

# VOICEGENIE

## VoiceGenie 7 VoiceGenie Call Control Platform Release Notes

April 2005



VoiceGenie Technologies Inc.

1120 Finch Ave. W. • Toronto, Ontario • M3J 3H7 • Canada

T. +1.416.736.4151 • F. +1.416.736.1551 • [support@voicegenie.com](mailto:support@voicegenie.com)

[www.voicegenie.com](http://www.voicegenie.com)



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## Overview

This release document includes the following information:

- Resources
- Where to Get Help
- Terminology
- Product Version Identification
- Features
- Know Limitations/Issues

## Documentation

Please refer to the VoiceGenie 7 Documentation Overview for the list of the documents shipped with the VoiceGenie 7 release.

## Resources

There are many resources for developers available on VoiceGenie's Developer website <http://developer.voicegenie.com>.

The following lists some of the important items you can find on our website:

Resource	URL
FAQs	<a href="http://developer.voicegenie.com/faq.php">http://developer.voicegenie.com/faq.php</a> <a href="http://speechgenie.voicegenie.com/faq.php">http://speechgenie.voicegenie.com/faq.php</a>
Tutorials	<a href="http://developer.voicegenie.com/tutorials_VoiceGenie.php">http://developer.voicegenie.com/tutorials_VoiceGenie.php</a> <a href="http://speechgenie.voicegenie.com/tutorials_SpeechGenie.php">http://speechgenie.voicegenie.com/tutorials_SpeechGenie.php</a>
VoiceXML 2.0/2.1 Reference	<a href="http://developer.voicegenie.com/voicexml2tagref.php">http://developer.voicegenie.com/voicexml2tagref.php</a>

## Where To Get Help

### VoiceGenie Customer Support

<b>Hours of Operation:</b> 8:30 am - 5:30 pm EST Monday to Friday <i>Closed on Canadian Statutory Holidays</i>	
Online/Website:	<a href="http://support.voicegenie.com">http://support.voicegenie.com</a>
Email:	<a href="mailto:support@voicegenie.com">support@voicegenie.com</a>
Phone:	(416) 736-4151
For 24/7 support information, please email <a href="mailto:support@voicegenie.com">support@voicegenie.com</a>	

### Contacting VoiceGenie

Mailing Address	Other
VoiceGenie Technologies Inc.	Phone: (416) 736-0905
1120 Finch Avenue West, 8 <sup>th</sup> Floor	Fax: (416) 736-1551
Toronto, Ontario	Website: <a href="http://www.voicegenie.com">www.voicegenie.com</a>
Canada M3J 3H7	

## Terminology

The following table gives definitions of some acronyms that are used throughout this document:

Acronyms	Full Definitions
ASR	Automated Speech Recognition (Engines/Technologies)
CLC	Command Line Console -- A command line interface that can be used to query information and issue commands
MRCP	Media Resource Control Protocol -- Adopted by the VoiceGenie Media Platform to control ASR and TTS resources
SRM	Speech Resource Management -- A component integrated into the VoiceGenie Media Platform to provide Speech Recognition and Synthesis functionalities to the application developers
SMC	System Management Console -- A web based tool for administering clusters of VoiceGenie VoiceXML Platforms
OA&M	Operation, Administration and Management
TTS	Text To Speech (Engines/Technologies)

The following sections may contain references to terminology that has become:

Historical Terms	New Terms
PhoneWeb Software / NeXusPoint 6.4.x Software	VoiceGenie 7 Software
Cluster Management Platform (CMP)	OA&M Framework
Voice Resource Manager (VRM)	Speech Resource Management (SRM)
VoiceGenie Management Console (VMC)	System Management Console (SMC)



## Product Version Identification

<b>Product Name</b>	VoiceGenie Call Control Platform
<b>Version</b>	7.0 GA
<b>Release Date</b>	April, 2005

Custom Packages information	
<b>Bonding</b>	bonding-7.0.0-3.tar.gz

CCP Proxy	
<b>Package</b>	ccp-proxy-7.0.0-11.tar.gz ccp-rm-7.0.0-11.tar.gz bonding-7.0.0-3.tar.gz
<b>Operating System</b>	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
<b>Protocol</b>	SIP2

CCP ICM	
<b>Package</b>	ccp-icm-7.0.0-11.tar.gz
<b>Operating System</b>	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade

CCP SS7	
<b>Package</b>	ccp-ss7-7.0.0-11.tar.gz ccp-rm-7.0.0-11.tar.gz bonding-7.0.0-3.tar.gz brkt-tr1000-3.2.2-1.tar.gz brkt-ns700-5.1.2-3.tar.gz
<b>Operating System</b>	VoiceGenie Linux 3.0 or Red Hat EL AS 3.0 with VG 3.0 Upgrade
<b>Protocol</b>	Brooktrout E1 SIP Clear Channel

### Features

The following new features will be introduced with this release:

#### IETF Torture Test Suite and PROTOs Test Suite

##### Description

VoiceGenie SIP Stack has passed the IETF Torture Test Suite and PROTOs Test Suite to protect against common malformed SIP messages or edge conditions.

#### Intelligent SIP Proxy

##### Description

The SIP Proxy will function as a proxy to direct SIP requests to the appropriate resource configured within the CCP cluster.

Please refer to the VoiceGenie 7 SIP Proxy Users' Guide for further details.

#### Runtime Changeable Configuration

##### Description

Most ISUP parameters can now be updated during runtime without the need of a server restart.

Please refer to the VoiceGenie 7 SS7 Connector Users' Guide for further details.

#### SS7 ISUP Hand-over on Failure Operation

##### Description

This feature introduces the ability for the SS7 Connector to hand over calls from the primary to the back-up server when failure occurs. This prevents the loss of calls which are already in progress.

Only completely connected calls (also referred to as completely answered calls) will be failed over. Calls that are unanswered will be lost after the failover.

Please refer to the VoiceGenie 7 SS7 Connector Users' Guide for further details.

#### Support for ICM Correlation ID

##### Description

This feature involves the exposure of the correlation ID at the VoiceXML application level. The correlation ID is the last 4 digits extracted from the DNIS. The DNIS will have the correlation ID component stripped out after the extraction.

Please refer to the Media Platform Users' Guide for further details.

## Transfer Outcall Release Cause to Incall

### Description

When making a transfer for ANSWERXFER mode, the inbound call release cause code will be copied from the outbound call if the outbound call is released first.

Please refer to the SS7 Connector Users' Guide for further details.

## Known Issues/Limitations

The list of issues, current as of the publication date of this document, is available to supported customers on our Support Website at <http://support.voicegenie.com>. This list is also updated with a list of issues that have been discovered since the publication date.