Example

- *Significant experienced application development team*
 - » .NET experienced
 - » Web and standalone apps
- *Project to develop a speech application for IVR*
 - » Applied general Web app development process
 - » No experience developing speech grammars
 - » Problems with delays in user experience
- *Project Results:*
 - » Learned differences between GUI design and VUI design
 - » Implemented in-house VUI expertise
 - » Now self-sufficient for new speech applications

Takeaways

- *There is no longer a clear line between the groups within IT (network, telecom, applications)*
- *All applications are not equal on the network*
- *Application developers need to be aware of real-time nature of telephony applications*