

colima Press Release

colima and Dialogic present a visual development environment for Dialogic Diva

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colima, one of the leading manufacturers of automatic call distributors, and a technology partner of Dialogic (formerly Eicon Networks) for many years, has developed a visual SDK (Software Development Kit) on the basis of the Dialogic Diva SDK 4.0 and the new Windows Workflow Technology. On the one hand, this will provide development partners who are already developing programs with Microsoft VisualStudio applications for the .Net technology and Windows Workflow Foundation (WWF) with modules for faster and more error-free programming, in order to create new products on this basis or to expand existing applications. Additionally, even non-developers without a programming environment will be able to produce robust, high-performance applications quickly and easily with a simple workflow designer.

The function modules, which are called "activities", can be simply integrated and placed in the correct position in the workflow by means of drag-and-drop. Then, they are simply configured using a features dialogue. Complex and error-prone programming directly in the code can be dispensed with, but programming techniques may still be used. In this way, unlimited expansions and modules can be developed with all .NET languages, such as Visual Basic or C#.

Microsoft is currently pushing the Workflow Technology with the declared goal of simplifying the workflow in the entire enterprise up to the final user, as well as standardising it and making it an everyday work tool. By integrating WWF into both the current operating systems and the new Office package, and also, for example, the Office Communication Server (OCS), Microsoft will achieve a large market share and excellent availability of this technology, according to market researchers' predictions.

"In this way, it will be possible to combine quite different business processes with one another, because they will be based on the same technology," says colima General Manager Matthias Friedrichs. "In future, we will find a large number of applications based on WWF – for market giants such as Oracle, Microsoft, Amazon and eBay, 'activities' (function modules) already exist to enable developers to make a simple connection, for example, to database systems or web services. There is an obvious advantage: for example, an activity developed for connecting with an SAP system from a human resources management workflow could be reused in an IVR callflow without further effort."

"For customers, these aspects mean greater openness and flexibility in the systems, as well as a significant protection of investments. We are very pleased and proud to offer Dialogic customers and partners an opportunity, in the form of our Visual DivaSDK, to be at the forefront of this new trend even now, because: Workflow goes Mainstream!" says Matthias Engelmann, the responsible product manager at colima. "The developer saves a lot of time as well – if you take into account the effort required for tests and documentation, you can save up to 80 percent of your time," Engelmann continues.

For Dialogic partners, there is a huge range of new opportunities, because now they don't have to develop everything themselves, but, when they need to, they can simply fall back on other partners' existing components. That means there is now a new field of business: developing and trading with one's own modules.

Arndt Meyer, Product Manager Diva Line at Dialogic, is convinced: "An excellent idea from colima! The Visual SDK for Diva from colima makes the daily work of our partners much easier. Perhaps it will also stimulate new developers to take a closer interest in Diva products, which, of course, makes us very happy."

The first version of the colima Visual SDK for Diva will be presented to the public for the first time by colima at this year's CeBIT on the Dialogic stand (B39) in Hall 12.

For more information:

<http://www.VisualSDK.de/>

www.dialogic.com

www.colima.de