



**VoiceGenie 7.2**

# **Documentation Overview**

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# Table of Contents

<b>Chapter 1</b>	<b>Introduction</b> .....	<b>9</b>
	Overview .....	9
<b>Chapter 2</b>	<b>Installation Documentation</b> .....	<b>11</b>
	VoiceGenie 7.2 Installation Guide .....	11
	VoiceGenie 7.2 Upgrade Guide.....	11
<b>Chapter 3</b>	<b>Media Platform Documentation</b> .....	<b>12</b>
	VoiceGenie 7.2 Media Platform Release Notes.....	12
	VoiceGenie 7.2 Application Migration Guide.....	12
	VoiceGenie 7.2 Media Platform Users' Guide.....	12
	VoiceGenie 7.2 Media Platform System Reference Guide.....	12
	VoiceGenie 7.2 SRM Users' Guide.....	13
	VoiceGenie 7.2 SRM System Reference Guide.....	13
<b>Chapter 4</b>	<b>OA&amp;M Framework</b> .....	<b>15</b>
	VoiceGenie 7.2 OA&M Framework Release Notes.....	15
	VoiceGenie 7.2 OA&M Framework Users' Guide .....	15
	VoiceGenie 7.2 OA&M Framework SMC Guide.....	16
	VoiceGenie 7.2 OA&M Framework CLC Guide .....	16
	VoiceGenie 7.2 OA&M Framework SNMP Guide .....	16
<b>Chapter 5</b>	<b>MRCP Proxy</b> .....	<b>17</b>
	VoiceGenie 7.2 MRCP Proxy Users' Guide.....	17
	VoiceGenie 7.2 MRCP Proxy System Reference Guide .....	17
<b>Chapter 6</b>	<b>SIP Proxy and Connector Interfaces</b> .....	<b>18</b>
	VoiceGenie 7.2 SIP Proxy Release Notes .....	18
	VoiceGenie 7.2 SIP Proxy User's Guide.....	18
	VoiceGenie 7.2 SIP Proxy System Reference Guide.....	19
	VoiceGenie 7.2 TDD/TTY User's Guide.....	19
	VoiceGenie 7.2 RTSP User's Guide .....	19
<b>Chapter 7</b>	<b>Tools</b> .....	<b>20</b>

Table of Contents

VoiceGenie 7.2 Tools Release Notes .....	20
VoiceGenie 7.2 Tools Users' Guide.....	20
VoiceGenie 7.2 Tools System Reference Guide.....	20

## Table of Contents







## Chapter

# 1 Introduction

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## Overview

The purpose of this document is to provide a brief summary for all documents shipped as part of the VoiceGenie 7.2 release.

Note that these documents will be updated from time-to-time and future versions will be available on the Genesys support site.





## Chapter

# 2

## Installation Documentation

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### **VoiceGenie 7.2 Installation Guide**

This document provides step-by-step instructions for how to install the VoiceGenie 7.2 Software. It is intended to act as a guide to installing all VoiceGenie and related third party software on the operating systems in which VoiceGenie software is supported. In providing additional context, this document also provides a high level description of the software products available from VoiceGenie as it relates to the architecture of a VoiceGenie system deployment. It also provides information on initial hardware setup and configuration procedures.

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### **VoiceGenie 7.2 Upgrade Guide**

This document provides step-by-step instructions for how to upgrade earlier VoiceGenie software releases to VoiceGenie 7.2.



## Chapter

# 3

## Media Platform Documentation

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### VoiceGenie 7.2 Media Platform Release Notes

This document provides a list and description of new features for the VoiceGenie 7.2 Media Platform release. It also outlines VoiceGenie supported configurations, product identification information, known limitations, and an URL to currently known issues of the VoiceGenie 7.2 Media Platform Release.

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### VoiceGenie 7.2 Application Migration Guide

This document outlines the changes in the VoiceGenie 7.2 release that may require changes to VoiceXML applications authored in pre-7.2 VoiceGenie supported releases as a result of the new features introduced in the VoiceGenie 7.2 Media Platform Release.

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### VoiceGenie 7.2 Media Platform Users' Guide

This document provides an overview of the VoiceGenie 7.2 overall architecture and capabilities, including an introduction to the capabilities provided by the VoiceGenie Media Platform. VoiceGenie components are described. There is also information regarding how to provision, configure,

monitor, and maintain the VoiceGenie 7.2 Media Platform. This document is intended to help those responsible for performing daily operations using the VoiceGenie 7.2 Media Platform.

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## **VoiceGenie 7.2 Media Platform System Reference Guide**

This document is intended to provide a complete reference to all aspects of the VoiceGenie 7.2 Media Platform, including configuration parameters, logging and metrics entries, directory structure and SNMP alarms.

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## **VoiceGenie 7.2 SRM Users' Guide**

The Speech Resource Manager (SRM) manages third party Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) engines. This document contains information describing how the SRM components are integrated into other VoiceGenie components. It provides information about the provisioning, configuring, monitoring and maintenance of the SRM.

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## **VoiceGenie 7.2 SRM System Reference Guide**

This document is intended to provide a complete reference to all aspects of the VoiceGenie 7.2 Speech Resource Manager, including configuration parameters, metrics entries and SNMP alarms for each of the components. It contains configuration information for the various ASR/TTS engines that are supported in the VoiceGenie 7.2 release.





## Chapter

# 4 OA&M Framework

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## VoiceGenie 7.2 OA&M Framework Release Notes

The purpose of the OA&M Framework is to provide comprehensive operations, administration, management and monitoring capabilities to a VoiceGenie deployment. This document provides a description of new features for the VoiceGenie 7.2 OA&M Framework release. It also outlines product identification information, known limitations, and provides a URL to currently known issues of the VoiceGenie 7.2 OA&M Framework Release.

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## VoiceGenie 7.2 OA&M Framework Users' Guide

This document introduces the user to the user interfaces of the OA&M Framework. The OA&M Framework is used by all products within the VoiceGenie product line. This includes the VoiceXML Media Platform, the CCXML Platform, the MRCP Proxy, the SIP Proxy and others. This document provides a high level description of the components of the OA&M Framework as well as instructions for operating, administrating, and monitoring any VoiceGenie 7.2 deployment. It contains an overview of the user interfaces (including the, System Management Console (SMC), Command Line Console (CLC) and Simple Network Management Protocol [SNMP]), which are used by products within the VoiceGenie 7.2 product offerings. The alarming/logging mechanism is also described.

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## **VoiceGenie 7.2 OA&M Framework SMC Guide**

The SMC is a web based interface to the OA&M Framework. It is written in JSP/Java and runs with the Tomcat application server. This document describes the functionality and serves as a user guide to the SMC.

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## **VoiceGenie 7.2 OA&M Framework CLC Guide**

The CLC provides a command line interface to many of the functionalities provided by the OA&M Framework. To access this information, users can issue commands through a telnet session to the CLC or via shell commands. This document serves as a user guide to those who wish to use the Command Line Console to access the many functionalities provided by the OA&M Framework.

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## **VoiceGenie 7.2 OA&M Framework SNMP Guide**

The VoiceGenie SNMP Agent is the component responsible for all SNMP functionality on the platform. This includes the ability to perform SNMP retrievals of data concerning the health of the platform, as well as the ability to direct alarms to a Network Management System that can receive SNMP traps. The system supports a comprehensive set of MIBs allowing monitoring of the system for trends and threshold conditions. This document outlines the operation details of the VoiceGenie SNMP Agent, and serves as a user guide to those who wish to use SNMP.





## Chapter

# 5 MRCP Proxy

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## VoiceGenie 7.2 MRCP Proxy Users' Guide

The MRCP Proxy (also known as the SRM Proxy) is a component for distributing and re-directing MRCP requests from many different VoiceXML Media Platform clients to many different speech servers (both ASR and TTS). This allows more efficient use of ASR and TTS resources, and sharing of the ASR/TTS resources between VoiceGenie Media Platforms. The MRCP Proxy, also allows the use of resources managed by the MRCP Proxy by other MRCP-based clients. This document provides an overview and serves as a user guide to those who wish to use the MRCP Proxy.

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## VoiceGenie 7.2 MRCP Proxy System Reference Guide

This document contains reference information for all aspects of the MRCP Proxy (also known as the SRM Proxy), including configuration parameters, logging and metric entries, directory structures and SNMP alarm codes (and their associated recommended responses).



## Chapter

# 6

## **SIP Proxy and Connector Interfaces**

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### **VoiceGenie 7.2 SIP Proxy Release Notes**

This document traditionally provides a list and description of new features for the VoiceGenie 7.2 SIP Proxy release. It also outlines product identification information, known limitations, and an URL to currently known issues of the VoiceGenie 7.2 SIP Proxy Release. As there were no new features in this release, these notes contain product identification information, known limitations, fixes that are new to this release only.

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### **VoiceGenie 7.2 SIP Proxy User's Guide**

SIP proxies provide a variety of services in VOIP networks that are based on the use of SIP, such as authorization and access control, validation and security, call routing, accounting, and user location. The VoiceGenie SIP Proxy provides a basic yet robust set of capabilities that are crucial to VoiceXML and CCXML deployments. This document provides an overview of the VoiceGenie 7.2 SIP Proxy features and capabilities. It also serves as a user guide for installation, provisioning and operation of the VoiceGenie 7.2 SIP Proxy.

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## VoiceGenie 7.2 SIP Proxy System Reference Guide

This document is intended to provide a complete reference for all aspects of the VoiceGenie 7.2 SIP Proxy, including configuration parameters, logging and metrics entries, directory structure and SNMP alarms.

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## VoiceGenie 7.2 TDD/TTY User's Guide

Telecommunications Devices for the Deaf (TDD) devices, also known as TDD/TTY devices, enable callers to communicate over telephone lines using keyboard devices for input and output.

TDD/TTY operates entirely over the standard PSTN. Unlike a modem, TDD/TTY devices do not negotiate connectivity at the start of the call, nor do they maintain synchronization throughout a call. Rather, they generate the required tones when sending data, and do not transmit at other times.

VoiceGenie 7.2 continues to have the capability to recognize TDD tones as part of a VoiceXML session. The ability is exposed as part of VoiceGenie's support for Automatic Speech Recognition (ASR). This document serves to provide information on how to utilize TDD/TTY.

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## VoiceGenie 7.2 RTSP User's Guide

The VoiceGenie Media Platform is capable of delivering streamed audio content to a caller as part of a VoiceXML application. The Media Platform makes use of the Real-Time Streaming Protocol (RTSP) connector to interface to third party RTSP format content servers. This content can be live or pre-recorded. This document serves to provide information on how to utilize the RTSP connector.



**Chapter**

# **7 Tools**

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## **VoiceGenie 7.2 Tools Release Notes**

This document provides a list and description of new features for the VoiceGenie 7.2 Call Analyst and Service Quality Advisor tools. It also outlines product identification information, known limitations, and provides a URL describing currently known issues of the VoiceGenie 7.2 Call Analyst/Service Quality Advisor.

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## **VoiceGenie 7.2 Tools Users' Guide**

This document provides an overview and operation instructions for the Call Analyst and Service Quality Advisor tools. It also serves as a user guide for installation and configuration of these tools. The Graphical User Interfaces for the tools are explained in detail in this User guide.

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## **VoiceGenie 7.2 Tools System Reference Guide**

This document provides a complete reference for all aspects of the platform tools, including configuration parameters, logging and metrics entries, and alarming.