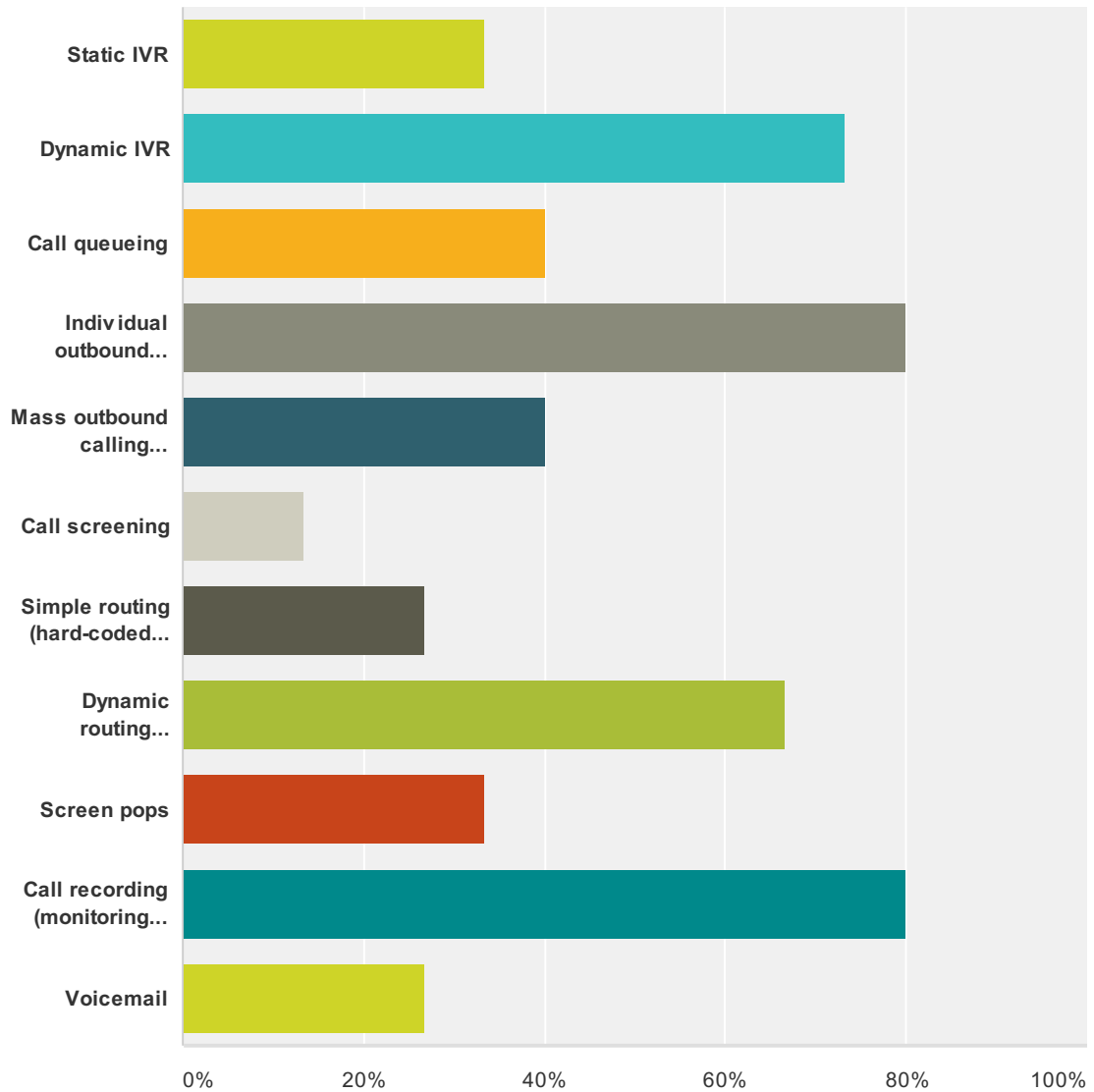


Q1 What functions do your applications perform? Select all that apply.

Answered: 15 Skipped: 0



Answer Choices	Responses
Static IVR	33.33% 5
Dynamic IVR	73.33% 11
Call queueing	40% 6
Individual outbound calling (click2call, etc)	80% 12
Mass outbound calling (Predictive dialling, etc)	40% 6
Call screening	13.33% 2
Simple routing (hard-coded rules)	26.67% 4
Dynamic routing (database queries, device status, etc)	66.67% 10
Screen pops	33.33% 5
Call recording (monitoring purposes, etc)	80% 12
Voicemail	26.67% 4

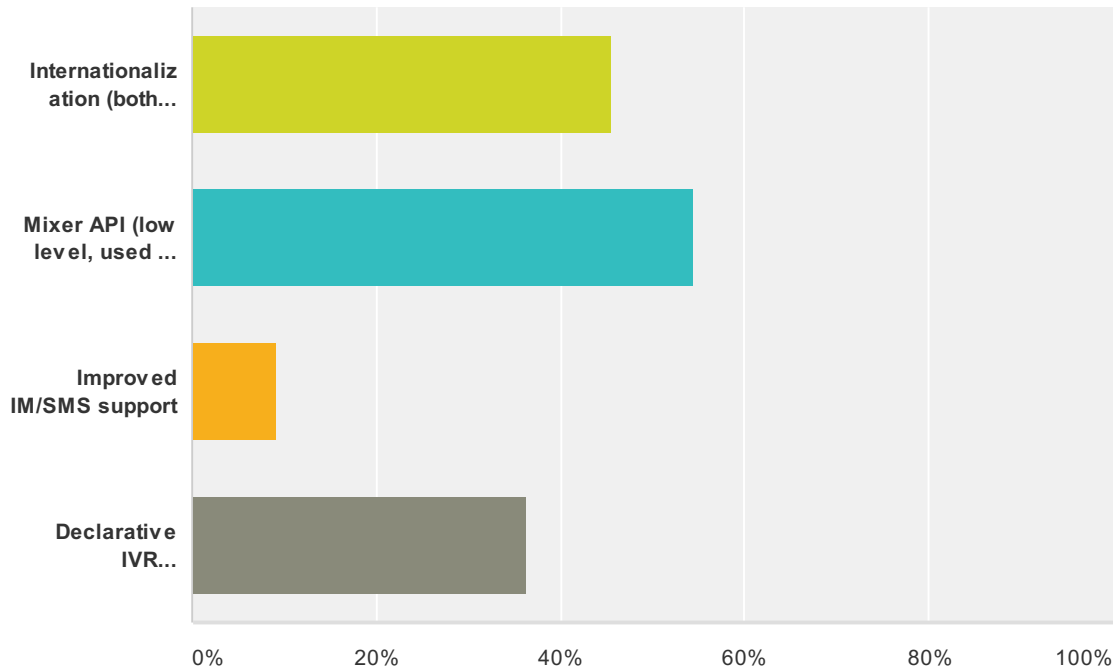
Adhearsion Usage Survey v2

Total Respondents: 15

#	Other (please specify)	Date
1	Blacklists, calender	2/1/2014 3:17 AM
2	Web Service for Asterisk	1/22/2014 2:29 PM

Q2 What core-candidate features are most important to you? Select all that apply.

Answered: 11 Skipped: 4

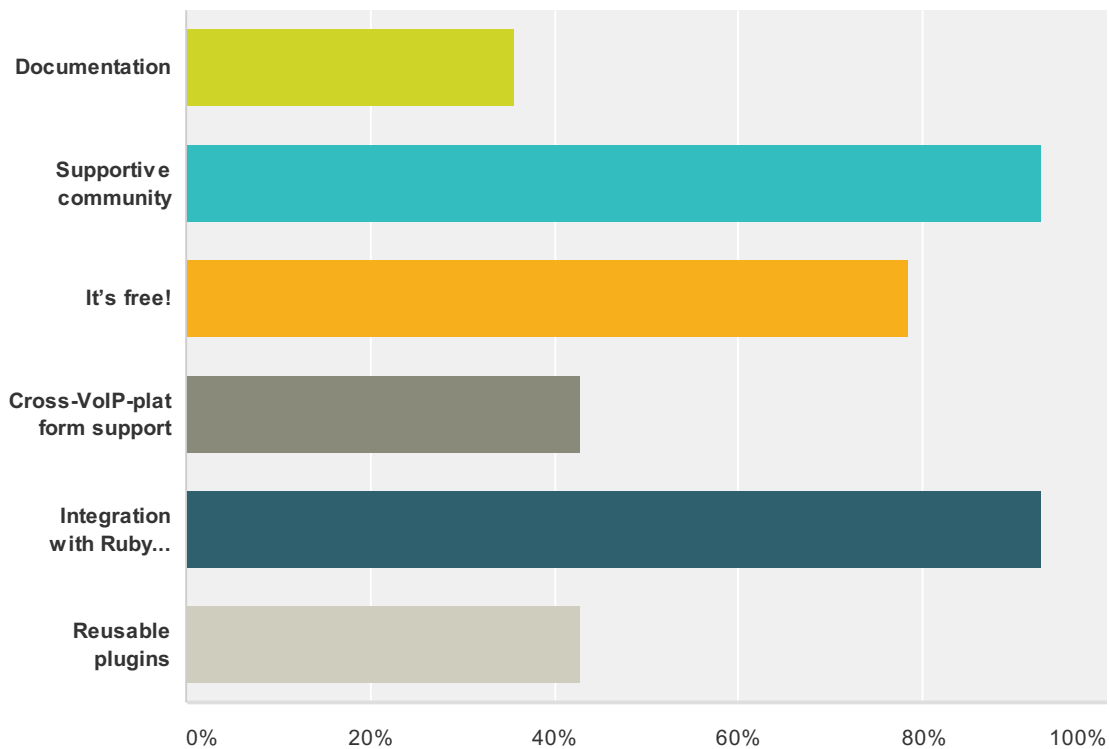


Answer Choices	Responses
Internationalization (both audio file and TTS)	45.45% 5
Mixer API (low level, used to build a conferencing application)	54.55% 6
Improved IM/SMS support	9.09% 1
Declarative IVR building-blocks	36.36% 4
Total Respondents: 11	

#	Other (please specify)	Date
1	Agent queues handling	2/27/2014 11:56 AM

Q3 What do you think is the best element about Adhearsion? Select all that apply.

Answered: 14 Skipped: 1

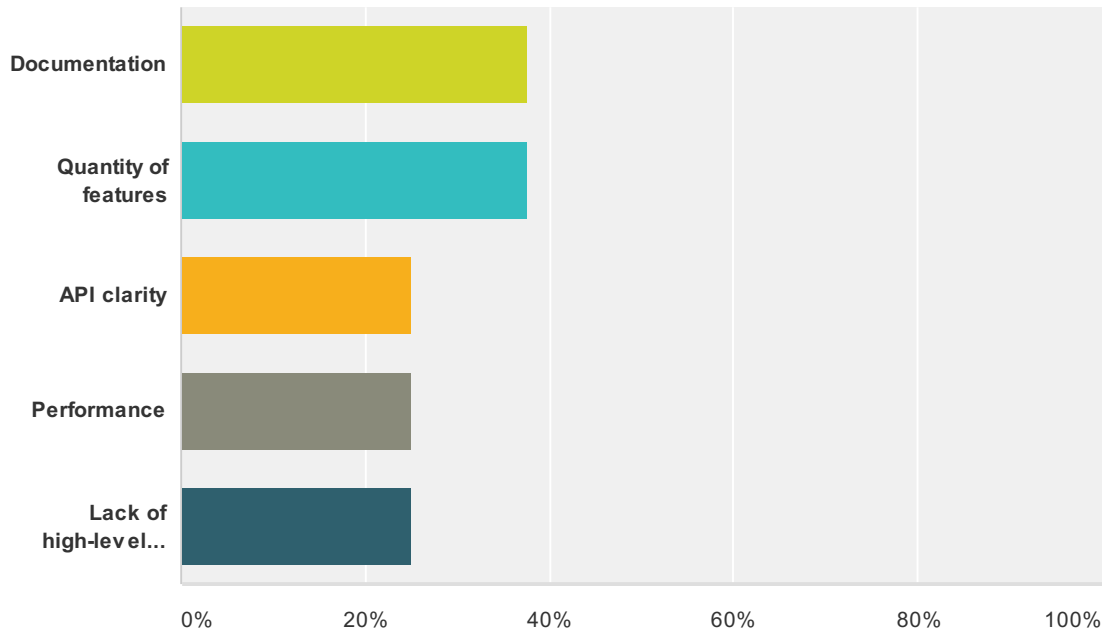


Answer Choices	Responses
Documentation	35.71% 5
Supportive community	92.86% 13
It's free!	78.57% 11
Cross-VoIP-platform support	42.86% 6
Integration with Ruby ecosystem	92.86% 13
Reusable plugins	42.86% 6
Total Respondents: 14	

#	Other (please specify)	Date
1	It's internal design	1/23/2014 9:36 AM
2	The system architecture and codebase is fantastic	1/22/2014 11:51 PM

Q4 What do you think is the worst element about Adhearsion? Select all that apply.

Answered: 8 Skipped: 7

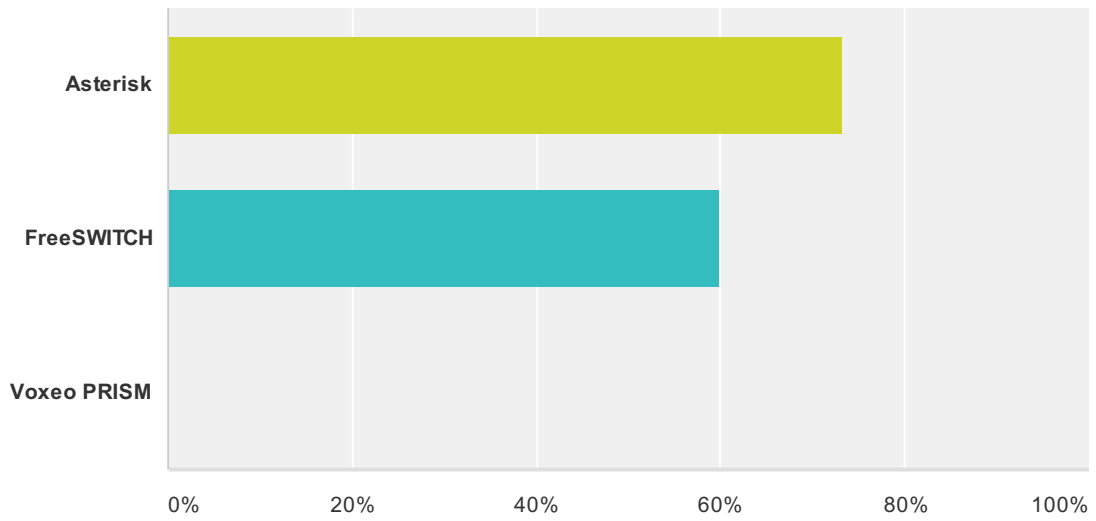


Answer Choices	Responses
Documentation	37.50% 3
Quantity of features	37.50% 3
API clarity	25% 2
Performance	25% 2
Lack of high-level constructs (voicemail, queues, conferencing, web interface, etc)	25% 2
Total Respondents: 8	

#	Other (please specify)	Date
1	Performance (which is actually great on JRuby, but JRuby is harder to manage/warm-up)	1/30/2014 4:24 PM

Q5 Which VoIP platforms are you targeting for current/future Adhearsion projects? Select all that apply.

Answered: 15 Skipped: 0

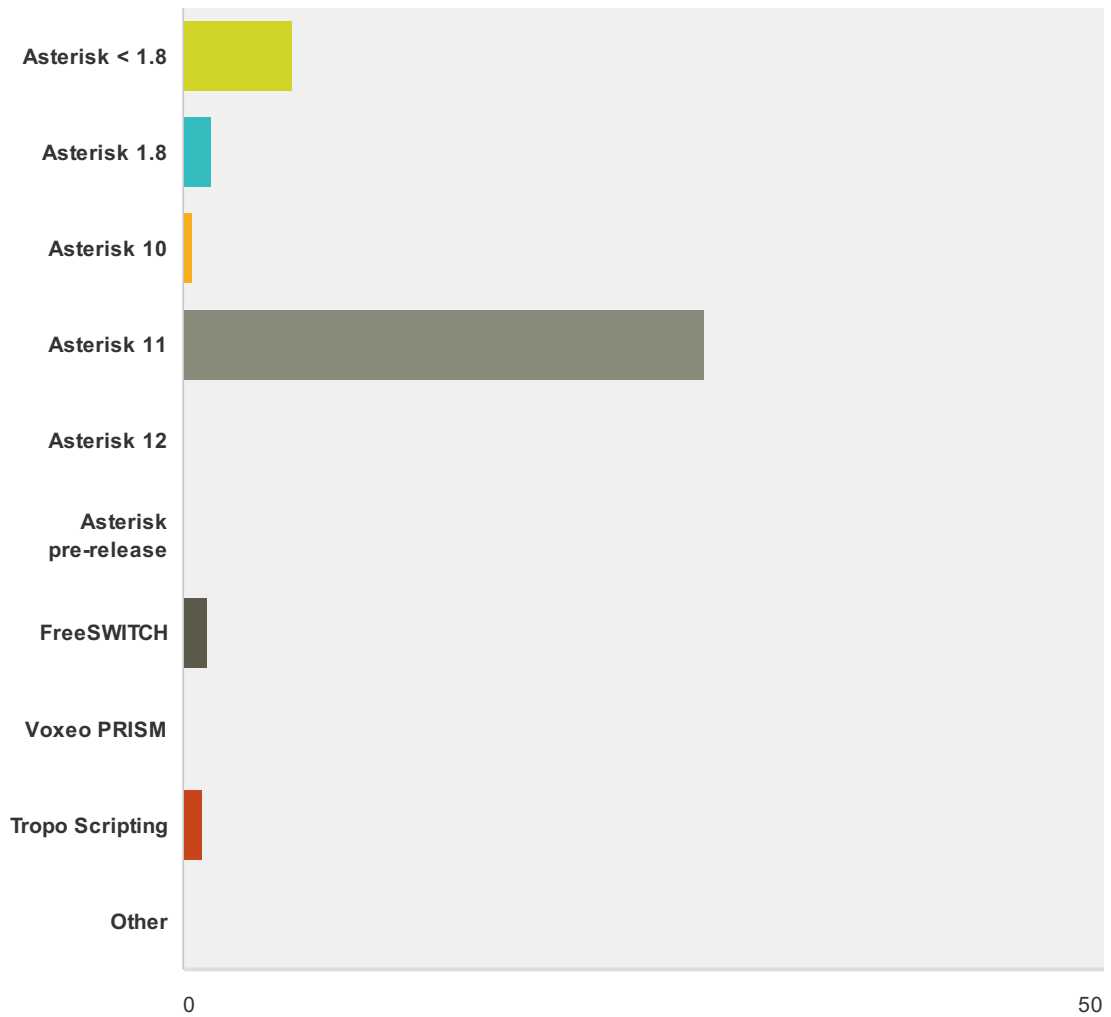


Answer Choices	Responses
Asterisk	73.33% 11
FreeSWITCH	60% 9
Voxeo PRISM	0% 0
Total Respondents: 15	

#	Other (please specify)	Date
	There are no responses.	

Q6 How many of your Adhearsion applications are running on the following VoIP platforms?

Answered: 14 Skipped: 1



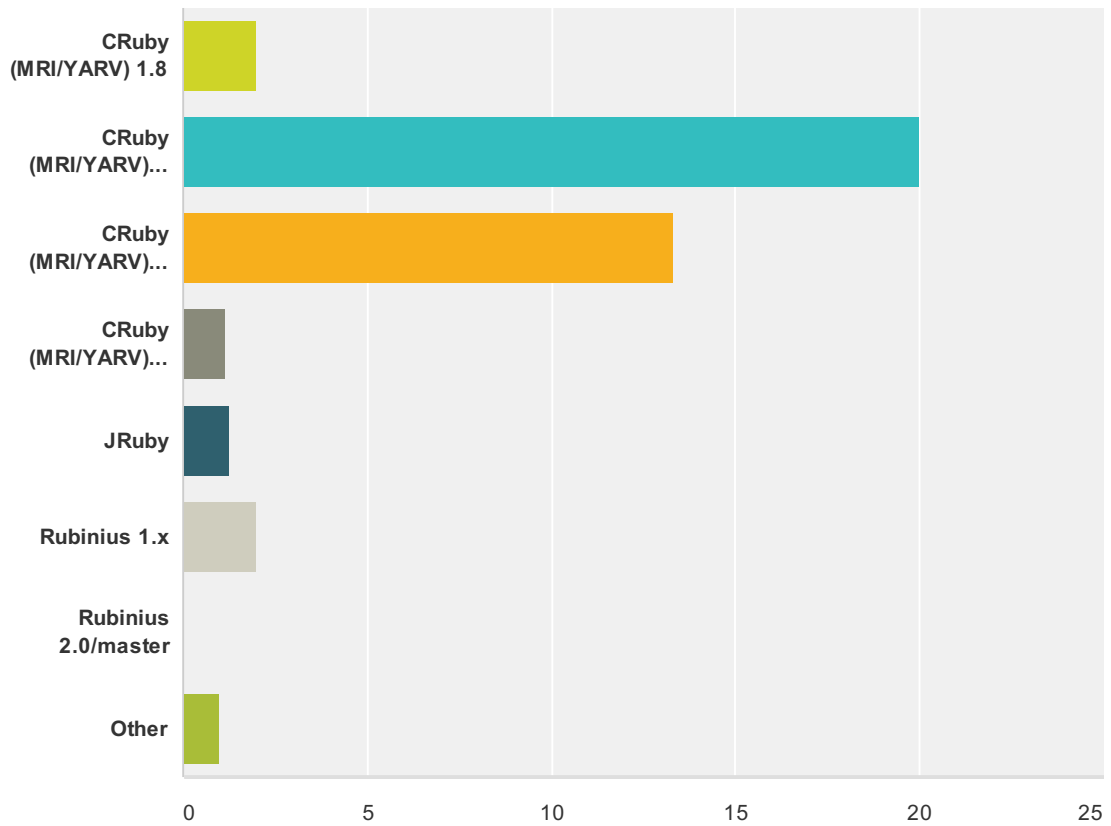
Answer Choices	Average Number	Total Number	Responses
Asterisk < 1.8	6	24	4
Asterisk 1.8	2	11	7
Asterisk 10	1	1	2
Asterisk 11	28	85	3
Asterisk 12	0	0	1
Asterisk pre-release	0	0	1
FreeSWITCH	1	8	6
Voxeo PRISM	0	0	1
Tropo Scripting	1	1	1
Other	0	0	1
Total Respondents: 14			

Adhearsion Usage Survey v2

#	Asterisk < 1.8	Date
1	2	2/1/2014 3:18 AM
2	1	1/22/2014 3:30 PM
3	20	1/22/2014 2:30 PM
4	1	1/22/2014 1:50 PM
#	Asterisk 1.8	Date
1	1	2/27/2014 11:58 AM
2	1	2/27/2014 10:19 AM
3	2	2/3/2014 5:04 AM
4	2	2/1/2014 3:18 AM
5	1	1/30/2014 5:20 PM
6	2	1/30/2014 4:24 PM
7	2	1/22/2014 1:50 PM
#	Asterisk 10	Date
1	1	2/28/2014 7:15 PM
2	0	1/22/2014 1:50 PM
#	Asterisk 11	Date
1	1	2/27/2014 11:58 AM
2	80	1/22/2014 2:30 PM
3	4	1/22/2014 1:50 PM
#	Asterisk 12	Date
1	0	1/22/2014 1:50 PM
#	Asterisk pre-release	Date
1	0	1/22/2014 1:50 PM
#	FreeSWITCH	Date
1	1	2/28/2014 7:15 PM
2	1	2/6/2014 6:29 AM
3	1	1/23/2014 9:37 AM
4	2	1/22/2014 11:53 PM
5	1	1/22/2014 1:50 PM
6	2	1/22/2014 1:50 PM
#	Voxeo PRISM	Date
1	0	1/22/2014 1:50 PM
#	Tropo Scripting	Date
1	1	1/22/2014 1:50 PM
#	Other	Date
1	0	1/22/2014 1:50 PM

Q7 How many of your Adhearsion applications are running in production on each of the following Ruby implementations? (blanks imply 0 or N/A)

Answered: 14 Skipped: 1



Answer Choices	Average Number	Total Number	Responses
CRuby (MRI/YARV) 1.8	2	2	1
CRuby (MRI/YARV) 1.9.2	20	20	1
CRuby (MRI/YARV) 1.9.3	13	93	7
CRuby (MRI/YARV) 2.0.0	1	7	6
JRuby	1	5	4
Rubinius 1.x	2	2	1
Rubinius 2.0/master	0	0	0
Other	1	1	1
Total Respondents: 14			

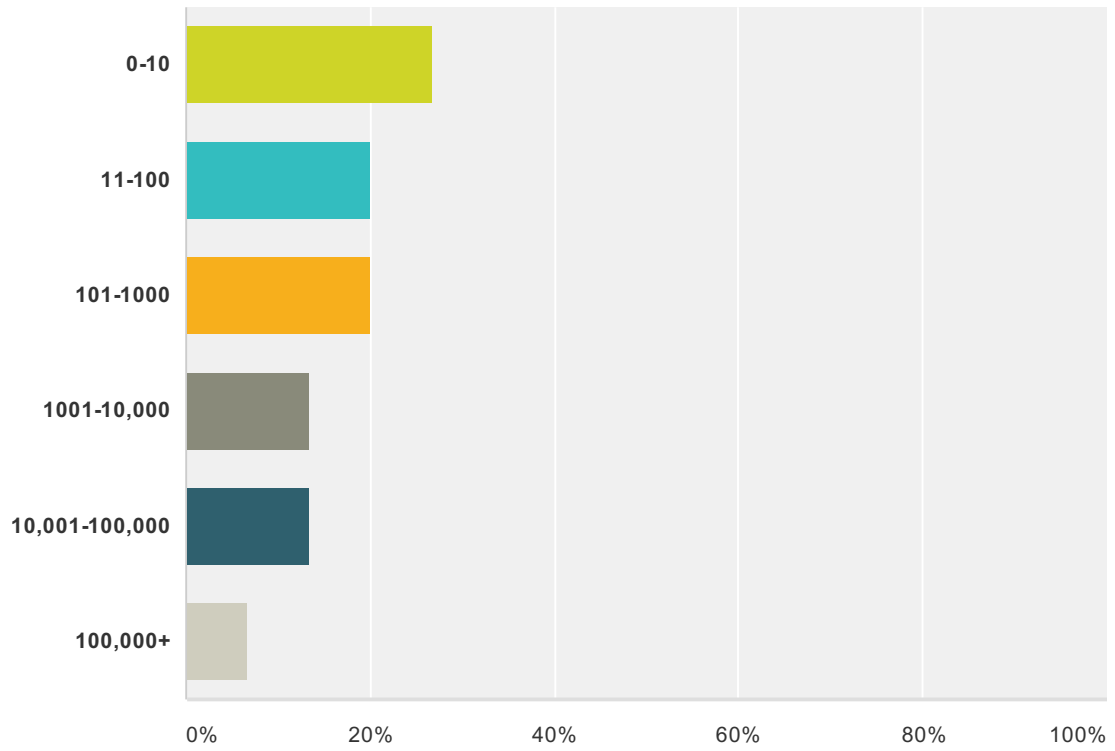
#	CRuby (MRI/YARV) 1.8	Date
1	2	2/1/2014 3:18 AM
#	CRuby (MRI/YARV) 1.9.2	Date
1	20	1/22/2014 2:30 PM
#	CRuby (MRI/YARV) 1.9.3	Date
1	1	2/28/2014 7:15 PM

Adhearsion Usage Survey v2

2	2	2/1/2014 3:18 AM
3	1	1/30/2014 5:20 PM
4	1	1/30/2014 4:24 PM
5	1	1/22/2014 3:30 PM
6	80	1/22/2014 2:30 PM
7	7	1/22/2014 1:50 PM
#	CRuby (MRI/YARV) 2.0.0	Date
1	2	2/27/2014 11:58 AM
2	1	2/27/2014 10:19 AM
3	1	2/6/2014 6:29 AM
4	1	1/22/2014 11:53 PM
5	1	1/22/2014 1:50 PM
6	1	1/22/2014 1:50 PM
#	JRuby	Date
1	1	2/6/2014 6:29 AM
2	1	1/23/2014 9:37 AM
3	1	1/22/2014 11:53 PM
4	2	1/22/2014 1:50 PM
#	Rubinius 1.x	Date
1	2	2/3/2014 5:04 AM
#	Rubinius 2.0/master	Date
	There are no responses.	
#	Other	Date
1	1	2/28/2014 7:15 PM

Q8 How many calls do your Adhearsion applications handle in an average day?

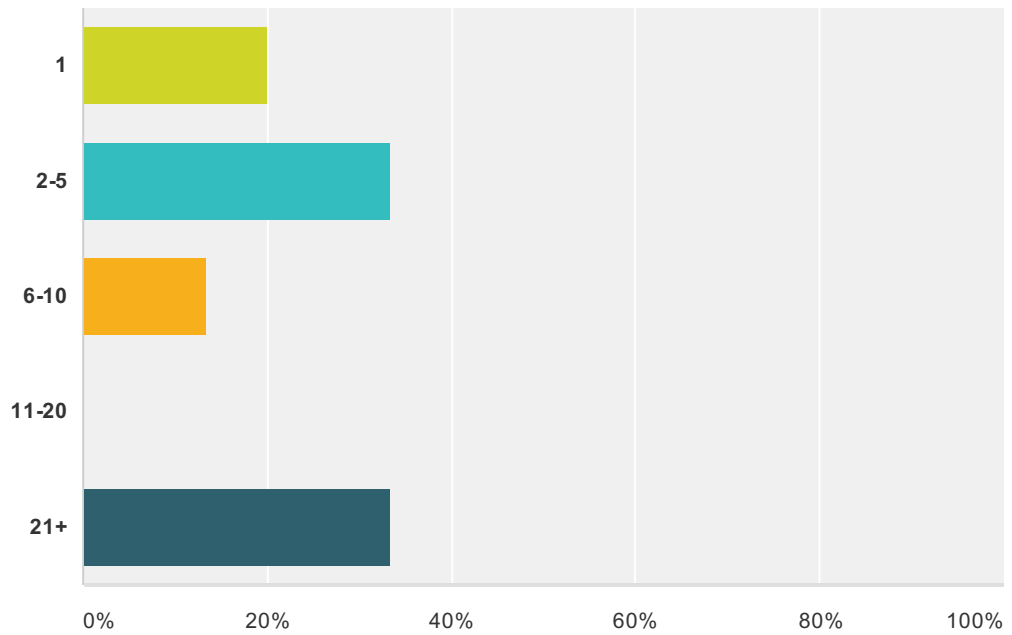
Answered: 15 Skipped: 0



Answer Choices	Responses	Count
0-10	26.67%	4
11-100	20%	3
101-1000	20%	3
1001-10,000	13.33%	2
10,001-100,000	13.33%	2
100,000+	6.67%	1
Total		15

Q9 How many instances of your VoIP platform (Asterisk, FreeSWITCH, etc) do you run in production?

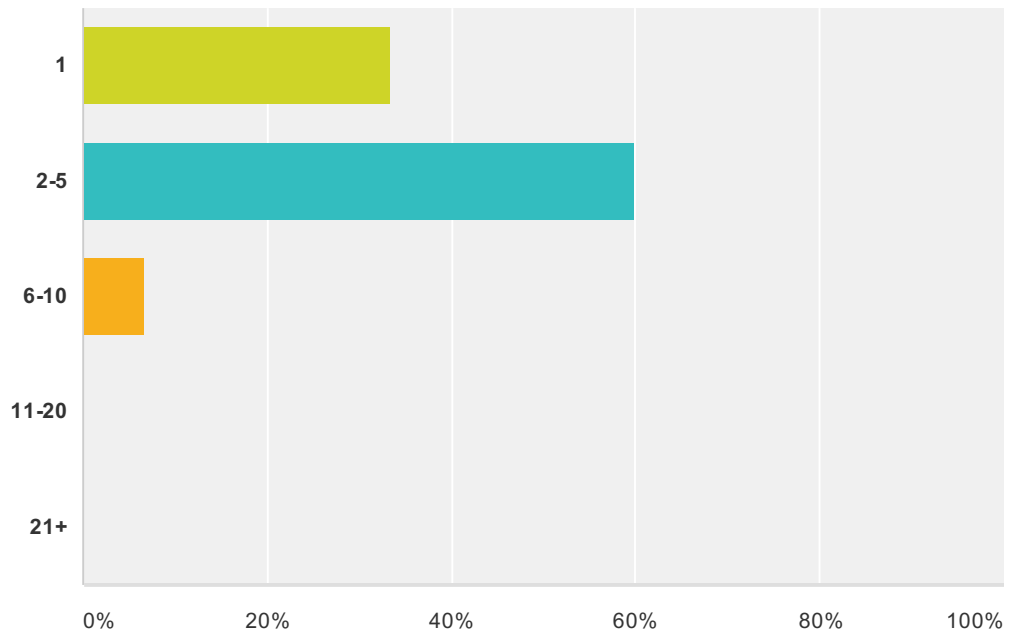
Answered: 15 Skipped: 0



Answer Choices	Responses
1	20% 3
2-5	33.33% 5
6-10	13.33% 2
11-20	0% 0
21+	33.33% 5
Total	15

Q10 How many instances of your Adhearsion application do you run in production?

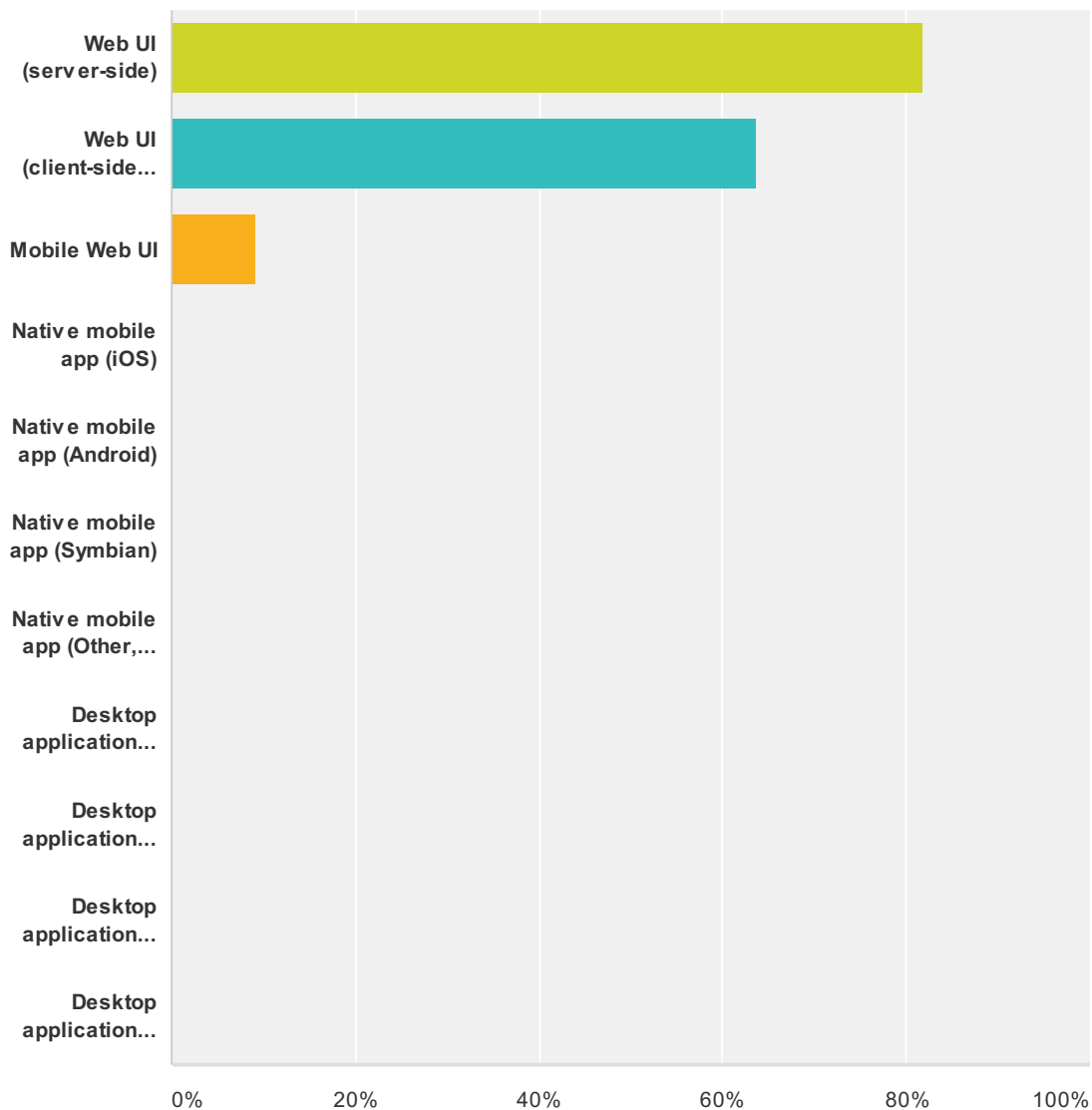
Answered: 15 Skipped: 0



Answer Choices	Responses	
1	33.33%	5
2-5	60%	9
6-10	6.67%	1
11-20	0%	0
21+	0%	0
Total		15

Q11 What other UI components does your application stack contain? Select all that apply.

Answered: 11 Skipped: 4



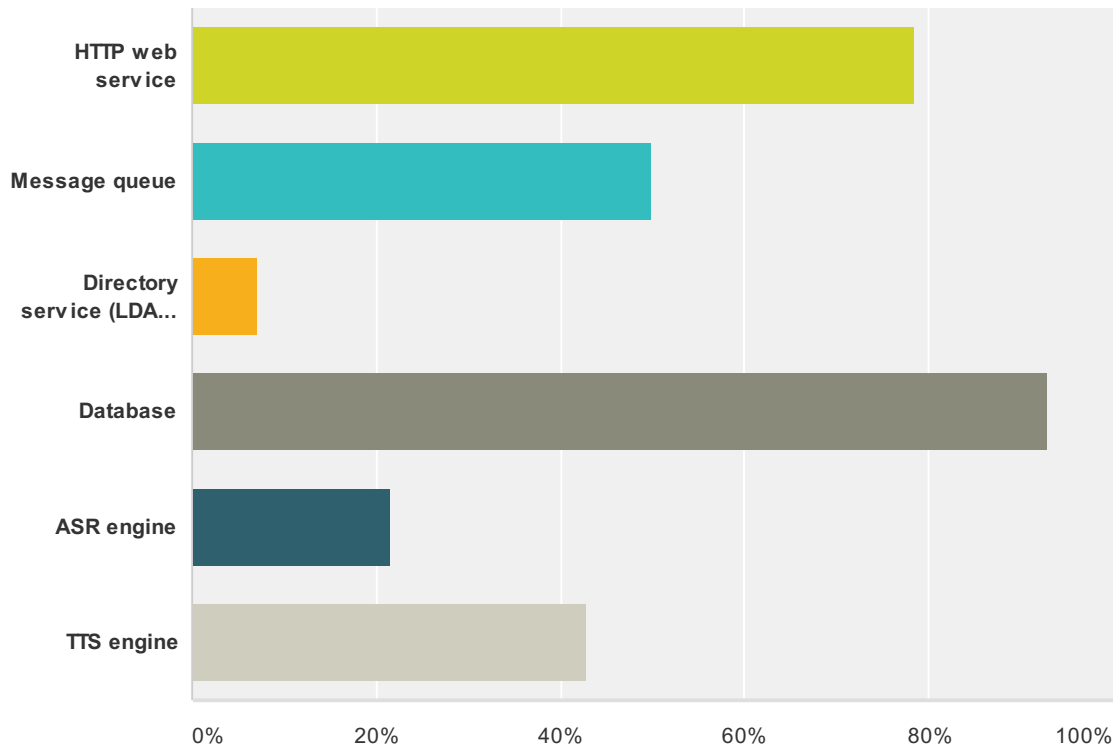
Answer Choices	Responses
Web UI (server-side)	81.82% 9
Web UI (client-side, single-page JS, etc)	63.64% 7
Mobile Web UI	9.09% 1
Native mobile app (iOS)	0% 0
Native mobile app (Android)	0% 0
Native mobile app (Symbian)	0% 0
Native mobile app (Other, please specify)	0% 0
Desktop application (Windows)	0% 0
Desktop application (Mac)	0% 0
Desktop application (Linux)	0% 0

Adhearsion Usage Survey v2

Desktop application (portable)	0%	0
Total Respondents: 11		

Q12 What other backend components does your application stack contain? Select all that apply.

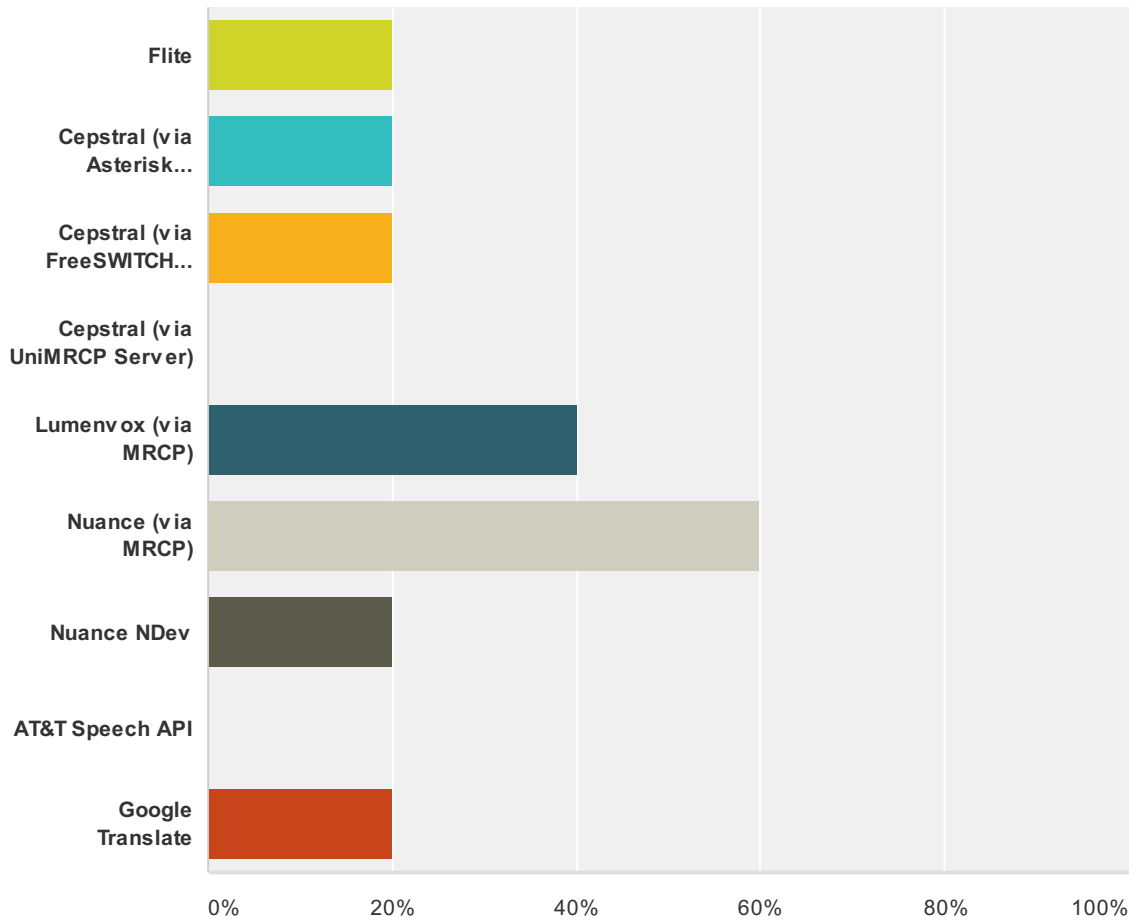
Answered: 14 Skipped: 1



Answer Choices	Responses
HTTP web service	78.57% 11
Message queue	50% 7
Directory service (LDAP, etc)	7.14% 1
Database	92.86% 13
ASR engine	21.43% 3
TTS engine	42.86% 6
Total Respondents: 14	

Q13 If your application uses a TTS engine, which does it use? Select all that apply.

Answered: 5 Skipped: 10

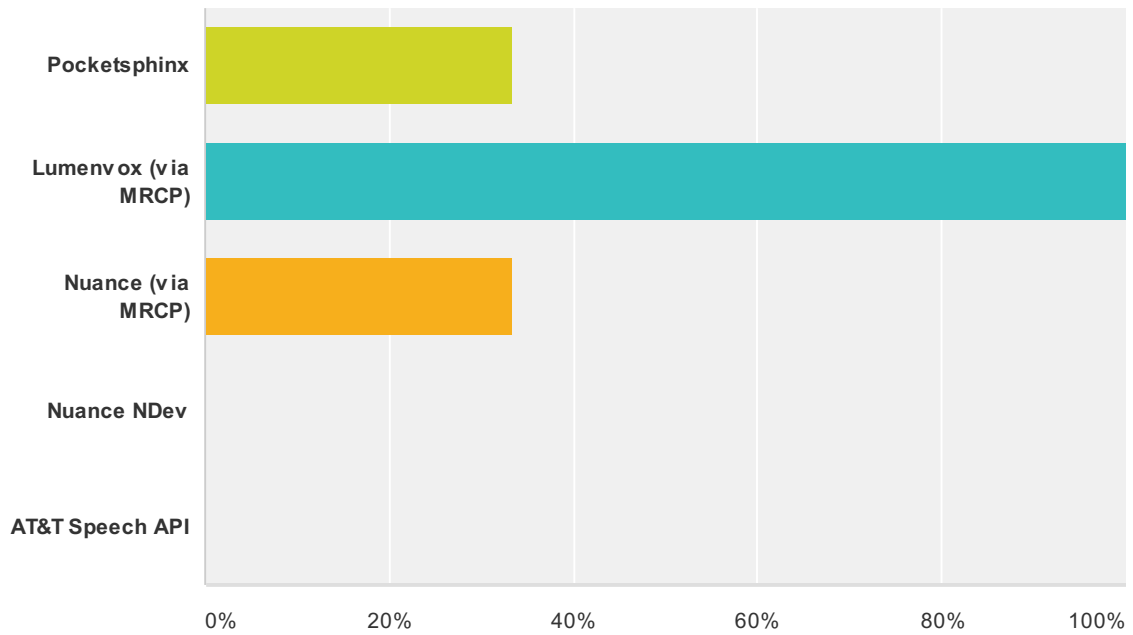


Answer Choices	Responses
Flite	20% 1
Cepstral (via Asterisk app_swift)	20% 1
Cepstral (via FreeSWITCH mod_cepstral)	20% 1
Cepstral (via UniMRCP Server)	0% 0
Lumenvox (via MRCP)	40% 2
Nuance (via MRCP)	60% 3
Nuance NDev	20% 1
AT&T Speech API	0% 0
Google Translate	20% 1
Total Respondents: 5	

#	Other (please specify)	Date
1	CereProc, run standalone in advance	2/28/2014 7:18 PM
2	NeoSpeech (via MRCPv1)	1/30/2014 4:25 PM

Q14 If your application uses an ASR engine, which does it use? Select all that apply.

Answered: 3 Skipped: 12



Answer Choices	Responses
Pocketsphinx	33.33% 1
Lumenvox (via MRCP)	100% 3
Nuance (via MRCP)	33.33% 1
Nuance NDev	0% 0
AT&T Speech API	0% 0
Total Respondents: 3	

#	Other (please specify)	Date
	There are no responses.	

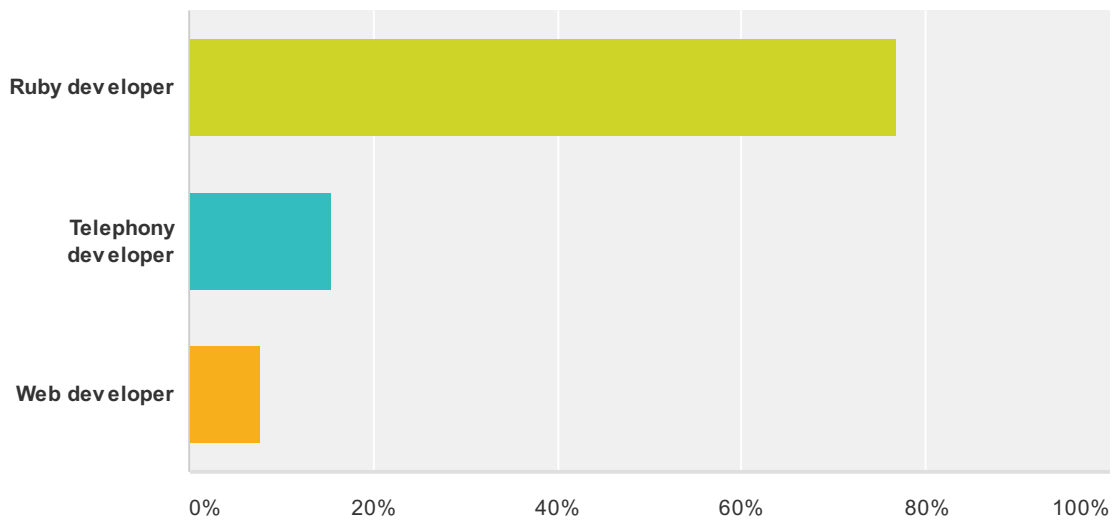
Q15 What is the main business function of the organization for which you have developed voice applications?

Answered: 12 Skipped: 3

#	Responses	Date
1	Debt collection, bill payments.	2/28/2014 7:31 PM
2	insurance comparison services	2/27/2014 12:02 PM
3	Automated surveys	2/27/2014 10:20 AM
4	conference solutions	2/6/2014 6:32 AM
5	bank	2/3/2014 5:06 AM
6	Marketing	1/30/2014 5:22 PM
7	Providing powerful automated phone tools to business users	1/30/2014 4:29 PM
8	Telephony Industry	1/23/2014 9:43 AM
9	communications products company	1/22/2014 11:56 PM
10	CallCenter	1/22/2014 2:32 PM
11	Support Center	1/22/2014 1:51 PM
12	Developing voice applications.	1/22/2014 1:51 PM

Q16 Do you consider yourself primarily a...

Answered: 13 Skipped: 2



Answer Choices	Responses
Ruby developer	76.92% 10
Telephony developer	15.38% 2
Web developer	7.69% 1
Total	13

#	Other (please specify)	Date
1	network administrator	2/3/2014 5:06 AM

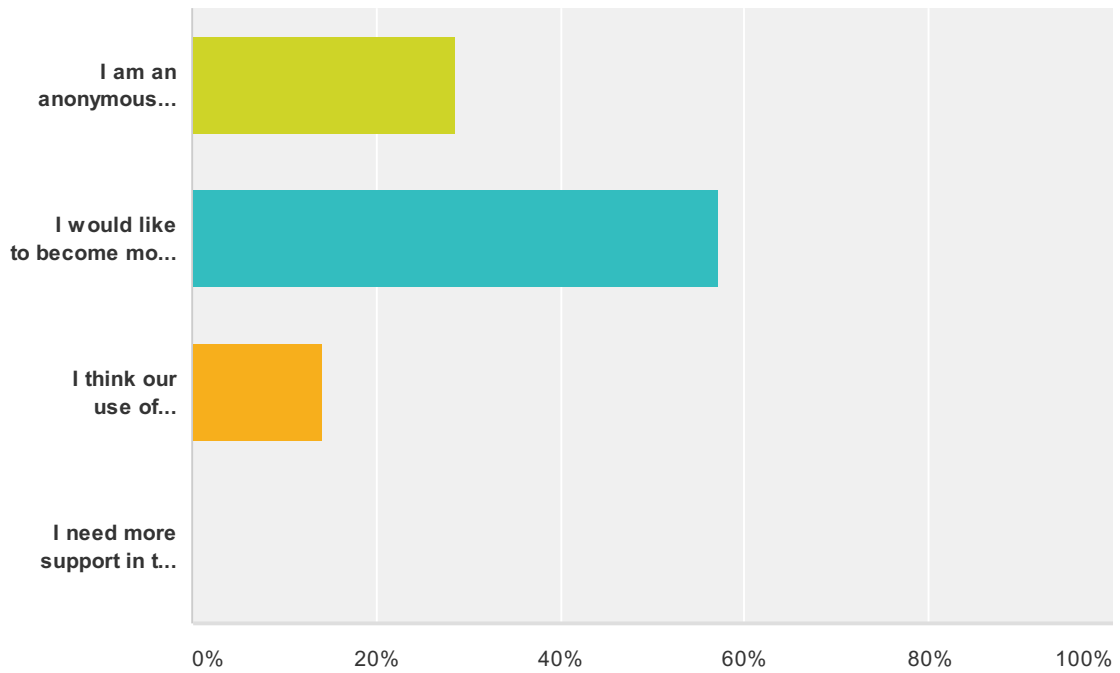
Q17 Have you ever felt like your implementation of a feature in an Adhearsion app to be 'hacky', difficult, messy or that there might otherwise be a way the framework could help you? Please give details.

Answered: 3 Skipped: 12

#	Responses	Date
1	I have strived to maintain the high standard of code in my submissions to Adhearsion and its related projects but our own business code tends to be a little less refined, primarily due to time constraints and lack of manpower. For quality reasons, we prefer the use of recorded voices over TTS and also prefer to record longer prompts where fewer would suffice; "And Forty-Nine Pence" as a single prompt rather than four separate prompts. Even though Asterisk (and FreeSWITCH?) can compose recorded prompts from digits, neither can handle the above example as we would like. The proper way to handle this might have been to do something smart with RubySpeech or even Rayo but instead I just wrote helpers for my call controllers that convert the digits into paths and pass them to play.	2/28/2014 7:31 PM
2	we have done pull request s for that kind of features :)	2/27/2014 12:02 PM
3	Oh, yes. In order to appropriate implement our requirements for recording a user's voice with DTMF, hangup, and silence detection, neither Asterisk's RECORD FILE nor Monitor() were doing the trick. We have a nasty hack that includes 4 Asterisk commands to get it right. Perhaps res_rayo will come to the rescue! =)	1/30/2014 4:29 PM

Q18 Please select all the appropriate statements that apply regarding your relationship with Adhearsion:

Answered: 14 Skipped: 1



Answer Choices	Responses
I am an anonymous observer / user of Adhearsion and prefer to stay anonymous.	28.57% 4
I would like to become more active in the community and contribute to this growing platform.	57.14% 8
I think our use of Adhearsion is quite interesting, and I would like for someone to contact me about how we can tell our story to others.	14.29% 2
I need more support in the use of Adhearsion and would like training or more information on support options.	0% 0
Total	14

Q20 Do you have anything else you wish to tell us about Adhearsion?

Answered: 9 Skipped: 6

#	Responses	Date
1	Keep up the good work! (-; P.S. We haven't really deployed FS yet but hope to finally do it next week.	2/28/2014 7:31 PM
2	great project :)	2/27/2014 12:02 PM
3	Awesome!	2/27/2014 10:20 AM
4	I think it one of most well written piece of software i have seen in my carrier, with a very supportive community.	2/6/2014 6:32 AM
5	Thanks for adhearsion! Made my life a lot easier	2/1/2014 4:06 AM
6	Keep up the good work!	1/30/2014 4:29 PM
7	It's a great engineered tool, I always find myself trying to catch-up on the development process to be able to collaborate, I think you guys go fast !	1/23/2014 9:43 AM
8	i think it is one of the better managed open source project. the community is awesome.	1/22/2014 11:56 PM
9	It's amazing, keep up the good work. Me included :)	1/22/2014 1:51 PM